CITIZEN’S CHARTER
(updated as of 30 November 2013)
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</tbody>
</table>
Foreword

Service quality is tested, gauged and determined, to a large measure, at the frontline desk. Perceptions are created at the frontlines. Images are built at the frontlines. It is for these reasons that the Civil Service Commission (CSC) has long placed premium on improving frontline service delivery by initiating courtesy campaigns, conducting training programs on basic client satisfaction, among a number of initiatives. It was just fortunate that one specific law, the Anti-Red Tape Act of 2007 (ARTA), provided additional reason, for the Commission to underscore to government agencies nationwide the importance of effective and efficient frontline services.

And while the Commission helps implement the law, it also has to abide by its provisions. The CSC thus has crafted its Citizen’s Charter, a quick guide to the frontline services provided at its central and regional offices. It provides basic information on the Commission and on some of its exclusive services.

As with that of other public offices, the CSC Citizen’s Charter was drawn up to facilitate frontline service transactions. It forms part of the solution to end complaints on laborious, lengthy procedures and to bring to the fore pleasant, reliable and dependable engagement between the client and the public - which is how government service should always be.

FRANCISCO T. DUQUE III, MD, MSc
Chairman
The Civil Service Commission

COMPOSITION OF THE CIVIL SERVICE COMMISSION

The Commission en banc is composed of a Chairperson and two Commissioners who are appointed by the President of the Philippines with the consent of the Commission on Appointments for a term of seven years without reappointment. Appointment to any vacancy shall be only for the unexpired term of the predecessor. In no case shall any Commission Member be appointed or designated in a temporary or acting capacity.

POWERS AND FUNCTIONS*

As the central human resource institution of the Philippine Government, the Civil Service Commission, among others, has the following powers and functions:

- Administer and enforce the constitutional and statutory provisions on the merit system for all levels and ranks in the Civil Service;
- Prescribe, amend and enforce rules and regulations for carrying into effect the provisions of the Civil Service Law and other pertinent laws;
- Promulgate policies, standards and guidelines for the Civil Service and adopt plans and programs to promote economical, efficient and effective personnel administration in the government;
- Formulate policies and regulations for the administration, maintenance and implementation of position classification and compensation and set standards for the establishment, allocation and reallocation of pay scales, classes and positions;
- Render opinions and rulings on all personnel and other Civil Service matters which shall be binding on all heads of departments, offices and agencies and which may be brought to the Supreme Court on certiorari;
- Appoint and discipline its officials and employees in accordance with law and exercise control and supervision over all the activities of the Commission;
- Control, supervise and coordinate Civil Service examinations. Any entity or official in government may be called upon by the Commission to assist in the preparation and conduct of said examinations including security, use of buildings and facilities as well as

*Based on Subtitle A, Title I, Book V of E.O. 292 otherwise known as the Revised Administrative Code of 1987
personnel, and transportation of examination materials which shall be exempt from inspection regulations;

• Prescribe all forms for Civil Service examinations, appointments, reports and such other forms as may be required by laws, rules and regulations;
• Declare positions in the Civil Service as may properly be primarily confidential, highly technical or policy determining;
• Formulate, administer and evaluate programs relative to the development and retention of qualified and competent workforce in the public service;
• Hear and decide administrative cases instituted by or brought before it directly or on appeal, including contested appointments, and review decisions and action of its offices and of the agencies attached to it. Officials and employees who fail to comply with such decisions, orders or rulings shall be liable for contempt of the Commission. Its decisions, orders or rulings shall be final and executory.
• Issue subpoena and subpoena duces tecum for the production of documents and records pertinent to investigations and inquiries conducted by it in accordance with its authority conferred by the Constitution and pertinent laws;
• Advise the President on all matters involving personnel management in the government service and submit to the President an annual report on the personnel programs;
• Take appropriate action on all appointments and other personnel matters in the Civil Service including extension of service beyond retirement age;
• Inspect and audit the personnel actions and programs of the departments, agencies, bureaus, offices, local government units and other instrumentalities of the government including government-owned or controlled corporations; conduct periodic review of the decisions and actions of offices or officials to whom authority has been delegated by the Commission as well as the conduct of the officials and the employees in these offices and apply appropriate sanctions whenever necessary;
• Delegate authority for the performance of any function to departments, agencies and offices where such functions may be effectively performed;
• Administer the retirement program for government officials and employees, and accredit government services and evaluate qualifications for retirement;
• Keep and maintain personnel records of all officials and employees in the Civil Service; and
• Perform all functions properly belonging to a central personnel agency and such other functions as may be provided by law.
The CSC Story

With the core purpose of “Gawing lingkod-bayani ang bawat kawani,” fueled by the core values of “love of God and country, excellence and integrity,” the CSC shall realize its vