



**CIVIL SERVICE COMMISSION**

***Republic of the Philippines***

**CIVIL SERVICE COMMISSION  
CITIZEN'S CHARTER**

2023 (5th Edition)



## **I. Mandate**

The Civil Service Commission (CSC), 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**

By 2030, the CSC shall be the leader in empowering people and organizations in Human Resource (HR) and Organizational Development (OD), and in serving the public through streamlined and digitalized services.

## **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 CSC, 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 reasonable health and security measures adopted by the CSC;

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

Responding to your complaint/s 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 official website ([www.csc.gov.ph](http://www.csc.gov.ph)). For Regional Office (RO) or Field Office (FO) websites, please refer to the Directory on pages 229 to 252.

All these we pledge because YOU deserve no less.



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## **CSC Central Office Services**



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

Upon request, the Commission Secretariat and Liaison Office (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 (LAMD), Integrated Records Management Office (IRMO).

<b>Office or Division:</b>	CSLO/Library, Archives and Museum Division (LAMD), Integrated Records Management Office (IRMO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
<b>Who may avail:</b>	<p>Any requesting party shall be allowed access to CSC Decisions/Resolutions for research and reference provided that personal information be redacted pursuant to the Data Privacy Act of 2012 (Republic Act No. 10173), except for requests made by any of the following:</p> <ol style="list-style-type: none"> <li>1. Concerned parties involved in the case (a. Persons/Agencies directly involved in the case; b. Persons/Agencies not directly involved but have to be informed of the decision due to the effect of the decision on them or their work);</li> <li>2. Authorized representative of the party concerned;</li> <li>3. Authorized Liaison Officer of the agency to which the employee concerned belongs; and</li> <li>4. Courts and administrative bodies exercising quasi-judicial or investigative functions through its compulsory process of <i>subpoena duces tecum</i>, in aid of investigation and/or determination or resolution of pending cases.</li> </ol>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>By the concerned parties involved</u></p> <p>1. Accomplished CSC Request Form</p>	<p>Downloadable from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>) or through the following Offices:</p> <p>CSLO (Receiving Window) for CSC Decisions/Resolutions promulgated within two (2) years prior to the current year.</p> <p>IRMO (Receiving Window) for CSC Decisions/Resolutions promulgated more than two (2) years prior to the current year.</p>
<p>2. <b><u>Scanned copy of</u></b> at least one ID card (<b><u>front and dorsal side</u></b>) of the requesting party, valid (not expired) on the date of transaction, as follows:</p>	
<ul style="list-style-type: none"> <li>• Philippine Identification (PhilID) or National ID</li> </ul>	Philippine Statistics Authority (PSA)
<ul style="list-style-type: none"> <li>• 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;</li> </ul>	Land Transportation Office (LTO)
<ul style="list-style-type: none"> <li>• Passport;</li> </ul>	Department of Foreign Affairs (DFA)
<ul style="list-style-type: none"> <li>• PRC License;</li> </ul>	Professional Regulation Commission (PRC)
<ul style="list-style-type: none"> <li>• SSS ID;</li> </ul>	Social Security System (SSS)
<ul style="list-style-type: none"> <li>• GSIS ID (UMID);</li> </ul>	Government Service Insurance System (GSIS)
<ul style="list-style-type: none"> <li>• Voter's ID/Voter's Certification;</li> </ul>	Commission on Elections (COMELEC)
<ul style="list-style-type: none"> <li>• BIR/Taxpayer's ID (ATM type/TIN card type with picture);</li> </ul>	Bureau of Internal Revenue (BIR)
<ul style="list-style-type: none"> <li>• PhilHealth ID (must have the bearer's name, clear picture, signature, and PhilHealth number);</li> </ul>	Philippine Health Insurance Corporation (PhilHealth)
<ul style="list-style-type: none"> <li>• Company/Office ID;</li> </ul>	Requesting party's Company/Office
<ul style="list-style-type: none"> <li>• School ID;</li> </ul>	Requesting party's school
<ul style="list-style-type: none"> <li>• Police Clearance/Police Clearance Certificate (with picture);</li> </ul>	Philippine National Police (PNP)
<ul style="list-style-type: none"> <li>• Postal ID;</li> </ul>	Philippine Postal Corporation (PhilPost)
<ul style="list-style-type: none"> <li>• Barangay ID;</li> </ul>	Barangay where the requesting party resides
<ul style="list-style-type: none"> <li>• NBI Clearance;</li> </ul>	National Bureau of Investigation (NBI)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Seaman's Book;	Maritime Industry Authority (MARINA)
• HDMF Transaction Card;	Home Development Mutual Fund (HDMF)
• PWD ID; • Solo Parent ID;	Social Welfare and Development Office (SWDO)
• Senior Citizen's ID;	Office of Senior Citizen's Affairs (OSCA) of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration (BI)
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015, CSE-PPT	CSC RO where the requesting party took the exam
<u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u>	Same as indicated above
1. accomplished CSC Request Form;	
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
<u>For requests made by any requesting party for research and reference purposes:</u> 1. accomplished CSC Request Form; 2. scanned copy of any valid ID (front and dorsal side) of the requesting party; 3. scanned copy of the authorization letter from the requesting party concerned, if the 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
<p>1. Online Filing of Request</p> <ul style="list-style-type: none"> <li>Submit/send a request and scanned copy of documentary requirements as indicated above to</li> </ul> <p><a href="mailto:cslo@csc.gov.ph">cslo@csc.gov.ph</a></p> <p>For Decisions/Resolutions promulgated by the Commission within two (2) years prior to the current year</p> <p><a href="mailto:irmo@csc.gov.ph">irmo@csc.gov.ph</a></p> <p>For Decisions/Resolutions promulgated by the Commission more than two(2) years prior to the current year</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</p> <ul style="list-style-type: none"> <li><b>Deficient</b> - Inform the requesting party of any deficiency by issuing a Compliance letter through email enumerating the missing requirements</li> <li><b>Complete</b> - Issue acknowledgment receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</li> </ul>			Action Officer
	<p>1.3 Retrieve the requested document, issue an order of payment through email, and advise the client to pay the corresponding fee; if</p>			Action Officer

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the requested documents are not available, inform the client.			
	1.4 Inform client (through email address provided) to schedule an appointment through the Online Registration, Scheduling and Appointment System (ORAS), and to bring his/her valid ID and printed copy of the email confirmation on the day of the appointment.			Action Officer
<ul style="list-style-type: none"> <li>Pay the corresponding fee/s online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. *</li> </ul>	<p>2.1 Process payment and issue Official Receipt (OR)</p> <ul style="list-style-type: none"> <li>Record the OR number.; Photocopy/reproduce and certify the requested documents.</li> <li>Scan and redact personal information (if the request is for research/reference purposes)</li> </ul>			Cashier  Action Officer
3. Receive the CTC of CSC Decisions/Resolutions	3. Release the CTC of CSC Decisions/Resolutions to client			Action Officer

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
TOTAL		PHP10.00 per page for CTC  PHP3.00 per page for photocopy only not CTC	Two (2) hours / transaction  Three (3) working days for those that require redaction of personal information  <i>Above cited number of working days/hours may be extended only once for the same number of days/hours pursuant to Rule VII, Sec. 3(b) of Joint Memorandum Circular (JMC) No. 2019-001 on the Implementing Rules and Regulations (IRR) of Republic Act (RA) 11032.**</i>	

\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC Central Office (CO), and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgment from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 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.

<b>Office or Division:</b>	Records Division, Office for Legal Affairs (OLA)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>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;</li> <li>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;</li> <li>Courts and administrative bodies exercising quasi-judicial or investigative functions through its compulsory process of <i>subpoena duces tecum</i>, in aid of investigation and/or determination or resolution of pending cases.</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. <u>Requests made by a party to a case or his/her duly authorized representative.</u></p> <p>1. Accomplished Request Form</p>	Downloadable from the CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> ) or at the OLA Records Division, 4 <sup>th</sup> Floor CSC Building, Batasan, Quezon City.
<p>2. <b><u>Scanned copy of</u></b> at least one ID card <b><u>(front and dorsal side)</u></b> of the requesting party, valid (not expired) on the date of transaction, as follows:</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID; • Solo Parent ID;	Social Welfare and Development Office
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
3) Proof of payment of the required fee	
<ul style="list-style-type: none"> <li>• <u>Additional requirements if made through an authorized representative</u></li> <li>• Scanned copy of One (1) valid government-issued ID card, or two (2) valid non-government issued ID cards-front and dorsal side</li> <li>• At least (one) 1 ID with photograph) of the representative.</li> </ul>	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>▪ Scanned copy of Authorization Letter from the requesting party.</li> </ul>				
<p><b>B. Requests made by the Agency of the party concerned / Courts / Other Government Agencies</b></p> <ul style="list-style-type: none"> <li>• Accomplished Request Form</li> <li>• Scanned copy of One (1) valid government-issued ID card, or two (2) valid non-government issued ID card – front and dorsal side. At least (one) 1 ID with photograph) of duly authorized representative of the concerned agency/court</li> </ul> <p>3) Scanned copy of Court Order or Authorization Letter from the requesting agency.</p>				
CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Filing of Request</p> <p>Submit/send request and scanned documentary requirements as indicated above to-</p> <p><a href="mailto:ola@csc.gov.ph">ola@csc.gov.ph</a></p>	<ul style="list-style-type: none"> <li>• Retrieve request and scanned copy of documentary requirements sent by the applicant</li> <li>• Preliminarily assess completeness of the requirements</li> <li>•Deficient - Inform requesting party of any deficiency by issuing a Compliance letter through email enumerating the missing requirements</li> <li>•Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</li> </ul>			Action Officer (AO), Records Division, OLA



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
	<p>Inform client (through email address provided) to-</p> <ul style="list-style-type: none"> <li>&gt;set an appointment with OLA</li> <li>&gt;pick-up documents requested and to bring his/her valid ID and printed copy of the email of confirmation</li> </ul> <ul style="list-style-type: none"> <li>• Retrieve the requested records.</li> </ul> <p>If records are not available, inform the client that requested records are not available.</p> <ul style="list-style-type: none"> <li>• Clients may call up OLA Records for inquiry of the total fee of the requested records at Tel No. 8-9320184</li> </ul>		
2. Pay corresponding fee/s online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email *	<p>2.1 Process payment and issue OR</p> <p>1.2 Record the OR No.;</p> <p>Photocopy/reproduce and certify the requested documents.</p>		Action Officer
3. Receive CTC/ photocopy of case records	3.1 Release CTC/photocopy of case records to client		Action Officer
TOTAL:		PHP10.00 per page for CTC	Three (3) working days from receipt

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
	documents  PHP3.00 per page for photocopy only	of complete requirements  <i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>	

\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



### 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.

<b>Office or Division:</b>	Office for Legal Affairs (OLA)-Records Division
<b>Classification:</b>	Simple; Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Any requesting party as it pertains to his/her personal records, or his or her duly authorized representative;</li> <li>The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs; and</li> <li>Courts and administrative bodies exercising quasi-judicial or investigative functions through its compulsory process of <i>subpoena duces tecum</i>, in aid of investigation and/or determination or resolution of pending cases.</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>A. Requests made by a party to a case or his/her duly authorized representative.</u> 1. Accomplished Request Form	<ul style="list-style-type: none"> <li>Downloadable from the dCSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>) and at <a href="mailto:cscclearance@csc.gov.ph">cscclearance@csc.gov.ph</a></li> </ul>
2. <b>Scanned copy of</b> at least one ID card ( <b>front and dorsal side</b> ) of the requesting party, valid (not expired) on the date of transaction, as follows:	
<ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R.</li> </ul>	LTO

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
alone is not allowed)/Student Driver's Permit;	
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID; • Solo Parent ID;	Social Welfare and Development Office
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
• Proof of payment of the required fee	
<ul style="list-style-type: none"> <li>• <u>Additional requirements if made through an authorized representative</u></li> <li>• One (1) valid government-issued ID card, or two (2) valid non-government issued ID cards (at least (one) 1 ID with photograph) of the representative.</li> <li>• Authorization Letter from the requesting party</li> </ul>	
<p><b>B. <u>Requests made by the Agency of the party concerned / Courts / Other Government Agencies</u></b></p> <ol style="list-style-type: none"> <li>1) Accomplished Request Form</li> <li>2) One (1) valid government-issued ID card, or two (2) valid non-government issued ID cards (at least (one) 1 ID with photograph) of the duly authorized</li> </ol>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>representative of the concerned agency/court.</p> <p>3) Court Order or Authorization Letter from the requesting agency.</p>	

CLIENT STEPS	CSC ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request together with the requirements and Secure Order of Payment	<p>1. Receive accomplished Request Form; Assess completeness of the requirements</p> <ul style="list-style-type: none"> <li>• <i>Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements</i></li> <li>• <i>Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</i></li> <li>• Issue Order of Payment of fees</li> </ul>			Action Officer
2. Pay (to the Cashier) corresponding fee/s or through online/bank deposit and submit proof of payment (online receipt)	<p>2.1 Process payment and issue OR</p> <p>2.2 Record the OR No.</p> <p>2.3 Process request</p>			<p>Cashier</p> <p>Action Officer</p>

or deposit slip) through email. *				
3. Receive Certificate of No Pending Case/ Pendency of Administrative Case	3.1 Release Certificate of No Pending Case/ Pendency of Administrative Case to client			Action Officer
TOTAL		PHP100.00 per certificate	One (1) working day (1-15 certificates)  Three (3) working days (16-45 certificates)  Seven (7) working days (exceeding 45 certificates)  <i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032. **</i>	

\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.

Retirees are exempt from payment pursuant to CSC Resolution No. 1301597 dated 24 July 2013 on Waiver of Fee for Clearance of Pendency/Non-Pendency of Administrative Case.



#### 4. Issuance of Certificate of No Pending Administrative Case (through Mail/Online Request)

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.

<b>Office or Division:</b>	Office for Legal Affairs (OLA)
<b>Classification:</b>	Simple; Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Any requesting party as it pertains to his/her personal records, or his or her duly authorized representative;</li> <li>The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs; and</li> <li>Courts and administrative bodies exercising quasi-judicial or investigative functions through its compulsory process of <i>subpoena duces tecum</i>, in aid of investigation and/or determination or resolution of pending cases.</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form	Downloadable from the CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )
2. Self-addressed stamped envelope or Pouch, and Postal Money Order (PMO) or copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account)	Post Office or Private Courier Services
3. <b>Scanned copy of</b> at least one ID card ( <b>front and dorsal side</b> ) of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA

• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Mail requirements together with contact details (mobile number or e-mail address)*</p> <p><i>For online requests, copy of accomplished form and proof of payment such as electronic receipt, screen shot of bank transfer, or deposit slip, whichever is applicable/available. Send it through the</i></p>	<p>1.1 Accept and preliminarily assess completeness of request</p> <p><i>&gt;Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements</i></p>			Action Officer, Records Division, OLA



<p>following email address: <a href="mailto:olarecordscsc12@gmail.com">olarecordscsc12@gmail.com</a></p>	<p>through contact details provided &gt;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>1.2 Check if PMO is worth P100.00/validate with the cashier if the bank transfer/online payment was received</p>			
	<ul style="list-style-type: none"> <li>Process request</li> </ul> <p>If disapproved/denial of application/request – Provide notice stating the reason for the disapproval/denial, through contact details provided</p>			
<p>2. Receive the Certificate</p>	<p>2. Mail the Certificate using the self-addressed stamped envelope.</p>			<p>Action Officer, CMD, IRMO</p>
<p>TOTAL</p>	<p>PHP100.00 per</p>	<p>Three (3) working days</p>		

	certificat e	(1-15 certificates)  Seven (7) working days (not exceeding 45 certificates)  14 working days (exceeding 45 certificates)  <i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>	
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\*Request may be made online. Documentary requirements and proof of payment maybe scanned/submitted and sent through email. The certificate will be mailed using a self-addressed stamped envelope/or through email.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.

Retirees are exempt from payment pursuant to CSC Resolution No. 1301597 dated 24 July 2013 on Waiver of Fee for Clearance of Pendency/Non-Pendency of Administrative Case.



## 5. Verification of Civil Service Eligibility using the Civil Service Eligibility Verification System (CSEVS)

The Civil Service Eligibility Verification System (CSEVS) is an online platform designed to verify eligibility records by integrating various databases. It encompasses eligibilities obtained through both pen-and-paper tests and computerized examination modes, as well as those granted under special laws and by the Civil Service Commission (CSC).

Developed for public use, this system serves as a valuable tool for HR Management Officers (HRMOs) to authenticate an applicant's eligibility when considering job applications or placements within the government.

<b>Office or Division:</b>	<b>Integrated Records Management Office-Central Office</b>
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1) Eligibles as it pertains to his/her personal records; and</li> <li>2) The Head of the Agency, the Human Resource Management Officer, or the Administrative Officer of the Agency to which the applicants/employee concerned belongs.</li> </ol>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Personal Computer (PC), Laptop, and a Smart Phone	Personal/Agency Equipment
2. Stable Internet Connection	Personal/Agency Subscription

CLIENT STEPS	CSC ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The system can be accessed through the URL <a href="https://csevs.csc.gov">https://csevs.csc.gov</a>	Ensures the accessibility of the application and availability of eligibility information			Eligibles/Heads of Agencies/HRMOs/AOs
1. Fill out all the required fields of the CSEVS				Eligibles/ Head of Agency/ HRMO/AO
2. Submit by clicking submit button.		None	30 seconds	Eligibles/Heads of Agencies/HRMOs/AOs
3. Take a screenshot of the eligibility information (may be printed when needed)				Eligibles/Heads of Agencies/HRMOs/AOs



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

Examination result, in a letter form printed on 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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Examination Records Request Form (ERRF)	Downloadable from the CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )
2. At least one (1) ID card of the requesting party, preferably valid (not expired) on the date of transaction, as follows:	
<ul style="list-style-type: none"> <li>• Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>• 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;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>• Passport;</li> <li>• PRC License;</li> </ul>	DFA PRC

<ul style="list-style-type: none"> <li>• SSS ID;</li> <li>• GSIS ID (UMID);</li> <li>• Voter's ID/Voter's Certification;</li> <li>• BIR/Taxpayer's ID (ATM type/TIN card type with picture);</li> <li>• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);</li> <li>• Company/Office ID;</li> <li>• School ID;</li> </ul>	SSS GSIS COMELEC BIR  PhilHealth  Requesting party's Company/Office Requesting party's school
<ul style="list-style-type: none"> <li>• Police Clearance/Police Clearance Certificate (with picture);</li> </ul>	PNP
<ul style="list-style-type: none"> <li>• Postal ID;</li> <li>• Barangay ID;</li> <li>• NBI Clearance;</li> <li>• Seaman's Book;</li> <li>• HDMF Transaction Card;</li> <li>• PWD ID;</li> <li>• Solo Parent ID;</li> </ul>	PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>• Senior Citizen's ID;</li> </ul>	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>• Alien Certificate of Registration Identity Card (ACR I-CARD); and</li> </ul>	Bureau of Immigration
<ul style="list-style-type: none"> <li>• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT.</li> </ul> <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 ID cards, which shall be used as a last resort, may be accepted provided that, an expired ID card shall be accepted only within, and until the end of, the year the ID card is expiring.)</p>	CSC RO where the requesting party took the exam
<u>Additional Requirements</u> <u>If request is filed through a Representative</u>	

<p>1) Authorization Letter or Special Power of Attorney (SPA); and</p> <p>2) One valid ID Card of the representative</p>	<p>Requesting Party or Notary Public</p> <p>Any valid ID as enumerated in #2 above.</p>
<p><u>Special Requirement</u></p> <p>A Philippine Statistics Authority (PSA) issued Marriage Contract for women who married after taking the examination.</p> <p>In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name.</p> <p>A PSA-issued birth certificate is required if the ID presented does not contain date of birth.</p>	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Eligibility/Exam	1.1 Accept ERRF, and valid ID and preliminarily			Action Officer, RCAD, IRMO
Records Request Form (ERRF), and one valid ID	<p>assess completeness of request:</p> <ul style="list-style-type: none"> <li><i>If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</i></li> </ul>			
	<p>1.2 Process Request</p> <p><b><i>If the 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></b></p>			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	One (1) working day upon receipt of complete documents  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i>	

\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.





## 6. 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.\*

<b>Office or Division:</b>	Civil Service Institute – CO (CSI)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Letter request indicating the type of training, number of participants, venue and schedule;</li> </ul>	Requesting agency
<ul style="list-style-type: none"> <li>Exploratory meeting to discuss propriety of in-house training</li> </ul>	N/A

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to – <a href="mailto:csi@csc.gov.ph">csi@csc.gov.ph</a>	1.1 Receive request through letter, call or personal inquiry			CSI Action Officer
	1.2. Schedule exploratory meeting. (Depending on the availability of both parties)			

2. Attend exploratory meeting	2.1 Discuss the training need, type of training, number of participants, venue, schedule and cost.			Requesting agency and CSI Action Officer
	Prepare exploratory meeting minutes			CSI Action Officer
	Identify SME, prepare course brief, customized design, proposal letter and draft MOA.			
	Send proposal with draft MOA			
3. Receive proposal with draft MOA				Requesting agency
	TOTAL		Three (3) working days for response to request;  Proposal submitted Twenty (20) working days upon confirmation of the conduct of the training  <i>Above cited number of working days may be extended only once for the</i>	

			<i>same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>	
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\* CSI continues to conduct in-house and public offering courses online.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 7. 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.

<b>Office or Division:</b>	Civil Service Institute – CO (CSI)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B Government to Businesses
<b>Who may avail:</b>	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"> <li>Letter Request for Accreditation</li> </ul>	Applicant institution
<ul style="list-style-type: none"> <li>Scanned copy, if applicable, of the following documents:               <ul style="list-style-type: none"> <li>Valid and Certified True Copies of:                   <ul style="list-style-type: none"> <li>SEC or DTI Registration</li> <li>Articles of Incorporation/Partnership and By-Laws</li> <li>Business Permit</li> <li>BIR Registration</li> <li>Income Tax Return (Latest)</li> <li>Certificate of Tax Clearance</li> <li>Latest Three-Year Audited Financial Statement</li> </ul> </li> <li>Organization Profile</li> <li>Table of Organization</li> <li>List of training staff</li> <li>Updated list of board members (in the case of a corporation) and officers</li> <li>List of leadership development, human resource management and organization development, personal and professional effectiveness programs/courses</li> </ul> </li> </ul>	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"> <li>Documented design of a sample program, course and/or service</li> </ul>	Applicant institution
<ul style="list-style-type: none"> <li>List of Subject Matter Experts (SMEs) with resumes and certification that they are willing to be engaged as SMEs for the institution</li> </ul>	Applicant institution
<ul style="list-style-type: none"> <li>Report on Training Service Delivery (Past 3 years)</li> </ul>	Applicant institution
<ul style="list-style-type: none"> <li>Certificate of Membership in Associations (if any)</li> </ul>	Applicant institution
<ul style="list-style-type: none"> <li>Awards/Recognition of Excellence (if any)</li> </ul>	Applicant institution
<ul style="list-style-type: none"> <li>Notarized pictures of the office including the facilities, furniture, equipment and staff</li> </ul>	Applicant institution

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Filing of Application</p> <p>Submit/send letter request together with scanned copy of complete documentary requirements to:</p> <p><a href="mailto:csi@csc.gov.ph">csi@csc.gov.ph</a></p> <p>(Only complete documents shall be processed)</p>	<p>1.1 Retrieve scanned requirements sent by the applicant</p> <ul style="list-style-type: none"> <li>Preliminarily assess completeness of documentary requirements</li> <li>If deficient - Inform requesting party of any deficiency and enumerate missing requirements.</li> <li>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</li> </ul>			Action Officer

	<ul style="list-style-type: none"> <li>Issue billing statement if requirements are complete and advise client to pay the corresponding fee</li> </ul>			
2. Client pay through check or online and send through email deposit slip or proof of payment*	2. Process payment and issue OR			CSI Cashier
3. Submit pictures of premises	<ul style="list-style-type: none"> <li>Evaluate submitted documents in accordance with the requirements of the Policy. If not ok, inform Institution using the checklist.</li> </ul>			Action Officer
	<ul style="list-style-type: none"> <li>Assess submitted program</li> </ul>			Designated CSC Panel of Experts
	<ul style="list-style-type: none"> <li>Confer accreditation and provide them with a copy of the Resolution and Certificate of Accreditation</li> </ul>			
TOTAL		PHP 10,000.00	Twenty (20) working days upon receipt of complete documents  <i>Above cited number of working days</i>	

		<p><i>may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032. **</i></p>
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\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 8A. Issuance of Certified Copies of SALN

Authorized parties may request copies of sworn Statements of Assets and Liabilities and Net Worth (SALN) to be used for specific purposes.

<b>Office or Division:</b>	Communications Management Division (CMD), Integrated Records Management Office (IRMO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Businesses
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Any requesting party as it pertains to his/her personal records;</li> <li>2. The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;</li> <li>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</li> <li>4. Such other officials or entities duly authorized by competent authorities</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>For concerned parties involved: <ul style="list-style-type: none"> <li>Accomplished Request for SALN Form</li> </ul> </li> </ul>	Downloadable from the CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> ) and at CSC CO – IRMO Receiving Window
<ul style="list-style-type: none"> <li><b>Scanned copy of</b> at least one ID card (<b>front and dorsal side</b>) of the requesting party, valid (not expired) on the date of transaction, as follows:</li> </ul>	
<ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>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;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>Passport;</li> </ul>	DFA
<ul style="list-style-type: none"> <li>PRC License;</li> </ul>	PRC



• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
<ul style="list-style-type: none"> <li>• If request is filed through authorized representative of the party concerned/authorized Liaison Officer of agency: <ul style="list-style-type: none"> <li>• Accomplished CSC Request Form</li> <li>• Scanned copy of any valid ID (front and dorsal side) of the party concerned</li> <li>• Scanned copy of authorization letter from the requesting- party concerned</li> <li>• Scanned copy of any valid ID of the representative</li> </ul> </li> </ul>	<p>same as indicated above</p> <p>Requesting party</p> <p>same as indicated above</p>

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Filing of Request</p> <p>Submit/send accomplished Request for SALN Form together with the scanned documentary requirements to -</p> <p>irmo@csc.gov.ph</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</p> <ul style="list-style-type: none"> <li>If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</li> </ul> <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-&gt;the date/time to claim the requested copy of SALN &gt;to pay to the Cashier.</p>			Action Officer
	<ul style="list-style-type: none"> <li>Retrieve the requested records, issue Order of Payment and advise client to</li> </ul>			Action Officer

	<p>pay the corresponding fee if records are available.</p> <ul style="list-style-type: none"> <li>If records are not available, inform the client that requested records are not available.</li> </ul>			
2. Pay the corresponding fee and present OR*	<p>2.1 Cashier process payment and issues OR</p> <p>2.2. Record the OR No.</p> <ul style="list-style-type: none"> <li>While the client pays the corresponding fee, the requested documents are being reproduced</li> <li>If disapproved - Issue a written explanation</li> </ul>			<p>Cashier – OFAM</p> <p>Action Officer</p>
3. Receive the certified copy of SALN	3. Release the certified copy of SALN to client.			Action Officer
TOTAL		PHP30.00 per SALN record	<p>One (1) working day upon receipt of complete documents</p> <p><i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII,</i></p>	

		<i>Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>
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\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



**8B. 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**

Authorized parties may request copies of Appointment Papers issued by Government Agencies in NCR and Region IV from 1980-1989, Service Cards/Records, Leave without Pay, and CSC Issuance to be used for specific purposes.

<b>Office or Division:</b>	Library, Archives, and Museum Division (LAMD), Integrated Records Management Office (IRMO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Businesses
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Any requesting party as it pertains to his/her personal records;</li> <li>The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;</li> <li>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</li> <li>Such other officials or entities duly authorized by competent authorities.</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Accomplished Personnel Records Request Form (PRRF)</li> </ul>	Downloadable from the CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> ) and IRMO-Receiving Window.
<ul style="list-style-type: none"> <li>Self-addressed stamped envelope or Prepaid Pouch, and copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account)</li> </ul>	
<b>Scanned copy of</b> at least one ID card <b>(front and dorsal side)</b> of the	

requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
<ul style="list-style-type: none"> <li>• If request is filed through authorized representative of the parties concerned/authorized Liaison Officer of agency: <ul style="list-style-type: none"> <li>• Accomplished CSC Request Form</li> <li>• Scanned copy of any valid ID (front and dorsal side) of the party concerned</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Same as indicated above</li> <li>• Requesting party</li> <li>• Same as indicated above</li> </ul>

<ul style="list-style-type: none"> <li>• Scanned copy of authorization letter from the requesting party concerned</li> <li>• Any valid ID of the representative (original)</li> </ul>	
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CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Filing of Request</p> <p>Submit/send request and scanned copy of documentary requirements as indicated above</p>	<ul style="list-style-type: none"> <li>• Retrieve request and scanned copy of documentary requirements sent by the client</li> <li>• Preliminarily assess completeness of request form and supporting document/s</li> </ul> <p>&gt;Deficient - Inform requesting party of any deficiency and enumerate the missing requirements</p> <p>&gt;Complete - Issue acknowledgment receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</p> <ul style="list-style-type: none"> <li>• Retrieve the requested documents, inform the client if</li> </ul>			Action Officer

	<p>records are not available.</p> <p>If available, inform client (through email address provided) on the scheduled date to pick-up documents requested.</p> <ul style="list-style-type: none"> <li>• Issue Order of Payment and advise client to pay the corresponding fee</li> </ul>			
2. Pay the corresponding fee online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. *	<p>2.1 Validate with the Cashier if payment was received</p> <p>2.2 Process payment and issue OR; record OR</p> <ul style="list-style-type: none"> <li>• Reproduce the requested records</li> </ul>			Cashier
3. Receive the document requested	3. Mail the requested documents using the self-addressed stamped envelope or Prepaid Pouch provided by the client.			Action Officer
	TOTAL	Appointment – PHP 30;  Service Card/Record - PHP 40.00	One (1) working day upon receipt of complete documents	



	<p>CSC Records- PHP10.00/pag e</p> <p>CSC Issuances/ resolutions- PHP10.00/pag e</p> <p>Authenticated copies of Certificate of Attendance to L&amp;D Interventions- PHP10.00</p>	<p><i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i></p>	
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\* Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



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

Public Assistance and Information Office (PAIO) provides general information on civil service matters and handles requests for assistance on CSC services.

<b>Office or Division:</b>	Public Assistance and Information Office, Central Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	CSC ACTIONS	FEE S TO BE PAI D	PROCESS ING TIME	PERSON RESPONSIB LE
<b>(WALK-IN)</b> <ul style="list-style-type: none"> <li>•Get queuing number and wait for it to be called.</li> <li>•Inform the Action Officer regarding the query or request for assistance. For complex concern, fill out the customer request form.</li> </ul>	<ul style="list-style-type: none"> <li>• Assign client reference number and attend to client's inquiry</li> <li>• Provide reply to simple queries/ request for assistance.</li> </ul> <p>For complex concern, advise the</p>			PAIO Action Officer

	<p>customer to fill out the request form.</p> <ul style="list-style-type: none"> <li>• Prepare and send a referral letter to the concerned office within three working days.</li> </ul> <p><i>(The receiving office will provide concrete action to the customer/PAC. If request is denied/disapproved – the receiving office will send a written notice citing the ground for denial/disapproval of the request.)</i></p>			<p><i>(CSC Office/Other government agencies receiving the concern)</i></p>
<ul style="list-style-type: none"> <li>• Fill-out a Customer Feedback and Satisfaction Survey (CFSS)</li> </ul>	<p>4. Request the customer to fill out the CFSS</p>			
<p><b>(ONLINE)</b></p> <ul style="list-style-type: none"> <li>• Send the complete details of the feedback to <a href="mailto:email@contactcenterngbay.an.gov.ph">email@contactcenterngbay.an.gov.ph</a>.</li> </ul>	<ul style="list-style-type: none"> <li>• Assign customer reference number.</li> </ul>			<p>CSC CO-CCB Agent</p>

<ul style="list-style-type: none"> <li>• Upon receipt of the reply, fill out the Customer Feedback and Satisfaction Survey.</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate completeness of the information provided and request additional information when necessary.</li> <li>• Provide reply to simple concerns. For complex concern, acknowledge receipt of the email and advise customer that the matter will be referred to the appropriate office.</li> <li>• Prepare and send a referral letter to the concerned office within three working days.</li> </ul> <p><i>(The receiving office will</i></p>			<p><i>(CSC Office/Other government agencies receiving the concern)</i></p>
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	<p><i>provide concrete action to the customer/PAC. 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	<p>Three (3) working days</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i></p>		

\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 10. Issuance of Certificate of Accreditation and Resolution of Accreditation to the Employees' Organization (EO)

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 accreditation process starts with the receipt of documents from IRMO, which are subsequently evaluated by the action officer using the Process on Employees Association and Recognition System (PEARS) for compliance with the requirements set under Executive Order No. 180. If fully compliant, **the Human Resource Relations Office (HRRO) prepares the Resolution for ratification of the Commission and Certificate of Accreditation for signature of the Chairperson of CSC.**

<b>Office or Division:</b>	Human Resource Relations Office (HRRO), Central Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Government Agencies (NGAs, LGUs, GOCCs, WDs, SUCs, LUCs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b><u>Original and scanned copy of the following documents:</u></b></p> <ul style="list-style-type: none"> <li>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. The form, contents, and supporting documents of the petition must: (a) be in writing, verified under oath by the President of the employees' organization and (b) state that the petitioner is a duly registered employees' organization;</li> <li>Certification of the President of the employees' organization stating: (a) that the employees whose names and</li> </ul>	<p>Employees' Organization</p> <p>Employees' Organization</p>

<p>signatures appearing in alphabetical order in support of the petition constitute majority of the total number of rank-and-file employees in the negotiating unit; and (b) that the accuracy and authenticity of the names and signatures of the employees appearing in the petition for accreditation, and that the list of the names are devoid of duplicate/double entries;</p> <ul style="list-style-type: none"> <li>• Certification from Human Resource Management Officer / Administrative Officer as to the total number of rank-and-file employees in the agency;</li> <li>• 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;</li> <li>• Accreditation fee (Php 750.00). If payment is through postal money order, check or through cash deposit with the Landbank of the Philippines, the same should be payable to the Civil Service Commission; and</li> <li>• 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).</li> </ul>	<p>Concerned Agency</p> <p>DOLE-BLR</p> <p>Employees’ Organization</p> <p>Employees’ Organization</p>
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CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Filing of Application</p> <p>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, compliance and authenticity of submitted documents.</p> <p><b>Any Deficiency</b> - Inform applicant or requesting party and enumerate the missing requirements</p> <p><b>No Deficiency –</b> Advise client to submit original copies of supporting documents and pay appropriate fee Issue order of payment to client and refer to the cashier for payment.</p>			Action Officer
<p>2. Pay to the Cashier</p>	<p>2. Process payment and issues OR.</p>			OFAM Cashier
<p>3. Submit Petition and original copies of</p>	<ul style="list-style-type: none"> <li>Receive and record petition and original copy</li> </ul>			IRMO Receiving Officer



<p>supporting documents to IRMO</p>	<p>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 Registration, Accreditation and CNA Registration Division (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</p>			<p>HRRO Receiving Officer</p> <p>Director III/IV</p> <p>Division Chief</p> <p>HRRO Action Officer</p>
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	determines the completeness and authenticity in form and content of the petition for accreditation using PEARS.			
4. Receive the (a) Notice of Petition for Accreditation, (b) Notice to Opposition; and (c) Certified Copy of Sworn Petition for Accreditation with majority support signatures of rank and file employees for posting in the agency's conspicuous places for 10 calendar days.	4. If the documents conform to the standard and are complete, the HRRO through 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 employees for posting in the agency's two (2) most conspicuous places for 10 calendar days.			HRRO Action Officer/Division Chief/Director III/Director IV
5. Submit the Sworn Report on the Presence/Absence of Opposition to	5.1. Accepts records and send request for verification to DOLE-BLR whether there			HRRO Action Officer/Receiving Officer

<p>Petition for Accreditation with places and inclusive dates of posting to HRRO.</p>	<p>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 the Resolution for ratification by the Commission and 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</p> <p>a. Resolution for approval and ratification by the Honorable Commission.</p> <p>b. Certificate of Accreditation to be signed by the CSC Chairperson (per Amended IRR of EO No. 180, s. 1987)</p>
<ul style="list-style-type: none"> <li>• Receive the Certificate, Resolution and Letters</li> </ul>	<ul style="list-style-type: none"> <li>• Once signed and approved by the Chairperson, the RACD prepares and sends congratulatory letters and releases Certificate of Accreditation, Resolution to Employees'</li> </ul>			<p>HRRO Action Officer/Releasing Officer/Division Chief/Director III/Director IV</p>

	<p>Organization, 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	PHP750.00	Twenty (20) working days from receipt of DOLE verification	<p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i></p>	

\*Petition for accreditation may be submitted online. Documentary requirements and proof of payment maybe scanned/submitted and sent through email.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client

which can be in the form of electronic or scanned signature.<sup>3</sup>) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 11. 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.

<b>Office or Division:</b>	Human Resource Relations Office (HRRO), Central Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Government Agencies (NGAs, LGUs, GOCCs, WDs, SUCs, LUCs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b><u>Original and Scanned copy of the following documents:</u></b></p> <ul style="list-style-type: none"> <li>• Four (4) notarized original copies of the signed CNA (to be filed with the CSC-HRRO within ninety (90) calendar days after its execution).</li> <li>• 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).</li> <li>• 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 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).</li> </ul>	<ul style="list-style-type: none"> <li>• Employees' Organization</li> <li>• Employees' Organization</li> <li>• Employees' Organization</li> <li>• Concerned Agency</li> </ul>

<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> <ul style="list-style-type: none"> <li>• Original copy of certification from the Human Resource Management Officer / Administrative Officer as to the total number of rank-and-file employees in the agency (This will determine if the majority support requirement has been met).</li> <li>• Certified true copy of the Certificate of Accreditation.</li> </ul>	<ul style="list-style-type: none"> <li>• Employees' Organization</li> </ul>
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CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Filing of Application</p> <p>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, <b><u>compliance and</u></b> authenticity of submitted documents.</p> <p><b><i>Any Deficiency - Inform applicant or requesting party and enumerate the missing requirements</i></b></p> <p><b><i>No Deficiency – Advise client to submit original copies of supporting documents and pay appropriate fee</i></b></p> <p><b><i>&gt;Issue order of payment order and refer to the cashier for payment.</i></b></p>			<p>HRRO Action Officer</p>

2. Pay to the Cashier	<ul style="list-style-type: none"> <li>Process payment and issue Official Receipt to client</li> </ul>			OFAM – Cashier
3. Submit original copy of CNA Registration with supporting Documents to IRMO	<ul style="list-style-type: none"> <li>Accept and record original copy of CNA Registration and supporting documents from client</li> <li>IRMO transmits the documents to HRRO</li> <li>Accept and record documents from IRMO</li> <li>Assign documents to HRRO-RACD.</li> <li>Receive the application for CNA Registration and documents and records the same in the Logbook/Databa se 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).</li> <li>Evaluate and determine the completeness in</li> </ul>			IRMO Receiving Officer  IRMO Releasing Officer  HRRO Receiving Officer  Director III/IV  Division Chief  HRRO Action Officer



	<p>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> <ul style="list-style-type: none"> <li>• If the application for registration of CNA and documents are complete and compliant with the requirements, the AO prepares Certificate of CNA Registration for signature of the Chairperson.</li> <li>• Signing of Certificate of CNA Registration</li> </ul>			<p>HRRO Action Officer/ Division Chief/Director III/Director IV</p> <p>CSC Chairperson (per Amended IRR of EO No. 180, s. 1987)</p>
<ul style="list-style-type: none"> <li>• Receive the Certificate of CNA</li> </ul>	<ul style="list-style-type: none"> <li>• Once signed and approved by the Chairperson, the HRRO-RACD prepares and sends congratulatory letters and releases <b>Certificate of CNA Registration to Employees' Organization (EO)</b>, Agency and CSC Regional Office for the award of</li> </ul>			<p>HRRO Releasing Officer/Action Officer/ Division Chief/Director III/Director IV</p>

	<p>the Original Certificate of CNA Registration to the EO.</p> <p><b><i>If denial of application/request - Send written explanation and grounds for such denial is based</i></b></p> <p><b><i>If disapproved - Send a formal notice and cite any violation of the law</i></b></p>			
TOTAL		PHP1,000.00	<p>Twenty (20) working days from receipt of complete documents from IRMO</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i></p>	

\*Documentary requirements and proof of payment maybe scanned/submitted and sent through email.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 12. Response to Job Applications

This describes the procedures employed by the Office for Human Resource Management and Development (OHRMD) in handling job applications submitted by individuals who are interested to join the CSC workforce.

<b>Office or Division:</b>	Office for Human Resource Management and Development, Central Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Application letter with complete set of requirements, as follows:</p> <ul style="list-style-type: none"> <li>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;</li> <li>Work Experience Sheet (if applicable);</li> <li>Scanned copy of performance rating of at least VS in the last rating period (if applicable);</li> <li>Scanned copy of certificate of eligibility/rating/license; and</li> <li>Scanned copy of Transcript of Records.</li> </ul>	<ul style="list-style-type: none"> <li>Downloadable from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> <li>Downloadable from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> </ul>

CLIENT STEPS	CSC ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter*(through email) together with the complete set of requirements (items a to e), addressed to:	1.Receive/Retrieve application documents sent by the applicant and forward the application to the Action Officer (AO) in-			Principal: Chief HRS of TARD Alternate: Supervising HRS of TARD

<p><b>Acting Dir. IV Rosalita B. Rances- Petaca</b> Office for Human Resource Management and Development and Civil Service Commission Constitution Hills, 1126, Quezon City</p> <p>Email address: <a href="mailto:ohrmd.tard@csc.gov.ph">ohrmd.tard@csc.gov.ph</a></p>	<p>charge of the vacancy</p> <p>2. Preliminarily assess completeness of document/s</p> <p><b>&gt;Deficient</b> - Inform applicant of any deficiency and enumerate the missing requirements</p> <p><b>&gt;Complete</b> – Issue acknowledgemen t 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"> <li>• Meeting QS</li> <li>• Not meeting QS</li> </ul> <p>5. Review draft letter reply</p>			<p>TARD AO</p> <p>TARD AO</p> <p>Principal: Chief HRS of TARD</p> <p>Alternate: Supervising HRS of TARD</p>
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	<p>6. Approve letter reply</p> <ul style="list-style-type: none"> <li>• Send letter reply to applicant through email</li> </ul>			<p>Principal: Director IV Alternate: Director III</p> <p>TARD AO</p>
TOTAL		None	<p>Three (3) working days upon receipt of complete documents</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032. **</i></p>	

\*Applicants may opt to send applications through snail/registered mail, courier or hand carry.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## **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.

<b>Office or Division:</b>	Public Assistance and Liaison Division, CSC RO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Government Agencies (NGAs, LGUs, GOCCs, WDs, SUCs, LUCs)

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	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 through email	<ul style="list-style-type: none"> <li>Download and review the CS Form 9</li> <li>Publish the same in the CSC Bulletin of Vacant Positions in the Government in the CSC website</li> </ul>			Action Officer, Public Assistance and Liaison Division

TOTAL	None	<p>One (1) working day upon receipt of complete documents (cut off time is 12:00 nn of Wednesday for request received from 12:00 nn of Friday to 12 nn of Wednesday; and 12:00 nn of Friday for those received from 12 nn from Wednesday to 12:00 nn of Friday)</p> <p><i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i></p>	
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\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.





### 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.

<b>Office or Division:</b>	Legal Services Division, CSC RO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
<b>Who may avail:</b>	a. Concerned parties involved in the case; b. Authorized representative of the concerned party; c. Authorized Liaison Officer of the agency; and d. Courts and administrative bodies exercising quasi-judicial 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.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>By concerned parties involved</u>	
1. Accomplished LSD Request Form	<ul style="list-style-type: none"> <li>LSD, CSC RO</li> <li>Downloadable from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> </ul>
2. <b>Scanned copy of</b> at least one ID card ( <b>front and dorsal side</b> ) of the requesting party, valid (not expired) on the date of transaction, as follows:	
<ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>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;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>Passport;</li> </ul>	DFA

• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
<u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u>	
• accomplished LSD Request Form;	LSD, CSC RO
• 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
• authorization letter from the requesting concerned party; and	Party availing of the service
• 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>1. Online Filing of Request</p> <p>Submit/ send request and scanned copy of documentary requirements as indicated above 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</p> <p>&gt;<b>Deficient</b> - Inform requesting party of any deficiency by issuing a Compliance letter through email enumerating the missing requirements</p> <p>&gt;<b>Complete</b> – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</p>			Action Officer
	<p>1.3 Retrieve the requested documents and issue order of payment through email and advice client to pay corresponding fee; if the requested documents are not available, inform the clients</p>			Action Officer
	<p>1.4 Inform client (through email address provided) to schedule an appointment through the Online Registration,</p>			Action Officer

	Scheduling and Appointment System (ORAS), and to bring his/her valid ID and printed copy of the email confirmation on the day of the appointment.			
2. Pay the corresponding fee/s online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. **	<p>2.1 Process payment and issue OR</p> <ul style="list-style-type: none"> <li>Record the OR No.; Photocopy/ reproduce and certify the requested documents.</li> <li>Scan and redact personal information (if request is for research/reference purposes)</li> </ul>			Cashier  Action Officer
3. Receive the CTC of CSC Decisions/ Resolutions	3. Release the CTC of CSC Decisions/Resolutions to client			Action Officer
TOTAL		<p>PHP10.00 per page for CTC</p> <p>PHP3.00 per page for photocopy only not CTC</p>	<p>Two (2) hours/ transaction</p> <p>Three (3) working days for those that require redaction of personal information</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to</i></p>	

		<i>Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</i>	
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\*Request may be filed online.

\*\*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.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



### 3. 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.

<b>Office or Division:</b>	Legal Services Division, CSC RO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Any requesting party as it pertains to his/her personal records;</li> <li>• The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs; and</li> <li>• Courts and administrative bodies exercising quasi-judicial or investigative functions by means of the compulsory process of <i>subpoena duces tecum</i>, in aid of the determination or resolution of pending cases.</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned parties involved	
1. Accomplished LSD Request Form	LSD, CSC RO
2. <b>Scanned copy of</b> at least one ID card ( <b>front and dorsal side</b> ) of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR

• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD) ; and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	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
<p>1. Online Filing of Request</p> <p>Submit/send request and scanned documentary requirements as indicated above to-</p> <p>(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"> <li>• Incomplete - Inform requesting party of any deficiency by issuing a Compliance letter through email enumerating the missing requirements</li> <li>• Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</li> </ul> <p>1.3 Inform client (through email address provided)-</p> <p>&gt;to set an appointment through online appointment system adopted by the CSC RO</p> <p>&gt;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>1.4 Retrieve the requested records, issue order of payment and advise client to pay corresponding fee, if records are available</p> <p>If records are not available, inform the</p>			<p>Action Officer, LSD</p>



	client that requested records are not available.			
2. Pay corresponding fee/s online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. *	2.1 Process payment and issue OR <ul style="list-style-type: none"> <li>Record the OR No.</li> <li>Photocopy/reproduce and certify the requested documents.</li> </ul>			Cashier  Action Officer, LSD
Receive CTC of case records	3. Release CTC of case records to client			Action Officer, LSD
TOTAL	PHP10.00 per page for CTC documents PHP3.00 per page for photocopy only not CTC	Three (3) working days upon receipt of complete documents  <i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>		

\*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.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



#### 4. 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.

<b>Office or Division:</b>	Legal Services Division, CSC RO
<b>Classification:</b>	Simple; Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	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	<ul style="list-style-type: none"> <li>▪ Downloadable from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>) and at <a href="mailto:cscclearance@csc.gov.ph">cscclearance@csc.gov.ph</a></li> <li>▪ LSD, CSC RO</li> </ul>
<u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u>	
1. Accomplished CSC Request Form;	
2. At least one ID card of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC

• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD) ; and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
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.	1.1 Accept and preliminarily assess completeness of documents attached to request, if  • <i>Incomplete - Inform requesting party of any deficiency by</i>			Action Officer, Legal Service Division, CSC RO – For request at the CSC ROs

	<p><i>issuing a Compliance Letter enumerating the missing requirements</i></p> <ul style="list-style-type: none"> <li>• <i>Complete – Issue acknowledgement receipt containing ID No., name and designation of responsible officer/ employee, date and time of receipt</i></li> <li>• Issue charge slip and advise client to pay to the Cashier</li> <li>• Process request</li> </ul>			
2.Pay (to the Cashier) corresponding fee/s or through online/bank deposit and submit proof of payment (online receipt or deposit slip) through email. *	<p>2.1 Process payment and issue OR</p> <p>2.2 Record the OR No.; Process request</p>			<p>Cashier</p> <p>Action Officer</p>
3.Receive the Certificate	3. Release the Certificate			Releasing Officer
TOTAL		PHP100.00	<p>One (1) working day (1-15 certificates);</p> <p>Three (3) working days (16-45 certificates);</p> <p>Seven (7) working days</p>	

		<p>(exceeding 45 certificates)</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032. **</i></p>	
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\*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.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.

Retirees are exempt from payment pursuant to CSC Resolution No. 1301597 dated 24 July 2013 on Waiver of Fee for Clearance of Pendency/Non-Pendency of Administrative Case.



## 5. Issuance of Certificate of No Pending Administrative Case (through Mail/Online Request)

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

<b>Office or Division:</b>	Legal Services Division, CSC RO
<b>Classification:</b>	Simple; Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	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;	Downloadable from CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )
2. Self-addressed stamped envelope or Pouch, and Postal Money Order (PMO) or copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account); and	Post Office or Private Courier Services; LBP
3. <b>Scanned copy of</b> at least one ID card ( <b>front and dorsal side</b> ) of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC

• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT.	CSC RO where the requesting party took the exam

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send accomplished Request for Certificate of No Pending Administrative Case form and self-addressed stamped envelope or Pouch, and Postal Money Order (PMO).</p> <p><i>For online request*, copy of accomplished form and proof of payment such as electronic receipt,</i></p>	<ul style="list-style-type: none"> <li>Accept and preliminarily assess completeness of submitted documents to the request, if</li> <li><i>Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating</i></li> </ul>			LSD Action Officer

<p>screenshot of bank transfer, or deposit slip, whichever is applicable/available. Send it through the following email address:</p> <p>(insert CSC RO email address)</p>	<p>the missing requirements</p> <ul style="list-style-type: none"> <li>• Complete – Issue acknowledgment receipt containing ID No., name and designation of responsible officer/employee, date and time of receipt</li> <li>• Check if PMO is worth P100.00/validate with the Cashier if the bank transfer/online payment was received.</li> <li>• Process request</li> </ul> <p>If disapproved/denial of application/request – Provide notice stating the reason for the disapproval/denial, through contact details provided</p>			
<p>2. Receive the Certificate**</p>	<p>2. Using the self-addressed stamped envelope, mail the Certificate; send a copy of the Certificate to the client's email address</p>			<p>LSD AO</p>
<p>TOTAL</p>		<p>PHP100.00</p>	<p>Three (3) working days (1-15 certificates);</p>	



		<p>Seven (7) working days (not exceeding 45 certificates);</p> <p>Fourteen (14) working days (exceeding 45 certificates)</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</i></p>	
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\* For online request, client may opt to deposit the corresponding fee through the official Bank Account of the CSC RO (Insert Bank 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.

\*\*The certificate will be mailed using the self-addressed stamped envelope/or through email.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.

Retirees are exempt from payment pursuant to CSC Resolution No. 1301597 dated 24 July 2013 on Waiver of Fee for Clearance of Pendency/Non-Pendency of Administrative Case.



## 6. Online 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.

<b>Office or Division:</b>	Examination Services Division (ESD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government.</li> <li>• Must have not taken the same level of career service examination, regardless of mode, within three (3) months from the last examination taken.</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished application form (Revised CS Form No. 100). 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.	Application Form is available FREE OF CHARGE at any CSC office or may be downloaded from the CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )

2. Four (4) copies of identical pictures with specifications as follows:  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;	Photo-printing services/photo studio
• Original and photocopy 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:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature, and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides

<ul style="list-style-type: none"> <li>• Alien Certificate of Registration Identity Card (ACR I-CARD); and</li> <li>• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT.</li> </ul>		Bureau of Immigration		
		CSC RO where the requesting party took the exam		
CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure application form or download the same from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>) and submit accomplished application form (without affixing signature and thumbprint), and proof of payment such as electronic receipt, screen shot of bank transfer, or deposit slip, whichever is applicable/available and send it through the following email address:</p> <p>(insert CSC RO email address)</p>	<p>1.1 Accept and preliminarily assess completeness of application requirements</p> <p><i>&gt;Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements through contact details provided</i></p> <p><i>&gt;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>			Action Officer
	<p>1.2 Verify examination records of applicant through Database of Individuals Barred from Entering Government Service and Taking Civil Service</p>			

	<p>Examinations (DIBAR) System.  <i>If applicant is qualified to take examination, return application form and advise client to pay the examination fee to the cashier.</i></p> <p><i>If applicant is not qualified, inform applicant of the reason for the disqualification, and return the application form.</i></p>			
<p>2. Pay the examination fee online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email.  *</p>	<p>Process payment and issue OR; record OR</p> <p>Inform client through email address provided to schedule an appointment through the Online Registration/ Appointment system adopted by the Region, and to bring his/her valid ID and other requirements together with the printed copy of the email confirmation on the day of the appointment.</p>			Cashier/ Deputized Cashier
<p>3. In the presence of the Action Officer, affix signature and thumbprint on the processed application form.</p>	<p>Require applicant to properly affix signature and thumbmark.</p> <p>Give examination receipt slip and Examinee Guide</p>			Action Officer

TOTAL	PHP 500.00	One (1) working day upon receipt of complete documents  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032. **</i>	
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\*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.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.

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



## 7. Issuance of Certificate of Eligibility (CSE- PPT) Printed on Security Paper

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

<b>Office or Division:</b>	Examination Services Division (ESD), CSC RO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	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) ID card of the requesting party, preferably valid (not expired) on the date of transaction, as follows:	
<ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>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;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>Passport;</li> </ul>	DFA
<ul style="list-style-type: none"> <li>PRC License;</li> </ul>	PRC
<ul style="list-style-type: none"> <li>SSS ID;</li> </ul>	SSS
<ul style="list-style-type: none"> <li>GSIS ID (UMID);</li> </ul>	GSIS
<ul style="list-style-type: none"> <li>Voter’s ID/Voter’s Certification;</li> </ul>	COMELEC
<ul style="list-style-type: none"> <li>BIR/Taxpayer’s ID (ATM type/TIN card type with picture);</li> </ul>	BIR
<ul style="list-style-type: none"> <li>PhilHealth ID (must have the bearer’s name, clear picture, signature and PhilHealth number);</li> </ul>	PhilHealth
<ul style="list-style-type: none"> <li>Company/Office ID;</li> </ul>	Requesting party’s Company/Office
<ul style="list-style-type: none"> <li>School ID;</li> </ul>	Requesting party’s school

• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
(Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that, an expired ID card shall be accepted only within, and until the end of, the year the ID card is expiring.)	
2. One (1) piece picture with complete nametag (preferably the picture used at the time of examination), compliant with the specifications listed in the ERRF.	Photo Imaging establishments

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out the Client Logbook and present valid ID and picture with complete nametag (preferably the picture used at the time of examination).	1.1 Inform the client to wait for his/her name to be called			ESD Action Officer
	<ul style="list-style-type: none"> <li>Verify the identity of the client by comparing the valid ID and the picture presented</li> </ul>			



	<p>with the picture and signature appearing on the Picture Seat Plan accomplished during the exam.</p> <ul style="list-style-type: none"> <li>• After evaluation, ask the client to indicate the serial number of CoE and sign the copy of the Register of Eligibles.</li> </ul>			
2. Paste picture on the Certificate of Eligibility and affix signature on the space provided for in the Certificate of Eligibility.	<p>2.1 Photocopy Certificate of Eligibility</p> <ul style="list-style-type: none"> <li>• Ask the client to sign the photocopy of the Certificate of Eligibility as proof of receipt thereof and affix the official seal of the CSC on the original copy of the Certificate.</li> <li>• Request client to accomplish E-6 form.</li> </ul>			ESD Action Officer
3. Receive Certificate of Eligibility and	3. Release the Certificate of Eligibility to the			ESD Action Officer

submit accomplished E-6 form*	client and accept the accomplished E-6 Form			
TOTAL		None	One (1) working day upon receipt of complete documents  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>	

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

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 8. 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.

<b>Office or Division:</b>	Examination Services Division (ESD in CSC ROs I-IV, VI-VIII, X, XII, NCR, CAR, and Caraga)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizens
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Filipino Citizen, at least 18 years old, and of good moral character;</li> <li>• 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;</li> <li>• Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government;</li> <li>• Has not passed the level of examination applied for; and</li> <li>• Has not taken the same level of career service examination within the last three (3) months immediately preceding the date of examination applied for.</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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"> <li>• Philippine Identification (PhilID) or National ID</li> </ul>	PSA

<ul style="list-style-type: none"> <li>• 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;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>• Passport;</li> </ul>	DFA
<ul style="list-style-type: none"> <li>• PRC License;</li> </ul>	PRC
<ul style="list-style-type: none"> <li>• SSS ID;</li> </ul>	SSS
<ul style="list-style-type: none"> <li>• GSIS ID (UMID);</li> </ul>	GSIS
<ul style="list-style-type: none"> <li>• Voter's ID/Voter's Certification;</li> </ul>	COMELEC
<ul style="list-style-type: none"> <li>• BIR/Taxpayer's ID (ATM type/TIN card type with picture);</li> </ul>	BIR
<ul style="list-style-type: none"> <li>• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);</li> </ul>	PhilHealth
<ul style="list-style-type: none"> <li>• Company/Office ID;</li> </ul>	Requesting party's Company/Office
<ul style="list-style-type: none"> <li>• School ID;</li> </ul>	Requesting party's school
<ul style="list-style-type: none"> <li>• Police Clearance/Police Clearance Certificate (with picture);</li> </ul>	PNP
<ul style="list-style-type: none"> <li>• Postal ID;</li> </ul>	PhilPost
<ul style="list-style-type: none"> <li>• Barangay ID;</li> </ul>	Barangay where the requesting party resides
<ul style="list-style-type: none"> <li>• NBI Clearance;</li> </ul>	NBI
<ul style="list-style-type: none"> <li>• Seaman's Book;</li> </ul>	MARINA
<ul style="list-style-type: none"> <li>• HDMF Transaction Card;</li> </ul>	HDMF
<ul style="list-style-type: none"> <li>• PWD ID;</li> </ul>	Social Welfare and Development Office
<ul style="list-style-type: none"> <li>• Solo Parent ID;</li> </ul>	Office of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>• Senior Citizen's ID;</li> </ul>	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>• Alien Certificate of Registration Identity Card (ACR I-CARD); and</li> </ul>	Bureau of Immigration
<ul style="list-style-type: none"> <li>• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT</li> </ul>	CSC RO where the requesting party took the exam
<p>Note: (a) All other ID cards not included in the above list shall not be accepted. (b) As a last resort, expired ID card may be presented/submitted during filing/processing of application, provided that, the expiry date of the ID card is within the preceding months of the year reckoning the date of filing/processing of application.</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; and	
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 Immigration.	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Computerized Examination System Stage 1: Examination Account Registration</b>				
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_PEDRO);	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; and  <i>NOTE: Registrants may login to COMEX to view/update/edit account information. Registrants may also print the corresponding form.</i>	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 the reservation.			
3. Client opens COMEX confirmation email and activates COMEX account through corresponding activation link.	3. System sends 'Slot Reservation' confirmation email indicating details of preferred examination such as date and time of examination, and personal appearance.  If denial of application/request -  <i>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>			
<b>Computerized Examination System Stage 2: Examination Slot Confirmation and Actual Test</b>				
1. Accesses the COMEX website online and logs in to the system;	1.1 System authenticates username and password		Based on system response time	
2.Views examination schedules or online	2.1 System displays the			

offerings through the examination schedule tab;  <i>Note: Applicants access COMEX website and reserve slot during the scheduled reservation date</i>	list of online offerings based on examination schedule provided by CSC CO (ERPO)			
3. Selects desired examination schedule from among the list of online offerings, clicks the 'reserve a slot' button, and types the CAPTCHA code; and  <i>NOTE: Applicant may print the details of the 'slot reservation' confirmation</i>	3.1 System displays the 'Slot Reservation' confirmation page.  3.2 System verifies status of applicant against the E-Retaker, DIBAR and EDQIS databases.  <i>NOTE: If qualified, system allows reservation; otherwise, blocks the reservation.</i>			
4. Opens and prints the 'slot reservation' confirmation email.	4.1 System sends 'slot reservation' confirmation email indicating details of preferred examination such as date and time of examination, and personal appearance.			
<b>Examination Slot Confirmation</b>				
1. Client appears at the testing center on the scheduled date and	1.1 Guard checks name of applicant			

time of personal appearance and secures queuing number;	against the List of Applicants with Reserved Slots and issues queuing number.			CSC Guard on Duty
Proceeds to processing area to do the following:  2.Present queuing number and documents to the Processor/Action Officer;	Processor does the following:  2 Receive the number, verifies applicant's identity and validates documents submitted.  <i>If validated, instructs applicant to pay the examination fee at the cashier</i>			ESD Processor
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; and	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			
<b>ACTUAL TEST</b>				
1. Places thumb in the biometric scanner for	1.1 System authenticates examinee identity			ESD



authentication of 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.			Processor
2. Listens to orientation/briefing;	2. Room Examiner (or RE) conducts orientation/briefing.			Room Examiner
3. Signs the EAS and PSP;	3. 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; and	4. RP guides examinee to the assigned seat/testing machine.  RP routes the PSP among the examinees [N.B.: RP, RE and SE sign the EAS and PSP after all examinees have signed.]			Room Proctor
5. Takes the test.	5. RE and RP administer the test.		Three (3) hours and ten (10) minutes for CSE Professional;	

			Two (2) hours and forty (40) minutes for CSE Sub Professional	
TOTAL		PHP 680.00	Examination Slot Confirmation – One (1) working day upon receipt of complete documents  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i>	

\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 9. Issuance of Certification of Eligibility (CSE-PPT) and Computerized Examination/CSC COMEX)-Printed on CSC Stationery

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1. Scanned copy of</b> at least one ID card <b>(front and dorsal side)</b> of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter’s ID/Voter’s Certification;	COMELEC
• BIR/Taxpayer’s ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer’s name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party’s Company/Office
• School ID;	Requesting party’s school
• Police Clearance/Police Clearance Certificate (with picture);	PNP

• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID; and	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD)	Bureau of Immigration

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Filing of Request</p> <p>Submit/send properly accomplished ERRF and scanned copy of ID to –</p> <p>(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 ID card submitted; if:</p> <ul style="list-style-type: none"> <li>• Deficient - Inform requesting party of any deficiency and enumerate the missing requirements</li> <li>• Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</li> </ul>	None		ESD Action Officer

	1.3 Retrieves Certification of Eligibility from storage file			
	<ul style="list-style-type: none"> <li>Validate identity by comparing client's data, including picture on the ID card presented against the data on the retrieved examination records</li> </ul> <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 Action Officer
	1.5 Upon validation of identity, retrieves Certification of Eligibility from storage file			ESD Action Officer
2.Review Certification of Eligibility	<p>2.1 Present to the eligible for review</p> <p>2.2 Affix the CSC official seal on the original and photocopy of the Certification</p> <p>2.3 Affix “released” and “received” stamps on the photocopy of the Certification</p>			ESD Action Officer
3.Receive Certification of Eligibility	3. Release CoE to the client and			ESD Action Officer

and sign on the Receipt of CoE and the photocopy of CoE. *	request client to acknowledge receipt			
TOTAL		None	<p>Three (3) working days (CSE-PPT) upon receipt of complete documents</p> <p>Seven (7) working days (COMEX) upon receipt of complete documents</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i></p>	

\*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.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 10.A Issuance of Verified Civil Service Eligibility Using Civil Service Eligibility Verification System

The Civil Service Eligibility Verification System (CSEVS) is an online platform designed to verify eligibility records by integrating various databases. It encompasses eligibilities obtained through both pen-and-paper tests and computerized examination modes, as well as those granted under special laws and by the Civil Service Commission (CSC).

Developed for public use, this system serves as a valuable tool for HR Management Officers (HRMOs) to authenticate an applicant's eligibility when considering job applications or placements within the government.

<b>Office or Division:</b>	Examination Services Division (ESD), CSC RO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1) Eligibles as it pertains to his/her personal records; and</li> <li>2) The Head of the Agency, the Human Resource Management Officer, or the Administrative Officer of the Agency to which the applicants/employee concerned belongs.</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Computer (PC), Laptop, and Smart Phone	Personal/Agency Equipment
2. Stable Internet Connection	Personal/Agency Subscription

CLIENT STEPS*	CSC ACTIONS* *	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The system can be accessed through the URL <a href="https://csevs.csc.gov.ph">https://csevs.csc.gov.ph</a>	Ensures the accessibility of the application and availability of eligibility information			Eligibles/Heads of Agencies/HRMOs/AOs
1. Fill out all the required fields of the CSEVS				Eligibles/ Head of Agency/ HRMO/AO
2. Submit by clicking submit button.		None	30 seconds	Eligibles/Heads of Agencies/HRMOs/AOs
3. Take a screenshot of the eligibility information (may be printed when needed)				Eligibles/Heads of Agencies/HRMOs/AOs





## 10B. Issuance of Verified Civil Service Examination Results (Walk-in Request)

Examination result, in a letter form printed on 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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Examination Request Form (ERRF) Records	<ul style="list-style-type: none"> <li>• Downloadable from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> <li>• CSC RO-ESD/CSC FO</li> </ul>
2. At least one (1) ID card of the requesting party, preferably valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS

• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT  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.  (Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that, an expired ID card shall be accepted only within, and until the end of, the year the ID card is expiring.)	CSC RO where the requesting party took the exam
<u>Additional Requirements</u> <u>If request is filed through a Representative</u>	

1) Authorization Letter or Special Power of Attorney (SPA); and 2) One valid ID Card of the representative	Requesting Party or Notary Public Any valid ID as enumerated in #2 above.
<u>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 (PSA)

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of request may be made through email)*  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:  • <i>If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</i>			Action Officer, ESD
	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>			Action Officer, ESD

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	One (1) working day upon receipt of complete documents  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>	

\*Request may be filed online. 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.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 11. Issuance of Certification of Eligibility (Walk-in, for lost certificates/certification)- Printed on Security Paper

The Certification of Eligibility (CoE) printed on security paper\* is an official document confirming an eligible’s unavailable original Certificate/Certification of Eligibility or Report of Rating, based on validated records on file.

<b>Office or Division:</b>	CSC RO-ESD
<b>Classification:</b>	Simple; Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1) Those who lost their Certificate of Eligibility (due to typhoon, flood, fire, theft, etc.)</li> <li>2) Those who are not in possession of their Certificate of Eligibility (did not receive/claim their certificate, submitted COE to the agency, etc.)</li> <li>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.)</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Duly accomplished Examination Records Request Form (ERRF) and Declaration Form (DF)</li> </ul> <p><i>(DF is no longer required for examinations conducted from Year 2015 onwards).</i></p>	<ul style="list-style-type: none"> <li>• Downloadable from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> <li>• CSC RO-ESD/CSC FO</li> </ul>
<p><b>Scanned copy of</b> at least one ID card <b>(front and dorsal side)</b> of the requesting party, valid (not expired) on the date of transaction, as follows:</p>	
<ul style="list-style-type: none"> <li>• Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>• Driver’s License/Temporary Driver’s License (LTO O.R. must be presented together with old Driver’s License; O.R.</li> </ul>	LTO

alone is not allowed)/Student Driver's Permit;	
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
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.  (Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that it expires within the year.)	
Additional Requirements (Scanned documents) A. If request is filed through a Representative 1) one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken	Photo imaging establishments

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Filing of Request</p> <p>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><i>(insert CSC RO email address here)</i></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"> <li>• <i>If deficient - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements.</i></li> <li>• <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></li> </ul> <p>1.3 Inform client (through email address provided) to schedule an appointment through the Online Registration/Appointment system</p>			Action Officer, ESD



	adopted by the CSC RO, and to bring his/her valid ID, other requirements, and printed copy of the email confirmation on the day of the appointment.			
2. Pay to the Cashier (upon claiming the Certification) or through online/bank deposit and submit proof of payment (online receipt or deposit slip) through email*	<p>2.1 Process payment and issue OR; record OR</p> <p>2.2 Process Request</p> <p>2.3 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.]</p>			Cashier
3. Claim the certificate and affix signature on the release portion of the ERRF and receive Certification of Eligibility**	3. Request client to acknowledge receipt and release of CoE			
TOTAL		PHP 100.00 per copy	One (1) working day upon receipt of complete documents;  Seven (7) working days	
<i>Note: If with discrepancy in personal information, a COPI letter is issued instead of COE. Request for COPI has a corresponding fee of P50.00.</i>				

	<p>upon receipt of complete documents</p> <p><i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</i></p>	
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\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC RO (Insert Bank 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.

\*\*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

\*\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 12. Issuance of Authenticated Certificate of Eligibility (Online Request)

The authenticated Certificate of Eligibility (COE) is an official document issued to eligibles who have original Certificate/s of Eligibility or Report of Rating and want it/these authenticated.

<b>Office or Division:</b>	Examination Services Division (ESD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	Eligibles who have original copy/ies of the certificate/s of eligibility or report/s of rating in their possession.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Duly accomplished Examination Records Request Form (ERRF) and Declaration Form (DF)*.</li> </ul> <p><i>*(DF is no longer required for examinations conducted from Year 2015 onwards).</i></p>	<ul style="list-style-type: none"> <li>Downloadable from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> <li>CSC RO-ESD/CSC FO</li> </ul>
<p><b>Scanned copy of</b> at least one ID card (<b>front and dorsal side</b>) of the requesting party, valid (not expired) on the date of transaction, as follows:</p>	
<ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>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;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>Passport;</li> </ul>	DFA
<ul style="list-style-type: none"> <li>PRC License;</li> </ul>	PRC
<ul style="list-style-type: none"> <li>SSS ID;</li> </ul>	SSS
<ul style="list-style-type: none"> <li>GSIS ID (UMID);</li> </ul>	GSIS
<ul style="list-style-type: none"> <li>Voter’s ID/Voter’s Certification;</li> </ul>	COMELEC
<ul style="list-style-type: none"> <li>BIR/Taxpayer’s ID (ATM type/TIN card type with picture);</li> </ul>	BIR

<ul style="list-style-type: none"> <li>PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);</li> </ul>	PhilHealth
<ul style="list-style-type: none"> <li>Company/Office ID;</li> </ul>	Requesting party's Company/Office
<ul style="list-style-type: none"> <li>School ID;</li> </ul>	Requesting party's school
<ul style="list-style-type: none"> <li>Police Clearance/Police Clearance Certificate (with picture);</li> </ul>	PNP
<ul style="list-style-type: none"> <li>Postal ID;</li> </ul>	PhilPost
<ul style="list-style-type: none"> <li>Barangay ID;</li> </ul>	Barangay where the requesting party resides
<ul style="list-style-type: none"> <li>NBI Clearance;</li> </ul>	NBI
<ul style="list-style-type: none"> <li>Seaman's Book;</li> </ul>	MARINA
<ul style="list-style-type: none"> <li>HDMF Transaction Card;</li> </ul>	HDMF
<ul style="list-style-type: none"> <li>PWD ID;</li> </ul>	Social Welfare and Development Office
<ul style="list-style-type: none"> <li>Solo Parent ID;</li> </ul>	Office of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>Senior Citizen's ID;</li> </ul>	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>Alien Certificate of Registration Identity Card (ACR I-CARD); and</li> </ul>	Bureau of Immigration
<ul style="list-style-type: none"> <li>CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT)</li> </ul>	CSC RO where the requesting party took the exam
<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 ID cards, which shall be used as a last resort, may be accepted provided that it expires within the year.)</p>	
<p><u>Additional Requirements</u> (Scanned Documents)</p> <p><u>A. If request is filed through a Representative</u></p> <ol style="list-style-type: none"> <li>one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken</li> </ol> <ul style="list-style-type: none"> <li>Signature must be on top of the printed name.</li> <li>Photograph should have been taken within three months prior to filing of request for Certification of Eligibility.</li> <li>Scanned, computer-generated photo/name/signature will not be accepted.</li> </ul>	Photo imaging establishments
<ul style="list-style-type: none"> <li>Authorization Letter or Special Power of Attorney (SPA); and</li> </ul>	Requesting Party or Notary Public

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Filing of Request  Submit/send request and scanned documentary requirements (accomplished Eligibility/Exam Records Request Form (ERRF),	<ul style="list-style-type: none"> <li>• Retrieve request and scanned requirements sent by the applicant</li> <li>• Preliminarily assess completeness of request</li> <li>• <i>If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</i></li> </ul>			Action Officer, ESD

<p>Declaration Form (DF) – if examination is conducted before Year 2015, one 1x1 ID picture and valid ID-front and dorsal side) to – (insert ESD’s email address)</p>	<ul style="list-style-type: none"> <li>• <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></li> </ul> <p>1.3 Inform client (through email address provided) to schedule an appointment through the Online Registration/Appointment system adopted by the CSC RO, and to bring his/her valid ID, other requirements, and printed copy of the email confirmation on the day of the appointment.</p> <ul style="list-style-type: none"> <li>• Process Request</li> </ul>			
<p>2. Pay to the Cashier (upon claiming the authenticated certificate of eligibility) or through online/bank deposit and submit proof of payment (online receipt or deposit slip) through email*</p>	<ul style="list-style-type: none"> <li>• Process payment and issue OR; record OR</li> </ul> <p>2.2 Process Request</p> <p>&gt;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.).</p>			Cashier
<p>3. Receive the authenticated Certificate of Eligibility and affix signature on the</p>	<p>3. Request client to acknowledge receipt and release of COE</p>			Action Officer, ESD

release portion of the ERRF**				
TOTAL	<p><i>Note: If with discrepancy in personal information, a COPI letter is issued instead of COE. Request for COPI has a corresponding fee of P50.00.</i></p>	PHP50.00 per copy	One (1) working day upon receipt of complete documents	<p><i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</i></p>

\* Client may opt to deposit the corresponding fee through the official Bank Account of the CSC RO (Insert Bank 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.

\*\*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 and present the original ID used during online filing of request.

\*\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



### 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.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>GENERAL REQUIREMENTS</b>		
<b>General Requirements and Special Requirements depending on the type of eligibility applied for:</b> (shall apply to all types of eligibility granted under special laws and CSC issuances)  1. Properly accomplished Application Form:		Application Form is available FREE OF CHARGE at any CSC office or may be downloaded from the CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )
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, September 2013)	Honor Graduate Eligibility (HGE)	
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)	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)	
<ul style="list-style-type: none"> <li>• Three copies of identical pictures with specification as follows: <ul style="list-style-type: none"> <li>• 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.</li> </ul> </li> <li>• Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and signature of</li> </ul>		

Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID Voter's Certification;	COMELEC
• BIR Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/ Office
• School ID,	Requesting party's school
• Police Clearance/Police Clearance Certificate;	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction ID,	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID,	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning with the May 3, 2015 CSEPPT).	CSC RO where the requesting party took the exam



<ul style="list-style-type: none"> <li>• Original and photocopy of the Certificate of Completion issued by the DICT; and</li> <li>• Original and photocopy of the Grade Slip issued by DICT.</li> </ul> <p><b>For Proficiency Test:</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Original and photocopy of the Notification Slip issued by DICT.</li> </ul>	<p>DICT</p> <p>DICT</p> <p>DICT</p>
<b>VETERAN PREFERENCE RATING (VPR) ELIGIBILITY</b>	
<b>Who are qualified?</b>	
Any of the following individuals, in the alternative, is qualified to avail of the VPRE:	
<ul style="list-style-type: none"> <li>• The veteran himself/herself; or</li> <li>• The veteran's spouse; or</li> <li>• Any one of the veteran's children.</li> </ul>	
<b>Specific Requirements:</b>	
<ul style="list-style-type: none"> <li>• Original and photocopy of Birth Certificate (PSA or LCR authenticated) of the Veteran;</li> </ul>	PSA
<ul style="list-style-type: none"> <li>• Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Veteran;</li> </ul>	PSA
<ul style="list-style-type: none"> <li>• 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;</li> </ul>	Requesting Party
<ul style="list-style-type: none"> <li>• 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.)</li> </ul>	PSA
<ul style="list-style-type: none"> <li>• 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)</li> </ul>	PSA

<ul style="list-style-type: none"> <li>• Original and photocopy of the Report of Rating in the CS examination where the VPR shall be applied; and</li> <li>• Verification Slip of the applicant's examination result/rating issued by CSC-IRMO/CSC Regional Office concerned</li> </ul> <p><b>Other Requirements:</b></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"> <li>• Order/Resolution/Decision issued by the CSC or the Court on the correction of name of the applicant; and</li> <li>• 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</li> <li>• Other documents as may be deemed necessary upon evaluation of the VPR application.</li> </ul>	<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><b>SCIENTIFIC AND TECHNOLOGICAL SPECIALIST (STS) ELIGIBILITY</b></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><b>Who can apply?</b></p> <p>An applicant must have at least a Bachelor's degree in areas enumerated in Section 1 of the IRR (Revised 2009):</p> <ul style="list-style-type: none"> <li>• Natural Sciences <ul style="list-style-type: none"> <li>Astronomy</li> <li>Astrophysics</li> <li>Biological Sciences</li> <li>Biology (S &amp; T)</li> <li>Microbiology</li> <li>Botany</li> <li>Molecular Biology and Biotechnology</li> <li>Ecology</li> <li>Physical Anthropology</li> <li>Marine Biology</li> </ul> </li> </ul>	

<p>Zoology  Geological Sciences  Archeology  Geophysics  Paleontology  Seismology  Meteorology  Oceanography  Physics/Applied Physics</p> <ul style="list-style-type: none"> <li>• Engineering Sciences <ul style="list-style-type: none"> <li>Biological Engineering</li> <li>Manufacturing Engineering</li> <li>Ceramic Engineering</li> <li>Materials Engineering</li> <li>Computer Engineering</li> <li>Mechatronics Engineering</li> <li>Food Engineering</li> <li>Petroleum Engineering</li> <li>Geothermal Engineering</li> <li>Railway Engineering</li> <li>Industrial Engineering</li> <li>Textile Engineering</li> <li>Nuclear Engineering</li> </ul> </li> <li>• Mathematics and Information and Communication Technology <ul style="list-style-type: none"> <li>Applied Mathematics</li> <li>Computer Science</li> <li>Information Technology</li> <li>Pure Mathematics</li> <li>Statistics</li> </ul> </li> <li>• Other Disciplines <ul style="list-style-type: none"> <li>Environmental Science</li> <li>Food Science</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• Has met any of the following additional requirements:</li> <li>• 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: <ul style="list-style-type: none"> <li>• 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;</li> </ul> </li> </ul>	
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<ul style="list-style-type: none"> <li>• 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;</li> </ul> <p>Subjects being taught must be intermediate or advance in nature as determined by the PD (&amp; Committee;</p> <ul style="list-style-type: none"> <li>• In case of research, experience must meet and satisfy the definitions as provided under Section 2 hereof;</li> </ul> <p>His/her duties/responsibilities/participation must be technical in nature as determined by the PD 997 Committee;</p>	
<p>or</p>	
<ul style="list-style-type: none"> <li>• 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.</li> <li>• Has a commercialized patented invention as the major inventor and as certified by intellectual Property Office of the Philippines.</li> <li>• Upon Filing of application</li> <li>• Specific documentary requirements to be submitted at the DOST Central Office, Taguig City (through the PD 997 Secretariat), or at the DOST Regional Office:</li> <li>• Duly accomplished CS Form 101-C, Dec. 2011</li> <li>• Three (3) pieces of identical ID pictures (Refer to Item No. 2 of the General Documentary Requirements for specifications)</li> <li>• Assessment fee of P200.00 payable to DOST; and</li> <li>• Five (5) copies each of the following documents: <ul style="list-style-type: none"> <li>• Duly certified statement of duties and responsibilities</li> <li>• Original and photocopy of Transcript of Records (TOR) and diploma</li> <li>• 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</li> </ul> </li> </ul>	<p>CSC Website or CSC Regional Office/Field Office</p> <p>Requesting Party</p> <p>School concerned Company/School concerned</p> <p>School concerned</p>

<ul style="list-style-type: none"> <li>List of S&amp;T subjects taught/being taught and the duration of teaching said subjects, duly certified by the Dean of the school; and</li> <li>Other documents such as:</li> </ul> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul> <p><i>B. Upon Claiming of Certificate of Eligibility at the CSC</i></p> <p>Specific documentary requirements to be submitted at the CSC:</p> <ul style="list-style-type: none"> <li>Original and photocopy of valid ID card (Refer to Item No. 3 of the General Documentary Requirements for the list of ID cards accepted)</li> <li>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.]</li> <li>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.)</li> <li>Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012).</li> </ul>	<p>Company/School concerned</p> <p>School concerned</p> <p>Requesting Party</p> <p>PSA</p> <p>PSA</p> <p>CSC RO-ESD</p>
<p><b>HONOR GRADUATE ELIGIBILITY (HGE)</b></p> <p><b>Who are qualified?</b></p> <ul style="list-style-type: none"> <li>Those who graduated summa cum laude, magna cum laude or cum laude, in their baccalaureate degree, regardless of the number of years of completion;</li> </ul>	



<ul style="list-style-type: none"> <li>• Those who graduated from school year 1972-1973, and thereafter; and</li> <li>• Those who graduated in: <ul style="list-style-type: none"> <li>• Private Higher Education Institution in the Philippines with baccalaureate/bachelor's degree recognized by the CHED; or</li> <li>• 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.</li> </ul> </li> <li>• Original and photocopy of Transcript of Record (TOR) of the applicant;</li> <li>• 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</li> <li>• List of Honor Graduates certified and submitted by the School Registrar to the CSC (agency to agency concern).</li> </ul>	<p>School concerned</p> <p>School concerned</p> <p>School concerned</p>
<p><b>BARANGAY OFFICIAL ELIGIBILITY (BOE)</b></p> <p><b>Who are qualified?</b></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> <ul style="list-style-type: none"> <li>• Punong Barangay/Barangay Captain, regular Sangguniang Barangay Members, and Sangguniang Kabataan Chairmen; and</li> </ul> <p>Appointive Barangay Officials:</p> <ul style="list-style-type: none"> <li>• Barangay Treasurers, and Barangay Secretaries who were appointed by the duly elected Punong Barangay.</li> </ul> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Certification from the Barangay Chairman on the services rendered by the barangay official</li> </ul>	<p>DILG</p> <p>Barangay concerned</p>

<ul style="list-style-type: none"> <li>• Duly signed oath-taking certificate or other proofs of having been duly elected or appointed such as election returns and appointment paper;</li> <li>• 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</li> </ul> <p>*For purposes of the requirement for a 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, coterminous, 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> <ul style="list-style-type: none"> <li>• For appointive barangay officials (Barangay Secretary &amp; Barangay Treasurer), a 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;</li> <li>• 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</li> <li>• Other documents as may be deemed necessary by the CSC Regional Office in verifying the authenticity of information supplied by the barangay official</li> </ul>	<p>Barangay concerned</p> <p>Requesting Party</p> <p>DILG</p> <p>DILG</p>
<p><b>BARANGAY HEALTH WORKER (BHW) ELIGIBILITY</b></p> <p><b>Who are qualified?</b></p> <p>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> <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"> <li>• 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;</li> <li>• 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</li> <li>• 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.</li> <li>• 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.</li> </ul> <ul style="list-style-type: none"> <li>• School certificate or transcript of record [applicant must have completed at least two (2) years of college education leading to a college degree</li> <li>• 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)</li> <li>• Certification of at least five (5) years of continuous and satisfactory service as an accredited BHW issued by the Local Health Board</li> <li>• 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</li> </ul> <p>*For purposes of the requirement for a 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> <ul style="list-style-type: none"> <li>• Authenticated/Certified copy of Annual Accomplishment Reports</li> </ul>	<p>School Concerned</p> <p>Barangay Health Worker Registration and Accreditation Committee and the Local Health Board concerned</p> <p>Local Health Board concerned</p> <p>Requesting Party</p> <p>Barangay concerned</p>
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<ul style="list-style-type: none"> <li>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)</li> </ul>	Department of Health
<p><b>SKILL ELIGIBILITY (Category II)</b></p> <p><b>Who are qualified?</b></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> <ul style="list-style-type: none"> <li>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)</li> <li>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</li> <li>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</li> <li>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.</li> </ul>	<p>Agency concerned</p> <p>Agency concerned</p> <p>Agency/Office concerned</p> <p>Agency/Office concerned</p>
<p><b>FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)</b></p> <ul style="list-style-type: none"> <li>For applicants presenting documents originating from countries who are not member to the Apostille Convention <u>(As of April 2023, there are about 52 countries in the world which have not joined the Hague Convention implementing</u></li> </ul>	School concerned

<p><u>apostilling documents</u>*), 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 that are members of 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> <ul style="list-style-type: none"> <li>For applicants presenting Transcript of Records originating from countries that are not members of the Apostille Convention, 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.</li> </ul> <p>For applicants presenting Transcript of Records originating from countries that are members of 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> <ul style="list-style-type: none"> <li>For applicants presenting documents originating from countries that are not members of the Apostille Convention, 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).</li> </ul> <p>For applicants presenting documents originating from countries that are members of 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 apostilled for it to be used in the Philippines.</p> <p><u><a href="https://best-citizenships.com/2023/04/21/list-of-non-apostille-countries-2023/">*https://best-citizenships.com/2023/04/21/list-of-non-apostille-countries-2023/</a></u></p>	<p>School concerned and the Philippine Foreign Service Post</p> <p>CHED</p> <p>DFA</p>
<p><b>BARANGAY NUTRITION SCHOLAR (BNS) ELIGIBILITY</b></p> <p><b>Who are qualified?</b></p>	

<ul style="list-style-type: none"> <li>• Barangay-based volunteer workers for rendering at least two (2) years of 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.</li> <li>• 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.</li> <li>• Diploma or authentic evidence of completion of high school course</li> <li>• Certification of residency in the barangay for at least six (6) years, and can speak the dialect</li> <li>• Certification of completion of the prescribed 10-day training course and 20-day practicum in the barangay where applicant is assigned</li> <li>• Certification that the applicant has obtained a passing mark in the accomplishment of targets set in the action plan</li> <li>• Copies of monthly accomplishment report (NNC Form 5) for the last two years authenticated by the nutrition action officer</li> <li>• Copies of BNS performance evaluation sheets for the last two years authenticated by the nutrition action officer for services rendered from Jan. 1, 1981</li> <li>• 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</li> <li>• 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: <ul style="list-style-type: none"> <li>• Name of the parties entering into the agreement, or contract, including their addresses;</li> </ul> </li> </ul>	<p>School concerned</p> <p>Barangay 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>
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<ul style="list-style-type: none"> <li>• Duration/term/period of agreement, or contract, stating beginning and ending dates;</li> <li>• Statement/definition of duties and responsibilities of the parties involved;</li> <li>• Date of execution;</li> <li>• Signatures of the parties;</li> <li>• Witnesses; and</li> <li>• Notary</li> </ul> <ul style="list-style-type: none"> <li>• 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</li> </ul> <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> <ul style="list-style-type: none"> <li>• 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)</li> </ul>	National Nutrition Council
<p><b>SANGGUNIAN MEMBER ELIGIBILITY (SME)</b></p> <p><b>Who are qualified?</b></p> <ul style="list-style-type: none"> <li>• <b>For SME (First Level)</b> <ul style="list-style-type: none"> <li>• Those who served as Sanggunian Member for an aggregate period of six (6) years; and</li> <li>• 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</li> </ul> </li> <li>• <b>For SME (Second Level)</b> <ul style="list-style-type: none"> <li>• Those who served as Sanggunian Member for an aggregate period of nine (9) years; and</li> </ul> </li> </ul>	

<ul style="list-style-type: none"> <li>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</li> </ul>	
<ul style="list-style-type: none"> <li>For applicant who is a baccalaureate/bachelor's degree holder, original/authenticated and photocopy of Transcript of Records;</li> </ul>	School concerned
<ul style="list-style-type: none"> <li>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;</li> </ul>	School concerned
<ul style="list-style-type: none"> <li>Original/Authentic Master List of qualified Sanggunian Members issued by the DILG (agency to agency concern);</li> </ul>	DILG
<ul style="list-style-type: none"> <li>For Sanggunian Members not included in the DILG Master List, Certification of services rendered by the Sanggunian Member duly signed by an authorized DILG official at the regional level where he/she has served as Sanggunian Member (Use CSC SME Form 1, March 2013); and</li> </ul>	DILG
<ul style="list-style-type: none"> <li>Other documents as may be deemed necessary by the CSC in verifying the authenticity of information supplied by the applicant.</li> </ul>	

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
<b>STAGE 1: Evaluation of Application (CSC Field Office)</b>				
1. Online filing of application  Submit/send scanned copy of duly accomplished form and documentary requirements	<ul style="list-style-type: none"> <li>Preliminarily assess completeness of application form and supporting document/s</li> </ul> <p>&gt;<b>Deficient</b> - Inform the requesting party of any deficiency by issuing a Compliance</p>			CSC FO Processor



<p>at the CSC Field Office through-</p> <p>(insert CSC FO email address)</p>	<p>letter through email enumerating the missing requirements</p> <p>If the application/request is disapproved/denied – Provide a notice stating the reason for the disapproval/denial (e.g. for further evaluation, correction of personal information (COPI), etc.).</p> <p>&gt;<b>Complete</b> – Issue acknowledgment receipt containing unique ID No., name and designation of responsible officer/employee, date and <i>time of receipt</i></p> <p>1.2 Issue an order of payment through email and advise the client to pay the corresponding fee</p> <p>1.3 Inform the client (through the email address provided) to schedule an appointment through the Online Registration/Appointment system adopted by the CSC FO, and to bring the original copy of supporting documents, valid ID, and printed copy of the email confirmation on the day of the appointment.</p>			
<p>2. Pay the correspondi</p>	<p>2.1 Process payment and issue OR</p>	<p>PHP 500.00</p>		<p>Cashier</p>

<p>ng fee/s (<u>evaluation</u> <u>and</u> <u>processing</u> <u>fee</u>) online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email*.</p>	<p>2.2. Record the O.R. and process the application form</p>	<p>(PHP200 evaluation n fee and <b>PHP300.00</b> processin g fee)</p>		<p>CSC FO Processor</p>
	<p>2.3 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> <p>2.4 Fill out the jurat, if applicable</p> <p>2.5 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>2.6 Review the application and documentary requirements, affix</p>			

	<p>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> <p>2.7 Encode the data in the Special Eligibility System.</p>			
<p>3. Personally appear to the CSC FO to-</p> <p>&gt;submit original copy of documentary requirements; and</p> <p>&gt;receive evaluated and approved application form</p>	<p>3.1 Validate authenticity of presented documents.</p> <p>3.2 If in order, give the duly evaluated and approved application form*</p>			1 <sup>st</sup> Processor
<p>The client may be advised regarding the following options** to -</p> <ol style="list-style-type: none"> <li>1. Personally file his/her application for processing at the CSC RO/ESD;</li> <li>2. Wait for the advisory to claim his/her CoE at the CSC FO; or</li> <li>3. Provide a prepaid self-addressed return envelope or payment for courier fee.</li> </ol>				
<b>STAGE 2: Processing of CoE-CSC Regional Office-ESD</b>				
<p>1. (Client may opt to personally file his/her application for processing) Present to ESD</p>	<ul style="list-style-type: none"> <li>• Receive the OR and process the application form.</li> </ul> <p>1.2 Print the CoE draft on paper</p>			1 <sup>st</sup> Processor/ Cashier

and present OR and application form to the attending Action Officer.				
2. 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.	2.1 Stamp the draft CoE with "Checked by" and present the same to the applicant for review.  2.2 Print the CoE *			1 <sup>st</sup> Processor
The printing of Certification of Eligibility (CoE) 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				
	2.3 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 <sup>nd</sup> Processor
	2.4 Review the documents, and sign the CoE.			Directors/ Authorized Signatory
	2.5 Record the application data on the corresponding Logbook, and prepare the receiving photocopies of the CoE.			1 <sup>st</sup> Processor
3. Receive* the original CoE and ORs and sign the	3. Release the fully accomplished original CoE to the applicant, together with the original			

receiving copies and the Logbook	ORs and the application receipt stub and accomplish the appropriate portion in the receiving copies.			
<i>In the event that the client opts not to personally file his/her application for processing, the CoE file copy (not to be released to the client) should no longer be required to be signed by the client and the CoE printed on security paper be authorized to be released via mail/courier directly to the client. As such, clients shall be required to provide a prepaid self-addressed return envelope or payment for the courier fee.</i>				
TOTAL	PHP500.00	<p>Three (3) working days upon receipt of complete documents.</p> <p>Twenty (20) working days for CSC FO-Tawi-Tawi and other Island-Based Field Offices (upon receipt of complete documents)</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i></p>		

Note: Application Form is downloadable from the CSC official website ([www.csc.gov.ph](http://www.csc.gov.ph)) or at any CSC office.

The grant of eligibility for Scientific and Technological Specialist involves two (2) stages – Assessment/Evaluation of Applications by the PD No. 997 Committee headed by the DOST, and Processing of Certificate of Eligibility by the CSC RO concerned.

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 the PD 997 Committee, all documentary requirements of approved/qualified applicants are forwarded to the CSC Regional Office concerned for the processing of the Certificate of Eligibility.**

**STAGE 2: Processing of the Certificate of Eligibility**

- The CSC RO concerned will check if all the documentary requirements of the approved/qualified applicants submitted by the PD No. 907 Committee headed by the DOST for the processing of COE are complete.

\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt

\*\*During the scheduled date of the transaction, the 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.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgment from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that the client is properly notified.



## 14. Request 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.

<b>Office or Division:</b>	Human Resource Division (HRD)
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	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			ORD/PALD Staff
	1.3 Receive request and assign client transaction no.			HRD Action Officer
	1.4 Prepare Acknowledgement Letter			
	1.5 Conduct preliminary assessment and evaluation  Any Deficiency – Inform requesting party and enumerate the missing requirements  No Deficiency - Assign unique ID No. and			HRD Action Officer

	Acknowledgement Receipt			
	<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
	<p>1.7 Conduct conversation with requesting agency, identify SME, prepare course brief, customized design, proposal and MOA.</p>			Requesting agency and HRD
2. Client pay appropriate training fee**		Appropriate fee		Requesting agency
TOTAL			<p>Twenty (20) working days upon confirmation of the conduct of the training</p> <p>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001</p>	



		on the IRR of RA 11032.***	
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\* CSC RO-HRD continues to conduct in-house and public offering courses online such as webinars even during this pandemic

\*\* Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

\*\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



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

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

<b>Office or Division:</b>	Division Concerned, CSC RO	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Any requesting party as it pertains to his/her personal records;</li> <li>The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;</li> <li>Courts and administrative bodies exercising quasi-judicial 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</li> <li>Such other officials or entities duly authorized by competent authorities</li> </ul>	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>Accomplished Personnel Records Request Form (PRRF)</li> </ul>	<ul style="list-style-type: none"> <li><b><u>Downloadable from the CSC official website</u></b> (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> <li>Public Assistance and Liaison Division (PALD), CSC RO</li> </ul>
	<ul style="list-style-type: none"> <li>Self-addressed stamped envelope or Prepaid Pouch, and copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account)</li> </ul>	
	<ul style="list-style-type: none"> <li><b><u>Scanned copy of</u></b> at least one ID card (<b><u>front and dorsal side</u></b>) of the requesting party, valid (not expired) on the date of transaction, as follows:</li> </ul>	

<ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>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;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>Passport;</li> </ul>	DFA
<ul style="list-style-type: none"> <li>PRC License;</li> </ul>	PRC
<ul style="list-style-type: none"> <li>SSS ID;</li> </ul>	SSS
<ul style="list-style-type: none"> <li>GSIS ID (UMID);</li> </ul>	GSIS
<ul style="list-style-type: none"> <li>Voter's ID/Voter's Certification;</li> </ul>	COMELEC
<ul style="list-style-type: none"> <li>BIR/Taxpayer's ID (ATM type/TIN card type with picture);</li> </ul>	BIR
<ul style="list-style-type: none"> <li>PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);</li> </ul>	PhilHealth
<ul style="list-style-type: none"> <li>Company/Office ID;</li> </ul>	Requesting party's Company/Office
<ul style="list-style-type: none"> <li>School ID;</li> </ul>	Requesting party's school
<ul style="list-style-type: none"> <li>Police Clearance/Police Clearance Certificate (with picture);</li> </ul>	PNP
<ul style="list-style-type: none"> <li>Postal ID;</li> </ul>	PhilPost
<ul style="list-style-type: none"> <li>Barangay ID;</li> </ul>	Barangay where the requesting party resides
<ul style="list-style-type: none"> <li>NBI Clearance;</li> </ul>	NBI
<ul style="list-style-type: none"> <li>Seaman's Book;</li> </ul>	MARINA
<ul style="list-style-type: none"> <li>HDMF Transaction Card;</li> </ul>	HDMF
<ul style="list-style-type: none"> <li>PWD ID;</li> </ul>	Social Welfare and Development Office
<ul style="list-style-type: none"> <li>Solo Parent ID;</li> </ul>	Office of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>Senior Citizen's ID;</li> </ul>	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>Alien Certificate of Registration Identity Card (ACR I-CARD); and</li> </ul>	Bureau of Immigration
<ul style="list-style-type: none"> <li>CSC Eligibility Card (note: Implemented only beginning May 3, 2015, CSE-PPT</li> </ul>	CSC RO where the requesting party took the exam
<ul style="list-style-type: none"> <li>If the request is filed through a representative, a scanned copy of an authorization letter or Special Power of Attorney (SPA) and a scanned copy of one (1) valid ID (front and dorsal side) of the representative</li> </ul>	<ul style="list-style-type: none"> <li>Requesting party</li> <li>SPA - requesting party</li> <li>ID - same as indicated above</li> </ul>

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Filing of Request</p> <p>Submit/send a scanned copy duly accomplished PRRF and documents and send to</p> <p>(insert CSC RO email address here)</p>	<p>1.1 Retrieve the scanned copy of accomplished PRRF and documentary requirements sent by the client</p> <p>1.2 Preliminarily assess completeness of request form and supporting document/s</p> <ul style="list-style-type: none"> <li>• Incomplete - Inform the requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements through contact details provided</li> <li>• Complete - Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact <i>details provided</i></li> </ul>			Action Officer of the Division concerned
	<p>1.3 Retrieve the requested records, issue an Order of</p>			Action Officer of the Division concerned

	<p>Payment and advise the client to pay the corresponding fee if records are available.</p> <ul style="list-style-type: none"> <li>If records are not available, inform the client that requested records are not available through the email address provided</li> </ul>			
2. Pay the corresponding fee online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. *	<p>2.1 Validate with the Cashier if payment was received</p> <p>2.2 Process payment and issue OR; record OR</p> <ul style="list-style-type: none"> <li>Reproduce the requested records</li> </ul>			Action Officer of the Division concerned
• Receive the document requested **	3. Mail the requested documents using the self-addressed stamped envelope or Prepaid Pouch provided by the requestor.			Action Officer of the Division concerned
TOTAL	<p>Appointment – PHP 30.00;</p> <p>Service Card/Record - PHP 40.00</p> <p>CSC Records- PHP10.00/page</p>	<p>One (1) working day upon receipt of complete documents</p> <p><i>Above cited number of working days may be extended only once for the same</i></p>		

	CSC Issuances/resolutions- PHP10.00/page Authenticated copies of Certificate of Attendance to L&D Interventions- PHP10.00	<i>number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</i>	
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\* Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

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

\*\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgment from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that the client is properly notified.



## 16. Handling of queries/requests for Assistance on Civil Service Matters (Online and Walk-in)

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

<b>Office or Division:</b>	CSC RO-PALD, Regional Office/ CSC RO-PACD Officer of the Day
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	CSC ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> <li>1. Get the queuing number and wait for it to be called.</li> <li>2. Inform the Action Officer regarding the query or request for assistance.</li> </ol>	<ol style="list-style-type: none"> <li>1. Assign client transaction number and attend to client's inquiry</li> <li>2. Provide reply to simple queries/request for assistance</li> </ol> <ul style="list-style-type: none"> <li>• For complex</li> </ul>	None		CSC RO-PACD Officer of the Day  Division receiving the concern

<p>3. For concerns to be referred to other CSC office/government office, fill out a request form.</p>	<p>queries/ requests for assistance, advise client that the matter will be referred to the appropriate office</p> <ul style="list-style-type: none"> <li>• Request the client to fill out request form</li> </ul> <p>3. Prepare a referral letter and forward the concern to the responsible office within the day.</p> <p>(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>			
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**FOR ONLINE TRANSACTIONS\***



<p>1. Send the complete details of the feedback to email@contactcenterngbayan.gov.ph.</p> <p>2. Upon receipt of the reply, fill out the Customer Feedback and Satisfaction Survey.</p>	<ul style="list-style-type: none"> <li>• Assign customer reference number.</li> </ul> <p>2. Evaluate completeness of the information provided and request additional information when necessary.</p> <p>3. Provide reply to simple concerns. For complex concern, acknowledge receipt of the email and advise customer that the matter will be referred to the appropriate office.</p> <p>4. Prepare and send a referral letter to the concerned office within three working days.</p> <p>(The receiving office will provide</p>			<p>RO Action Officer</p>
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	concrete action to the customer. If request is denied/disapproved – the receiving office will send a written notice citing the ground for denial/disapproval of the request.)			
TOTAL	None	Three (3) working days  <i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>		

\*Queries and concerns may be coursed through email.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 18. 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.)*

<b>Office or Division:</b>	CSC RO -HRD
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	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"> <li>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</li> <li>2. Work Experience Sheet, if applicable;</li> <li>3. <b>Scanned copy of</b> performance rating of at least VS in the last rating period (if applicable);</li> <li>4. <b>Scanned copy of</b> certificate of eligibility/rating/ license, if applicable; and</li> <li>5. <b>Scanned copy of</b> Transcript of Records.</li> </ol>	<p>Downloadable from the CSC official website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</p> <p>Downloadable from the CSC official website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</p>

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>Submit application letter*(through email), together with the complete set of requirements (items a to e) Addressed to The CSC Regional Director email address:  (insert CSC RO email address here)</li> </ul>	<ol style="list-style-type: none"> <li>Receive/Retrieve application documents submitted/sent by the applicant</li> <li>Record the application to the database of applicants and forward the application to the AO in-charge of the vacancy</li> <li>Assess completeness of documents <ul style="list-style-type: none"> <li>Incomplete-Issue acknowledgment receipt containing missing requirements</li> <li>Complete-Issue acknowledgment receipt containing</li> </ul> </li> </ol> <p>*Unique ID no. *Name and designation of responsible officer/employee *Date and time of receipt</p>	None		Principal: Chief HRS of HRD  Alternate: Supervising HRS of HRD  Action Officers at HRD
	<ul style="list-style-type: none"> <li>Evaluate qualification of the applicant vis-à-vis the qualification standards (QS) of the vacancy</li> </ul>			Action Officers at HR

	<ul style="list-style-type: none"> <li>• Draft a letter reply informing the applicant of the status of his/her application, if: <ul style="list-style-type: none"> <li>• Meeting QS</li> <li>• Not meeting QS</li> </ul> </li> </ul>			Action Officers at HR
	<ul style="list-style-type: none"> <li>• Review/approve draft letter reply</li> </ul>			RO Dir. IV/Dir. III
	<ul style="list-style-type: none"> <li>• Send letter reply to applicant through email</li> </ul>			Action Officers at HR
TOTAL		None	<p>Three (3) working days upon receipt of complete documents</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i></p>	

\*Applicants may opt to send their application letter through snail/registered mail, or hand-carry.

\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## **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.

<b>Office or Division:</b>	CSC Field Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All Government Agencies (NGAs, LGUs, GOCCs, WDs, SUCs, LUCs)

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 <b>or sent through e-mail</b> and printed copies	CSC RO/FO

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>Submit CS Form 9, Revised 2018 in electronic and printed copy(<b>signed by the Agency HRMO</b>) to CSC FO</li> </ul>	1.1 Accept and post CS Form 9 in the CSC FO's bulletin board.  1.2 Forward electronic copy (correctly filled out CS Form 9) through e-			CSC FO Action Person

	mail to the CSC RO within one working day upon its receipt from the requesting agency.			
TOTAL		None	One (1) working day upon receipt of complete documents  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i>	

\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.





## 2. Online 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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished application form (Revised CS Form No. 100). 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.	<ul style="list-style-type: none"> <li>• Downloadable from the CSC official website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> <li>• CSC Regional Office/Examination Services Division (ESD)/CSC Field Office</li> </ul>
2. Four (4) copies of identical pictures with specification as follows:  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;	2. Photo-printing services / photo studio
<ul style="list-style-type: none"> <li>• 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</li> </ul>	

as prescribed in CSC MC No. 2, s. 2018 as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
3. Copy of proof of payment (electronic receipt or deposit slip) paid to CSC Regional Office Land Bank Account)	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form or download the same from the CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )				
2. Submit accomplished application form (without affixing signature and thumbprint), and proof of payment such as electronic receipt, screen shot of bank transfer, or deposit slip, whichever is applicable/available and send it through the following email* address:  (insert CSC RO email address)	2.1 Accept and preliminarily assess completeness of application requirements <ul style="list-style-type: none"> <li>• Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements through contact details provided</li> <li>• Complete - Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided</li> </ul>			Action Officer
	2.2 Verify examination records of applicant through DIBAR** System.			

	<ul style="list-style-type: none"> <li>If applicant is qualified to take examination, return application form and advise client to pay the examination fee to the cashier.</li> <li>If applicant is not qualified, inform applicant of the reason for the disqualification, and return the application form.</li> </ul>			
3. Pay the examination fee online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. **	<p>3.1 Process payment and issue OR; record OR</p> <p>3.2 Inform client (through email address provided) to schedule an appointment through the Online Registration/Appointment system adopted by the Region, and to bring his/her valid ID and other requirements together with the printed copy of the email confirmation on the day of the appointment.</p>			Cashier/ Deputized Cashier
<ul style="list-style-type: none"> <li>In the presence of the Action Officer, affix signature and thumbprint on the processed application form</li> </ul>	<ul style="list-style-type: none"> <li>Require applicant to properly affix signature and thumbmark</li> <li>Give examination receipt slip and Examinee Guide</li> </ul>			Action Officer

TOTAL	PHP500.00	One (1) working day upon receipt of complete documents  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>	
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\*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.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.

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



### 3. 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.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>GENERAL REQUIREMENTS</b>		
<b>General Requirements and Special Requirements depending on the type of eligibility applied for:</b>  (shall apply to all types of eligibility granted under special laws and CSC issuances)  1. Properly accomplished Application Form:		Downloadable from the CSC official website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )
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, September 2013)	Honor Graduate Eligibility (HGE)	
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)	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)	
<ul style="list-style-type: none"> <li>• Three copies of identical pictures with specification as follows: <ul style="list-style-type: none"> <li>• 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.</li> <li>• Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and</li> </ul> </li> </ul>		

signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• 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;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID Voter's Certification;	COMELEC
• BIR Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/ Office
• School ID,	Requesting party's school
• Police Clearance/Police Clearance Certificate;	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction ID,	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID,	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning with the May 3, 2015 CSEPPT)	CSC RO where the requesting party took the exam





<ul style="list-style-type: none"> <li>• Original and photocopy of the Certificate of Completion issued by the DICT; and</li> <li>• Original and photocopy of the Grade Slip issued by DICT.</li> </ul> <p><b>For Proficiency Test:</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Original and photocopy of the Notification Slip issued by DICT.</li> </ul>	<p>DICT</p> <p>DICT</p> <p>DICT</p> <p>DICT</p>
<b>VETERAN PREFERENCE RATING (VPR) ELIGIBILITY</b>	
<p><b>Who are qualified?</b></p>	
<p>Any of the following individuals, in the alternative, is qualified to avail of the VPRE:</p>	
<ul style="list-style-type: none"> <li>• The veteran himself/herself; or</li> <li>• The veteran’s spouse; or</li> <li>• Any one of the veteran’s children.</li> </ul>	
<p><b>Specific Requirements:</b></p>	
<ul style="list-style-type: none"> <li>• Original and photocopy of Birth Certificate (PSA or LCR authenticated) of the Veteran;</li> </ul>	<p>PSA</p>
<ul style="list-style-type: none"> <li>• Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Veteran;</li> </ul>	<p>PSA</p>
<ul style="list-style-type: none"> <li>• 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;</li> </ul>	<p>Requesting Party</p>
<ul style="list-style-type: none"> <li>• 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.)</li> </ul>	<p>PSA</p>
<ul style="list-style-type: none"> <li>• 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)</li> </ul>	<p>PSA</p>

<ul style="list-style-type: none"> <li>• Original and photocopy of the Report of Rating in the CS examination where the VPR shall be applied; and</li> <li>• Verification Slip of the applicant's examination result/rating issued by CSC-IRMO/CSC Regional Office concerned</li> </ul> <p><b>Other Requirements:</b></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"> <li>• Order/Resolution/Decision issued by the CSC or the Court on the correction of name of the applicant; and</li> <li>• 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</li> <li>• Other documents as may be deemed necessary upon evaluation of the VPR application.</li> </ul>	<p>CSC-IRMO/CSC RO concerned</p> <p>CSC-IRMO/CSC RO concerned</p> <p>CSC-IRMO/CSC RO or Court concerned</p> <p>Requesting Party</p>
<p><b>SCIENTIFIC AND TECHNOLOGICAL SPECIALIST (STS) ELIGIBILITY</b></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><b>Who can apply?</b></p> <ul style="list-style-type: none"> <li>• An applicant must have at least a Bachelor's degree in areas enumerated in Section 1 of the IRR (Revised 2009):</li> <li>• Natural Sciences <ul style="list-style-type: none"> <li>Astronomy</li> <li>Astrophysics</li> <li>Biological Sciences</li> <li>Biology (S &amp; T)</li> <li>Microbiology</li> <li>Botany</li> <li>Molecular Biology and Biotechnology</li> <li>Ecology</li> <li>Physical Anthropology</li> <li>Marine Biology</li> </ul> </li> </ul>	

<p>Zoology  Geological Sciences  Archeology  Geophysics  Paleontology  Seismology  Meteorology  Oceanography  Physics/Applied Physics</p> <ul style="list-style-type: none"> <li>• Engineering Sciences <ul style="list-style-type: none"> <li>Biological Engineering</li> <li>Manufacturing Engineering</li> <li>Ceramic Engineering</li> <li>Materials Engineering</li> <li>Computer Engineering</li> <li>Mechatronics Engineering</li> <li>Food Engineering</li> <li>Petroleum Engineering</li> <li>Geothermal Engineering</li> <li>Railway Engineering</li> <li>Industrial Engineering</li> <li>Textile Engineering</li> <li>Nuclear Engineering</li> </ul> </li> <li>•Mathematics and Information and Communication Technology <ul style="list-style-type: none"> <li>Applied Mathematics</li> <li>Computer Science</li> <li>Information Technology</li> <li>Pure Mathematics</li> <li>Statistics</li> </ul> </li> <li>•Other Disciplines <ul style="list-style-type: none"> <li>Environmental Science</li> <li>Food Science</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• Has met any of the following additional requirements:</li> <li>• 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: <ul style="list-style-type: none"> <li>•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;</li> </ul> </li> </ul>	
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<p>•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> <p>Subjects being taught must be intermediate or advance in nature as determined by the PD 997 Committee;</p> <p>•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> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Has a commercialized patented invention as the major inventor and as certified by intellectual Property Office of the Philippines.</li> <li>• Upon Filing of application</li> <li>• Specific documentary requirements to be submitted at the DOST Central Office, Taguig City (through the PD 997 Secretariat), or at the DOST Regional Office:</li> <li>• Duly accomplished CS Form 101-C, Dec. 2011</li> <li>• Three (3) pieces of identical ID pictures (Refer to Item No. 2 of the General Documentary Requirements for specifications)</li> <li>• Assessment fee of P200.00 payable to DOST; and</li> <li>• Five (5) copies each of the following documents: <ul style="list-style-type: none"> <li>• Duly certified statement of duties and responsibilities</li> <li>• Original and photocopy of Transcript of Records (TOR) and diploma</li> <li>• Recommendation from head of office or school on the application for PD 997 eligibility, which shall include a</li> </ul> </li> </ul>	<p>CSC Website or CSC Regional Office/Field Office Requesting Party</p> <p>Company/School concerned</p> <p>School concerned Company/School concerned</p>
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<p>statement regarding his/her assessment of the applicant's research or teaching proficiency</p> <ul style="list-style-type: none"> <li>List of S&amp;T subjects taught/being taught and the duration of teaching said subjects, duly certified by the Dean of the school; and</li> <li>Other documents such as: <p>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> </li> <li>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.</li> </ul> <p><i>B. Upon Claiming of Certificate of Eligibility at the CSC</i></p> <p>Specific documentary requirements to be submitted at the CSC:</p> <ul style="list-style-type: none"> <li>Original and photocopy of valid ID card (Refer to Item No. 3 of the General Documentary Requirements for the list of ID cards accepted)</li> <li>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</li> <li>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.)</li> <li>Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012).</li> </ul>	<p>School concerned</p> <p>Company/School concerned</p> <p>Requesting Party</p> <p>PSA</p> <p>PSA</p> <p>CSC RO-ESD</p>
<p><b>HONOR GRADUATE ELIGIBILITY (HGE)</b></p>	

<p><b>Who are qualified?</b></p> <ul style="list-style-type: none"> <li>• Those who graduated summa cum laude, magna cum laude or cum laude, in their baccalaureate degree, regardless of the number of years of completion;</li> <li>• Those who graduated from school year 1972-1973, and thereafter; and</li> <li>• Those who graduated in: <ul style="list-style-type: none"> <li>• Private Higher Education Institution in the Philippines with baccalaureate/bachelor's degree recognized by the CHED; or</li> <li>• 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.</li> </ul> </li> <li>• Original and photocopy of Transcript of Record (TOR) of the applicant;</li> <li>• 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</li> <li>• List of Honor Graduates certified and submitted by the School Registrar to the CSC (agency to agency concern).</li> </ul>	<p>School concerned</p> <p>School concerned</p> <p>School concerned</p>
<p><b>BARANGAY OFFICIAL ELIGIBILITY (BOE)</b></p> <p><b>Who are qualified?</b></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"> <li>• Elective Barangay Officials: Punong Barangay/Barangay Captain, regular Sangguniang Barangay Members, and Sangguniang Kabataan Chairmen; and</li> <li>• Appointive Barangay Officials: Barangay Treasurers, and Barangay Secretaries who were appointed by the duly elected Punong Barangay.</li> <li>• 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.</li> </ul>	<p>DILG</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"> <li>• 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;</li> <li>• 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</li> <li>• 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.</li> <li>• 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.</li> </ul>	
<p><b>DOCUMENTARY REQUIREMENTS:</b></p>	
<ul style="list-style-type: none"> <li>• School certificate or transcript of record [applicant must have completed at least two (2) years of college education leading to a college degree.</li> </ul>	<p>School Concerned</p>
<ul style="list-style-type: none"> <li>• 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)</li> </ul>	<p>Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board concerned</p>
<ul style="list-style-type: none"> <li>• Certification of at least five (5) years of continuous and satisfactory service as an accredited BHW issued by the Local Health Board</li> </ul>	<p>Local Health Board concerned</p>
<ul style="list-style-type: none"> <li>• 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</li> </ul>	<p>Requesting Party</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/</p>	

<p>compensation derived from any government agency plantilla payroll, during his/her service requirement</p> <ul style="list-style-type: none"> <li>• Authenticated/Certified copy of Annual Accomplishment Reports</li> <li>• 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)</li> </ul>	<p>Barangay concerned</p> <p>Department of Health</p>
<p><b>SKILL ELIGIBILITY (Category II)</b></p> <p><b>Who are qualified?</b></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><b>DOCUMENTARY REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• 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</li> <li>• 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</li> <li>• Authenticated copy of the applicant’s Performance Rating Form, duly confirmed by the agency’s Performance Evaluation and Review Committee (PERC), for the two</li> </ul>	<p>Agency concerned</p> <p>Agency concerned</p> <p>Agency/Office concerned</p> <p>Agency/Office concerned</p>

<p>rating periods covered by the one-year temporary appointment.</p>	
<p><b>FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)</b></p> <ul style="list-style-type: none"> <li>For applicants presenting documents originating from countries who are not member to the Apostille Convention (<u>As of April 2023, there are about 52 countries in the world which have not joined the Hague Convention implementing apostilling documents*</u>). 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.</li> </ul> <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> <ul style="list-style-type: none"> <li>For applicants presenting Transcript of Records originating from countries which are not members to the Apostille Convention (<u>As of April 2023, there are about 52 countries in the world which have not joined the Hague Convention implementing apostilling documents*</u>), 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.</li> </ul> <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> <ul style="list-style-type: none"> <li>For applicants presenting documents originating from countries which are not members to the Apostille Convention (<u>As of April 2023, there are about 52 countries in the world which have not joined the Hague Convention implementing apostilling documents*</u>), 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</li> </ul>	<p>School concerned</p> <p>School concerned and Philippine Foreign Service Post</p> <p>CHED</p> <p>DFA</p>

<p>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 apostilled for it to be used in the Philippines.</p> <p><i>*<a href="https://best-citizenships.com/2023/04/21/list-of-non-apostille-countries-2023/">https://best-citizenships.com/2023/04/21/list-of-non-apostille-countries-2023/</a></i></p>	
<p><b>BARANGAY NUTRITION SCHOLAR (BNS) ELIGIBILITY</b></p> <p><b>Who are qualified?</b></p> <ul style="list-style-type: none"> <li>• Barangay-based volunteer workers for rendering at least two (2) years of 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.</li> <li>• 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.</li> </ul> <p><b>DOCUMENTARY REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>• Diploma or authentic evidence of completion of high school course</li> <li>• Certification of residency in the barangay for at least six (6) years, and can speak the dialect</li> <li>• Certification of completion of the prescribed 10-day training course and 20-day practicum in the barangay where applicant is assigned</li> <li>• Certification that the applicant has obtained a passing mark in the accomplishment of targets set in the action plan</li> <li>• Copies of monthly accomplishment report (NNC Form 5) for the last two years authenticated by the nutrition action officer</li> <li>• Copies of BNS performance evaluation sheets for the last two years authenticated by the nutrition action officer for services rendered from Jan. 1, 1981</li> </ul>	<p>School concerned</p> <p>Barangay concerned</p> <p>Barangay concerned</p> <p>Barangay concerned</p> <p>Nutrition Action Officer concerned Nutrition Action Officer concerned</p> <p>Nutrition action officer concerned and attested by the</p>

<ul style="list-style-type: none"> <li>• 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</li> <li>• 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: <ul style="list-style-type: none"> <li>• Name of the parties entering into the agreement, or contract, including their addresses;</li> <li>• Duration/term/period of agreement, or contract, stating beginning and ending dates;</li> <li>• Statement/definition of duties and responsibilities of the parties involved;</li> <li>• Date of execution;</li> <li>• Signatures of the parties;</li> <li>• Witnesses; and</li> <li>• Notary</li> </ul> </li> <li>• 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</li> </ul> <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> <ul style="list-style-type: none"> <li>• 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)</li> </ul>	<p>district city nutrition program coordinator</p> <p>Barangay concerned</p> <p>National Nutrition Council</p>
<p><b>SANGGUNIAN MEMBER ELIGIBILITY (SME)</b></p> <p><b>Who are qualified?</b></p> <ul style="list-style-type: none"> <li>• <b>For SME (First Level)</b></li> </ul>	

<ul style="list-style-type: none"> <li>• Those who served as Sanggunian Member for an aggregate period of six (6) years; and</li> <li>• 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</li> <li>• <b>For SME (Second Level)</b></li> <li>• Those who served as Sanggunian Member for an aggregate period of nine (9) years; and</li> <li>• 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</li> </ul>	
<p><b>DOCUMENTARY REQUIREMENTS:</b></p>	
<ul style="list-style-type: none"> <li>• For applicant who is a baccalaureate/bachelor's degree holder, original/authenticated and photocopy of Transcript of Records;</li> </ul>	School concerned
<ul style="list-style-type: none"> <li>• 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;</li> </ul>	School concerned
<ul style="list-style-type: none"> <li>• Original/Authenticated Master List of qualified Sanggunian Members issued by the DILG (agency to agency concern);</li> </ul>	DILG
<ul style="list-style-type: none"> <li>• 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</li> </ul>	DILG
<ul style="list-style-type: none"> <li>• Other documents as may be deemed necessary by the CSC in verifying authenticity of information supplied by the applicant.</li> </ul>	

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
<b>STAGE 1: Evaluation of Application</b>				
1. Submit duly accomplished form and documentary requirements	<p>Preliminary Assessment <i>Any Deficiency - Inform applicant or requesting party and enumerate the missing requirements</i></p> <p><i>No Deficiency - Assign unique ID No. and Acknowledgement Receipt</i></p>			Field Office Action Officer
2. Pay the evaluation fee at the Cashier.	Process payment and issue OR			Cashier/ Deputized Cashier
	Request will be forwarded to the CSC RO			Field Office Action Officer
TOTAL		PHP200.00	<p>Three (3) working days upon receipt of complete documents;</p> <p>Twenty (20) working days for CSC FO-Tawi-Tawi and other Island-Based Field Offices (upon receipt of complete documents)</p> <p><i>Above cited number of working day may be extended only once for the same number of days pursuant to</i></p>	

		<i>Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i>	
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\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgment from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that the client is properly notified.





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

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

<b>Office or Division:</b>	CSC Field Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Any requesting party as it pertains to his/her personal records;</li> <li>• The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;</li> <li>• 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</li> <li>• Such other officials or entities duly authorized by competent authorities</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Personnel Records Request Form (PRRF)	<ul style="list-style-type: none"> <li>• Downloadable from the the CSC official website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> <li>• CSC FO</li> </ul>
2. Self-addressed stamped envelope or Prepaid Pouch, and copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account)	
3. 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"> <li>Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>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;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>Passport;</li> </ul>	DFA
<ul style="list-style-type: none"> <li>PRC License;</li> </ul>	PRC
<ul style="list-style-type: none"> <li>SSS ID;</li> </ul>	SSS
<ul style="list-style-type: none"> <li>GSIS ID (UMID);</li> </ul>	GSIS
<ul style="list-style-type: none"> <li>Voter's ID/Voter's Certification;</li> </ul>	COMELEC
<ul style="list-style-type: none"> <li>BIR/Taxpayer's ID (ATM type/TIN card type with picture);</li> </ul>	BIR
<ul style="list-style-type: none"> <li>PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);</li> </ul>	PhilHealth
<ul style="list-style-type: none"> <li>Company/Office ID;</li> </ul>	Requesting party's Company/Office
<ul style="list-style-type: none"> <li>School ID;</li> </ul>	Requesting party's school
<ul style="list-style-type: none"> <li>Police Clearance/Police Clearance Certificate (with picture);</li> </ul>	PNP
<ul style="list-style-type: none"> <li>Postal ID;</li> </ul>	PhilPost
<ul style="list-style-type: none"> <li>Barangay ID;</li> </ul>	Barangay where the requesting party resides
<ul style="list-style-type: none"> <li>NBI Clearance;</li> </ul>	NBI
<ul style="list-style-type: none"> <li>Seaman's Book;</li> </ul>	MARINA
<ul style="list-style-type: none"> <li>HDMF Transaction Card;</li> </ul>	HDMF
<ul style="list-style-type: none"> <li>PWD ID;</li> </ul>	Social Welfare and Development Office
<ul style="list-style-type: none"> <li>Solo Parent ID;</li> </ul>	Office of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>Senior Citizen's ID;</li> </ul>	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>Alien Certificate of Registration Identity Card (ACR I-CARD); and</li> </ul>	Bureau of Immigration
<ul style="list-style-type: none"> <li>CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT)</li> </ul>	CSC RO where the requesting party took the exam
<p>4. 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"> <li>Requesting party</li> <li>SPA - requesting party</li> <li>ID - same as indicated above</li> </ul>

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Request</p> <p>Submit/send scanned copy duly accomplished PRRF and documentary requirements and send to-</p> <p>(insert CSC RO email address here)</p>	<ul style="list-style-type: none"> <li>• Retrieve scanned copy of accomplished PRRF and documentary requirements sent by the client</li> </ul> <p>1.2 Preliminarily assess completeness of request form and supporting document/s</p> <ul style="list-style-type: none"> <li>• Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements through contact details provided</li> <li>• Complete - Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided</li> </ul>			Action Officer of the Division concerned

	<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"> <li>If records are not available, inform the client that requested records are not available through the email address provided</li> </ul>			Action Officer of the Division concerned
2. Pay the corresponding fee online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email*	<ul style="list-style-type: none"> <li>Validate with the Cashier if payment was received</li> </ul> <p>2.2 Process payment and issue OR; record OR</p> <p>2.3 Reproduce the requested records</p>			Action Officer of the Division concerned
3. Receive the document requested	3. Mail the requested documents using the self-addressed stamped envelope or Prepaid Pouch provided by the requestor.			Action Officer of the Division concerned
TOTAL	<p>Appointment – PHP 30.00;</p> <p>Service Card/Record - PHP 40.00</p> <p>CSC Records- PHP10.00/page</p> <p>CSC Issuances/</p>	<p>One (1) working day upon receipt of complete documents</p> <p><i>Above cited number of working day may be extended only once for the same number of</i></p>		

	resolutions- PHP10.00/pa ge  Authenticated copies of Certificate of Attendance to L&D Interventions- PHP10.00	<i>days          pursuant to          Rule VII,          Sec. 3(b) of          JMC No.          2019-001 on          the IRR of          RA 11032.**</i>	
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\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgment from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that the client is properly notified.



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

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

<b>Office or Division:</b>	CSC Field Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>FOR WALK-IN TRANSACTION</b>				
<ol style="list-style-type: none"> <li>1. Get queuing number and wait for it to be called.</li> <li>2. Inform the Action Officer regarding the query or request for assistance.</li> </ol>	<ol style="list-style-type: none"> <li>1. Assign client transaction number and attend to client's inquiry <ul style="list-style-type: none"> <li>• Provide reply to simple queries/request for assistance</li> <li>• For complex queries/requests for assistance, advise client that the matter will be referred to the appropriate office. Request the client to fill out request form</li> </ul> </li> <li>3. Prepare a referral letter and forward the</li> </ol>			<p>CSC FO Action Officer</p> <p>(CSC Office receiving the concern)</p>

<p>3. For concerns to be referred to other CSC office, fill out a request form.</p> <p>4. Fill-out a Customer Feedback Sheet.</p>	<p>concern to the responsible office within the day.</p> <p>(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>			
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**FOR ONLINE TRANSACTION**

<p>1. Send the complete details of the feedback to:  (insert FO email address)</p>	<p>1. Assign customer reference number. 2. Evaluate completeness of the information provided and request additional information when necessary. 3. Provide reply to simple concerns. For complex concern, acknowledge receipt of the email and advise customer that the matter will be referred to the appropriate office. 4. Prepare and send a referral letter to the concerned office within three working days.</p>			<p>FO Officer      Action</p>
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<p>2. Upon receipt of the reply, fill out the Customer Feedback and Satisfaction Survey.</p>	<p>(The receiving office will provide concrete action to the customer. If request is denied/ disapproved – the receiving office will send a written notice citing the ground for denial/ disapproval of the request.)</p>			
	<p>TOTAL</p>	<p>None</p>	<p>Three (3) working days</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032. **</i></p>	

\*Queries and concerns may be coursed through email.

\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.





## **CSC Internal Services**



## 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.

<b>Office or Division:</b>	Integrated Records Management Office – Information Technology Division (IRMO-ITD)
<b>Classification:</b>	Simple; Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	CSC Central Office Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>For Corrective Maintenance – Request for technical assistance</li> </ul>	IRMO-ITD
<ul style="list-style-type: none"> <li>Client feedback form</li> </ul>	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 dates		To be discussed and will be done based on	Service Provider and IT Staff

			approved schedule;  Except from problem of not connected or can't access.	
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 shall implement corrective action. Refer to PM-02-03			IT Staff and Service Provider
	<b>TOTAL</b>		Three (3) Working days for preventive maintenance  Twenty (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 – i.e., version upgrade, reinstallation, restoration and backup		To be discussed and will be done based on approved schedule;  On upgrade, based on approved schedule.	IT Staff
2. Receive implementation of request for technical assistance	2.1 Trouble shoot Software/Databases		Also depending on warranty, availability of parts and turnaround time of supplier  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 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	None	<p>Three (3) Working days for corrective maintenance</p> <p>Twenty (20) working days for parts replacement</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032*</i></p>	
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\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 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

<b>Office or Division:</b>	Integrated Records Management Office – Information Technology Division (IRMO-ITD)
<b>Classification:</b>	To be discussed and will be done based on approved schedule
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	CSC Central Office Officials and employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
• Client feedback form	IRMO-ITD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> <li>Prepare ICT maintenance schedule</li> </ul> <p>*ICT-based refers to desktop/laptop computers, servers, printers, network devices and external backup media</p>			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 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 shall implement corrective action. Refer to PM-02-03			IT Staff and Service Provider
<b>TOTAL</b>		None	Three (3) Working days for preventive maintenance	

		<p>Twenty (20) working days for parts replacement</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032*</i></p>	
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***If Hardware is not under warranty and cannot be repaired***

<b>CLIENT STEPS</b>	<b>CSC ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Coordinate with IRMO-ITD request for technical assistance</p> <p>*Request for troubleshooting of desktop/laptop computer servers and printers</p>	1.1 Receive request for technical assistance			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,		To be discussed and will be done based on approved schedule;	IT Staff



	turnover to OFAM-GSD			
	2.3 Accomplish Service Report on request received/acted upon			IT Staff and Service Provider
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
<b>TOTAL</b>		None	<p>Three (3) Working days for preventive maintenance</p> <p>Twenty (20) working days for parts replacement</p> <p><i>Above cited number of working days may be extended only once for the same number</i></p>	

		<i>of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032*</i>	
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***If Hardware is under warranty and repairable***

<b>CLIENT STEPS</b>	<b>CSC ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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		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)		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			IT Staff and Service Provider

	<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>			
<b>TOTAL</b>		None	<p>Three (3) Working days for preventive maintenance</p> <p>Twenty (20) working days for parts replacement</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i></p>	

\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



### 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

<b>Office or Division:</b>	Integrated Records Management Office – Information Technology Division (IRMO-ITD)
<b>Classification:</b>	To be discussed and will be done based on approved schedule.
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	CSC Central Office Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Client feedback form</li> </ul>	IRMO-ITD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Prepare network maintenance schedule  *Network refers to servers, internet, LAN, switch hub and other network services			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 implementation of	2.1 Implement scheduled preventive		To be discussed and will be done	Service Provider and IT Staff

network maintenance schedule	maintenance on specified dates		based on approved schedule;	
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
<b>TOTAL</b>		None	Three (3) working days for preventive maintenance  Twenty (20) working days for parts replacement	

		<p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i></p>	
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\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 2. Learning and Development (Human Resource)

All CSC officials and employees 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 to meet or increase the level of competencies of their positions.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Talent Needs Assessment (TNA) and Individual Development Plan (IDP) <ul style="list-style-type: none"> <li>• Online Competency Assessment (OCA)</li> <li>• Office Development Plan (ODP)</li> <li>• Focus Group Discussion (FGD)</li> <li>• Performance Evaluation Reports</li> <li>• Commission directives/ instructions</li> <li>• Organizational Training Needs Assessment (OTNA)</li> </ul>	OHRMD and/or CSC Offices

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 Learning Needs Assessment (TNA) through Online			TDD-OHRMD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Competency Assessment (OCA), Office Development Plan (ODP), Focus Group Discussion (FGD), Performance Evaluation Reports, CSC Strategy, OTNA results, etc.			
2. Prepare Individual Development Plan (IDP)	3. Identify common competency gaps of employee ➤ The results of the OCA, ODP and other reports shall be the basis in identifying the common gaps or L & D requirements of employees.			TDD
	4. Prepare CSC L&D Plan and Budget			TDD-OHRMD Director IV & III
	5. Incorporate the L & D Plan and Budget into the Office Work and Financial Plan for approval of the Commission			TDD- OHRMD
	6. Review and approve L&D Plan and Budget			Commission Proper
	7. Disseminate L&D Calendar to			TDD



CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Offices including external learning service providers through the following channels: Flag Ceremony, CSC Website, HRIS, Social Media platforms, Office Memos, e-posters, etc.)			
<b>Conduct of Training Program</b>				
1. Participate in the conduct of Training program (online or face-to-face)	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 with the Course Administrators, Subject Matter Experts (SMEs), and concerned groups/ individuals (virtual or face-to-face)			TDD
	3. Conduct the training program (virtual, face-to-face, hybrid)			TDD
2. Fill out the Feedback form (online form)	4. Administer the Online Feedback form (Level 1), Pre and Post Evaluation Sheets (Level 2), if applicable, and Learning			TDD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Application Plan (Level 3, if applicable)			
	5. Conduct the post-training evaluation (online or face-to-face)			TDD
	6. Submit the training documentations (e-documentation)			TDD
<b>TOTAL</b>		None	<p>Twenty (20) working days upon confirmation</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i></p>	

\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



### 3. Equipment Maintenance of Air-Conditioning Units

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

<b>Office or Division:</b>	Office for Financial and Assets Management – Building and Grounds Maintenance Division (OFAM – BGMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	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
<b>Preparation of Preventive Maintenance Plan</b>				
	<ul style="list-style-type: none"> <li>Prepare Preventive Maintenance (PM) Plan for ACUs</li> </ul>			<b>Engineer II</b>
	<ul style="list-style-type: none"> <li>Check and review PM Plan for ACUs</li> </ul>			BGMD Chief HR Specialist
	<ul style="list-style-type: none"> <li>Secure PM Plan approval</li> </ul>			BDGM Chief HR Specialist
	<ul style="list-style-type: none"> <li>Approve PM Plan</li> </ul>			OFAM, Director IV
	<ul style="list-style-type: none"> <li>Implement PM Plan</li> </ul>			BGMD Chief HR Specialist
<b>Repair of Air-Conditioning Unit</b>				
<ul style="list-style-type: none"> <li>Fill out the Job Request Form in triplicate</li> </ul>	<ul style="list-style-type: none"> <li>Approve Job Request Form</li> </ul>			BGMD Chief HR Specialist
	<ul style="list-style-type: none"> <li>Receive Job Request Form</li> </ul>			BGDM Action Officer
	<ul style="list-style-type: none"> <li>Check and diagnose ACU to be repaired</li> </ul>			ACU Technician

	with the supervision of Engineer II			
	<ul style="list-style-type: none"> <li>Endorse the repair to GSD for procurement of labor and materials</li> </ul>			Engineer II
	<ul style="list-style-type: none"> <li>Facilitate the emergency purchase of spare parts</li> </ul>			Engineer II
	<ul style="list-style-type: none"> <li>Prepare Purchase Request (PR) and Requisition Issuance Slip (RIS)</li> </ul>			BGMD Chief HR Specialist
	<ul style="list-style-type: none"> <li>Approved PR and RIS</li> </ul>			OFAM, Director III
	<ul style="list-style-type: none"> <li>Secure approved PR/RIS from BGMD Chief HR Specialist.</li> </ul>			Action Officer
	<ul style="list-style-type: none"> <li>Conduct oral canvass of spare parts to be purchased.</li> </ul>			Action Officer
	<ul style="list-style-type: none"> <li>Procure spare parts.</li> </ul>			Action Officer
	<ul style="list-style-type: none"> <li>Inspect/Confirm the item and its quantity according to the requested specification by BGMD</li> </ul>			Action Officer
	<ul style="list-style-type: none"> <li>Conduct repair of ACU</li> </ul>			BGMD ACU Technician
	<ul style="list-style-type: none"> <li>Acknowledge the repair done by ACU Technician</li> </ul>			Requesting Office/End-user
<b>Quarterly Report of the ACU Maintenance</b>				
	<ul style="list-style-type: none"> <li>Prepare the Quarterly Report of the ACU Maintenance</li> </ul>			BGMD Engineer II
	<ul style="list-style-type: none"> <li>Check/Validate Quarterly Report</li> </ul>			BGMD Engineer V
	<ul style="list-style-type: none"> <li>Implement Corrective Action</li> </ul>			BGMD Chief HR Specialist
TOTAL:		None	Three (3) working days	
			<i>Above cited number of</i>	

		<i>working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i>
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\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



#### 4. Customer Feedback

Customer feedback gathered through the CSC Customer Feedback and Satisfaction Survey (CFSS) tool using the link: <https://cfss.csc.gov.ph/> and Contact Center ng Bayan, e-mail, text message, and walk-in clients on 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.

<b>Office or Division:</b>	Public Assistance Information Office and Process Owners of CSC QMS
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Client/Customer; and</li> <li>• CSC QMS Process Owners</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Not applicable	

CLIENT STEPS	CSC ACTIONS	FEE S TO BE PAI D	PROCESSIN G TIME	PERSON RESPONSIB LE
<b>CCB Hotline to Gather Customer Feedback</b>				
<ul style="list-style-type: none"> <li>• File Customer Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Open the CosmoCall Login Window (Launch the CosmoCall universe Agent Application installed on the desktop computer)</li> </ul>			PAIO
	<ul style="list-style-type: none"> <li>• Enter account username &amp; password</li> </ul>			
	<ul style="list-style-type: none"> <li>• Go on “Available” status to receive incoming call</li> </ul>			

	<ul style="list-style-type: none"> <li>• Answer the incoming call on the CosmoCall Agent application</li> </ul>			
<b>Electronic Mail to Gather Customer Feedback</b>				
<ul style="list-style-type: none"> <li>• File Customer Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Access the PACC/CCB email website</li> </ul>			PAIO
	<ul style="list-style-type: none"> <li>• Enter the PAC/CCB email account username and password</li> </ul>			
	<ul style="list-style-type: none"> <li>• Click on "Inbox" and open unread messages (Read new messages on Inbox folder and gather additional information if needed.)</li> </ul>			
<b>Text Message to Gather Customer Feedback</b>				
<ul style="list-style-type: none"> <li>• File Customer Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Open the Nokia PC Suite Window</li> </ul>			PAIO
	<ul style="list-style-type: none"> <li>• Go to inbox and open unread messages</li> </ul>			
	<ul style="list-style-type: none"> <li>• Respond to the client's text message</li> </ul>			
	<ul style="list-style-type: none"> <li>• Transfer and save the text messages to excel file</li> </ul>			
<b>Snail Mail and PAC Hotline to Gather Customer Feedback</b>				
<ul style="list-style-type: none"> <li>• File Customer Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Receive the feedback from client</li> </ul>			PAIO
	<ul style="list-style-type: none"> <li>• Record the customer's feedback</li> </ul>			
	<ul style="list-style-type: none"> <li>• Evaluate the details of the feedback</li> </ul>			
	<ul style="list-style-type: none"> <li>• If feedback is Complex, refer to concerned office/agency</li> </ul>			

<b>Customer Feedback from Walk-in Clients</b> (Feedback Form crafted and designed by each Process and approved by the CSC QMR)				
	<ul style="list-style-type: none"> <li>Hand out to customer the Feedback Form</li> </ul>			PAIO
1. Fill-out Feedback Form	<ul style="list-style-type: none"> <li>Retrieve the Feedback Form</li> </ul>			
	<ul style="list-style-type: none"> <li>Evaluate the details of the feedback</li> </ul>			
	<ul style="list-style-type: none"> <li>Tabulate all the Feedback Forms</li> </ul>			
<b>Customer Feedback</b> (Received through the CFSS tool - <a href="https://cfss.csc.gov.ph/">https://cfss.csc.gov.ph/</a> from online and onsite clients)				
<ul style="list-style-type: none"> <li>Fill out the customer feedback survey through the CFSS tool - <a href="https://cfss.csc.gov.ph/">https://cfss.csc.gov.ph/</a></li> </ul>	<ul style="list-style-type: none"> <li>Receive/Extract the feedback from client</li> </ul>			PAIO
	<ul style="list-style-type: none"> <li>Review completeness of the information provided. Request additional information if needed.</li> </ul>			
	<ul style="list-style-type: none"> <li>Evaluate the details of the feedback (If it is a negative feedback / complaint, prepare root cause analysis and implement corrective action through the Negative Feedback tab of the CFSS tool.</li> </ul> <p>If feedback if positive, provide the necessary information/ assistance)</p>			
	<ul style="list-style-type: none"> <li>Consolidate data</li> </ul>			



	<ul style="list-style-type: none"> <li>Summarize/analyze the data/information extracted from the tabulation result.</li> </ul>			Process Owner	
	<ul style="list-style-type: none"> <li>Prepare and submit the Quarterly Report on Customer Feedback to PAIO through the Reports Facility in the CFSS tool. Resolve and provide details and all actions taken on negative feedback, if any through the Negative Feedback Tab in the CFSS tool.</li> </ul>				
	<ul style="list-style-type: none"> <li>Consolidate Quarterly Report</li> </ul>				PAIO
	<ul style="list-style-type: none"> <li>Prepare presentation of Customer Feedback for the Management Review</li> </ul>				
TOTAL		None	<p>Three (3) working days</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of</i></p>		

		<i>JMC No. 2019-001 on the IRR of RA 11032*</i>	
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\*\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



	<p>notice stating the reason for the disapproval/ denial.</p> <ul style="list-style-type: none"> <li>• Log the request in the Daily Schedule Monitoring Database</li> <li>• Prepare Trip Ticket and RUV for approval and signature of GSD Chief or authorized person</li> <li>• Post and record travel schedule and data in the Dispatch Database</li> </ul>			<p>OFAM-GSD Chief/Authorized Person</p> <p>OFAM-GSD Dispatcher</p>
<ul style="list-style-type: none"> <li>• Received information on assigned vehicle and driver, and details of the travel</li> </ul>	<ul style="list-style-type: none"> <li>• Inform requesting party of assigned vehicle and driver and details of the travel</li> </ul>			OFAM-GSD
TOTAL		None	<p>Three (3) working days</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032*</i></p>	

\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 6.a Communication Management (Incoming)

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

<b>Office or Division:</b>	Information and Records Management Division (IRMO) – Communication Management Division (CMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All CSC Central Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents	<ul style="list-style-type: none"> <li>Receive incoming documents</li> <li>If e-DTS is available, encode in e-DTS.</li> <li>If e-DTS is not available, encode in excel format</li> <li>Release to concerned Office</li> <li>Prepare monthly report</li> </ul>			IRMO Administrative Assistant VI  IRMO Administrative Officer III  IRMO Administrative Assistant VI  CMD Chief Human Resource Specialist
<b>TOTAL</b>		None	Three (3) working days	

		<p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i></p>
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\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## 6.b Communication Management (Outgoing)

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

<b>Office or Division:</b>	Information and Records Management Division (IRMO) – Communication Management Division (CMD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All CSC Central Offices

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			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
<b>TOTAL</b>		None	Eight (8) hours  <i>Above cited number of hours may be extended only once for the same number of days pursuant to</i>	

		<i>Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i>	
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\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.





## 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.

<b>Office or Division:</b>	CSC CO – OFAM, General Services Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	CSC CO Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Project Procurement Management Plan (PPMP) for Common Supplies and Programs. Activities and Projects</li> <li>Purchase Request (PR) and Requisition and Issuance Slip (RIS)</li> <li>Oral Canvass</li> </ul>	OFAM-GSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-users submit PPMP to FRMD/OFAM	<ul style="list-style-type: none"> <li>Receives approved PPMP</li> <li>Consolidates PPMP into APP</li> <li>Prepares/Submit Agency Procurement Request (APR) to DBM</li> <li>Receives delivered items</li> </ul>			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



	<ul style="list-style-type: none"> <li>• Administers feedback survey form to Suppliers</li> <li>• If target is not achieved, implement Corrective Actions</li> <li>• Updates Risk Register and Action Plan</li> </ul>			
TOTAL		None	Seven (7) working days	
			<i>Above cited number of hours may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i>	

\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature. 3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.



## VI. Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Clients are encouraged to accomplish feedback forms &amp; drop them at the designated drop boxes located at the –</p> <ul style="list-style-type: none"> <li>• Public Assistance and Information Office (PAIO-Central Office);</li> <li>• Public Assistance and Complaints Desk (PACD-CSC Regional and Field Offices)</li> </ul>
How feedback is processed	<p>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.</p>
How to file a complaint	<p>Accomplish the Client Complaint Form &amp; 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).</p>
How complaints are processed	<p>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.</p>
Contact Information	<p>TextCSC 09178398272 or send your feedback through email address feedback@wemail.csc.gov.ph</p>



## VII. List of Offices

### CSC CENTRAL OFFICE

Office	Contact Number	email address
<b>Office of the Chairperson</b>		
Chairperson Atty. Karlo A. B. Nograles	Tel. # 8931-7935 Fax # 8931-7997	och-nograles@csc.gov.ph
Asst. Commissioner Jo Ann M. Burgos		jmburgos@csc.gov.ph
Dir. IV Fe Karen M. Lamorena		fmlamorena@csc.gov.ph
<b>Office of the Commissioner-OCOM-L</b>		
Commissioner Aileen Lourdes A. Lizada	Tel. # 8931-7996; 8931-8026 Fax # 8931-4145	ocom-lizada@csc.gov.ph
Dir. IV Enrico P. Lopez	Tel. # 8931-7996; 8931-8026 Fax # 8931-4145	eplopez@csc.gov.ph
<b>Office the Commissioner-OCOM-A</b>		
Commissioner Ryan Alvin R. Acosta	Tel. # 8931-7943; 8951-4625 Fax # 8931-7967	ocom-acosta@csc.gov.ph
Dir. IV Sabrina Louise M. De Guzman		smdeguzman@csc.gov.ph
<b>Office of the Assistant Commissioner for Legal (OAC-L)</b>		
Asst. Commissioner Ariel G. Ronquillo	Tel. # 8931-8016	oacl@csc.gov.ph
<b>Office of the Assistant Commissioner for Support and Administrative Services (OAC-SAS)</b>		
Acting Asst. Commissioner Karin Litz P. Zerna	Tel. # 8932-2606	oacsas@csc.gov.ph
<b>Office of the Assistant Commissioner for Professionalization and Cooperation (OAC-PaC)</b>		
Acting Asst. Commissioner Judith A. Dongallo-Chicano	Tel. # 8931-7971	oacpac@csc.gov.ph
<b>Office of the Assistant Commissioner for Human Resource Governance (OAC-HRG)</b>		
Acting Asst. Commissioner Nerissa B. Canguilan	Tel. # 8932-2710 local 361 or 262	oachrg@csc.gov.ph

Office	Contact Number	email address
<b>Civil Service Institute (CSI)</b>		
Dir. IV Fernando M. Porio	Tel. # 8931-4182 Fax # 8931-8019	csi@csc.gov.ph
Dir. III Emilyn O. Severo		
<b>Commission Secretariat and Liaison Office (CSLO)</b>		
Dir. IV Katherine Limare-Delmoro	Tel. # 8951-4627 Fax # 8931-7947	cslo@csc.gov.ph cslo.od@csc.gov.ph
Dir. III Tina Katharine L. Sison		
<b>Examination, Recruitment and Placement Office (ERPO)</b>		
Dir. IV Prisco S. Rivera, Jr.	Tel. # 8951-2578 Fax # 8931-4138	erpo@csc.gov.ph erpo.ead@csc.gov.ph
Dir. III Cherry C. Berris	Tel. # 8931-8163	
<b>Human Resource Policies and Standards Office (HRPSO)</b>		
Dir. IV Jennifer L. Timbol	Tel. # 8951-4629 Fax # 8931-4144	hrpso@csc.gov.ph
Dir. III Sheila G. Acuña		
<b>Human Resource Relations Office (HRRO)</b>		
Dir. IV Ma. Theresa C. Fernandez	Tel. # 8931-8039 Fax # 8931-4149	hrro@csc.gov.ph
Dir. III Krunimar Antonio D. Escudero, III		
<b>Internal Audit Service (IAS)</b>		
Acting Dir. IV Elnora B. Gotis	Tel. # 8951-2645 Fax # 8931-4135	ias@csc.gov.ph
<b>Integrated Records Management Office (IRMO)</b>		
Dir. IV Noreen Boots Gocon-Gragasin	Tel. # 8951-4628 Fax # 8931-7981	irmo@csc.gov.ph
Dir. III Jilven T. Amar	Tel. # 8932-2293	
<b>Office for Financial and Assets Management (OFAM)</b>		
Acting Dir. IV Maria Victoria M. Salazar	Tel. # 8931-7990 Fax # 8931-8029	ofam@csc.gov.ph ofam.od@csc.gov.ph
Acting Dir. III Noel V. Salumbides	Tel. # 8931-7984	
<b>Office for Legal Affairs (OLA)</b>		
Dir. IV Alma Flores-Foronda	Tel. # 8932-3781 Fax # 8931-8016	ola@csc.gov.ph
Dir. III Christian Dawn G. Molina	Tel. # 8951-2630	
Acting Dir. III Jamahlin D. Lacandazo-Escalona	Tel. # 8951-2625	
<b>Office for Human Resource Management and Development (OHRMD)</b>		
Acting Dir. IV Rosalita B. Rances-Petaca	Tel. # 8932-0181 local 141 Fax # 8951-2637	ohrmd@csc.gov.ph

Office	Contact Number	email address
Acting Dir. III Ma. Jinky P. Jayme	Tel. # 8951-2639 local 142	
<b>Office for Strategy Management (OSM)</b>		
Dir. IV Helene Grace T. Ramos	Tel. # 8932-0236 Fax # 8931-7931	osm@csc.gov.ph
Dir. III Nel Sherwin A. Carnetes	Tel. # 8932-3939	
<b>Public Assistance and Liaison Office (PAIO)</b>		
Dir. IV Maria Luisa Salonga-Agamata	Tel. # 8931-7993 Fax # 8932-0179	paio@csc.gov.ph
Dir. III Fia U. Salumbides	Tel. # 8932-0381	

### CSC REGIONAL OFFICES

<b>Civil Service Regional Office No. I</b> Quezon Avenue., San Fernando City, La Union 2500		
Dir. IV Hedy Jose B. Lardizabal	Tel. # (072) 700-5643 Fax # (072) 700-5626	ro01@csc.gov.ph
Dir. III Cornelia M. Rillera		
<b>CSC Field Office - Ilocos Sur</b> Zone 5, Bantay, Ilocos Sur 2727		
Dir. II Marina G. Cabanero	Tel. # (077) 604-5582	ro01.fo_ilocossur@csc.gov.ph
<b>CSC Field Office - Ilocos Norte</b> No. 7 Giron St. Laoag City, Ilocos Norte 2900		
Dir. II Rex R. Ami	Tel. # (077) 670-0357	ro01_ilocosnorte@csc.gov.ph
<b>CSC Field Office - La Union</b> Aguila Road, City of San Fernando, La Union 2500		
Dir. II Edgar F. Asuncion	Tel. # (072) 700-5763	ro01_launionfo@csc.gov.ph
<b>SC Field Office - Western Pangasinan</b> Solis St. Lingayen, Pangasinan 2401		
Dir. II Flordeliza C. Bugtong	Tel. # (075) 529-9394	ro01_lingayen@csc.gov.ph
<b>CSC Field Office - Eastern Pangasinan</b> Gracia Village, Nancayasan, Urdaneta City, Pangasinan 2428		
Dir. II Romulo V. Nabua	Tel. # (075) 523-8338	ro01_urdaneta@csc.gov.ph

<b>Civil Service Regional Office No. II</b> San Gabriel, Tuguegarao, Cagayan 3500		
Acting Dir. IV Atty. Marites P. Lappay	Tel. # (078) 396-1321 0917-918-2585	ro02@csc.gov.ph
Acting Dir. III Maria Noemi S. Bustamante		
<b>CSC Field Office Cagayan - Batanes</b> Regional Government Center, Carig, Tuguegarao City		
Acting Dir. II Valnizan HC. Calubaquib	Tel. # 078) 825-0709; 0995-1009-585	ro02.fo_cagayanbatanes@csc.gov.ph
<b>CSC Field Office - Isabela</b> PGO Isabela CMPD, Alibagu, Ilagan, Isabela		
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## VIII. List of Acronyms

ACR I-CARD	Alien Certificate of Registration Identity Card
ACU	Air Conditioning Unit
AO	Action Officer
APP	Annual Procurement Plan
APR	Agency Procurement Request
ARVEF	Agency Request for Verification/Validation of Eligibility Form
ATAF	Appointment Transmittal and Action Form
BHW	Barangay Health Worker
BHWE	Barangay Health Worker Eligibility
BNS	Barangay Nutrition Scholar
BNSE	Barangay Nutrition Scholar Eligibility
BOE	Barangay Official Eligibility
CCB Agent	Contact Center ng Bayan Agent
CE	Certification Election
CESB	Career Executive Service Board
CFSS	Customer Feedback and Satisfaction Survey
CMD	Communications Management Division
CNA	Collective Negotiation Agreement
COE	Certificate of Eligibility
CoE	Certification of Eligibility
COMEX	Computerized Examination
COPI	Correction of Personal Information
CSC	Civil Service Commission
CSC CO	Civil Service Commission Central Office
CSC FO	Civil Service Commission Field Office
CSC RO	Civil Service Commission Regional Office
CSE	Career Service Examination
CSE-PPT	Career Service Examination - Pen and Paper Test
CSEVS	Career Service Eligibility Verification System
CSI	Civil Service Institute
CSLO	Commission Secretariat and Liaison Office
CTC	Certified True Copy
DBAR	Database of Individuals Barred from Entering Government Service and Taking Civil Service Examinations
DF	Declaration Form
DOLE-BLR	Department of Labor and Employment-Bureau of Labor Relations
EAS	Examinee Attendance Sheet
EDPSE	Electronic Data Processing Specialist Eligibility
e-DTS	Electronic Database Tracking System
e-NGAS	Electronic New Government Accounting System
EO	Employees' Organization
ERPO	Examination, Recruitment and Placement Office
ERRF	Examination Records Request Form

ESD	Examination Services Division
FGD	Focus Group Discussion
FSHGE	Foreign School Honor Graduate Eligibility
GOCCs	Government-Owned and Controlled Corporation
HGE	Honor Graduate Eligibility
HRMO	Human Resource Management Officer
HRRO	Human Resource and Relations Office
ICT	Information and Communication Technology
IRMO	Integrated Records Management Office
LAMD	Library, Archives, and Museum Division
LCR	Local Civil Registrar
LGUs	Local Government Units
LSD	Legal Services Division
LTO	Land Transportation Office
LUCs	Local Universities and Colleges
LWD	Local Water District
MARINA	Maritime Industry Authority
MOA	Memorandum of Agreement
NAPOLCOM	National Police Commission
NBC	National Budget Circular
NGAs	National Government Agencies
NOSCA	Notice of Organization, Staffing, and Compensation Action
OCA	Online Competency Assessment
ODP	Office Development Plan
OFAM	Office for Financial and Assets Management
OFAM-BGMD	Office for Financial and Assets Management – Building and Grounds Maintenance Division
OHRMD	Office for Human Resource Management and Development
OLA	Office for Legal Affairs
OR	Official Receipt
ORAS	Online Registration, Appointment, and Scheduling System
PACD	Public Assistance and Complaints Desk
PAIO	Public Assistance and Information Office
PALD	Public Assistance and Liaison Division
PDS	Personal Data Sheet
PERC	Performance Evaluation and Review Committee
PhilID	Philippine Identification
PM	Preventive Maintenance
PMO	Postal Money Order
PPMP	Project Procurement Management Plan
PR	Purchase Request
PRRF	Personnel Records Request Form
PSA	Philippine Statistics Authority
PSED	Policies and Systems Evaluation Division
PSP	Picture Seat Plan
QS	Qualification Standards

RACD	Registration Accreditation and CNA Registration Division
RAI	Report on Appointment Issued
RCAD	Records Center and Archives Division
RE	Room Examiner
RIS	Requisition and Issue Slip
RP	Room Proctor
RUV	Request for Utility Vehicle
SALN	Statements of Assets and Liabilities and Net Worth
SME	Sanggunian Member Eligibility
SMEs	Subject Matter Experts
SPA	Special Power of Attorney
STS	Scientific and Technological Specialist
STSE	Scientific and Technological Specialist Eligibility
SUCs	State Universities and Colleges
TARD	Talent Acquisition and Retention Division
TAT	Turn Around Time
TNA	Talent Needs Assessment
UMID	Unified Multi-Purpose ID
VPRE	Veteran Preference Rating Eligibility
WDs	Water Districts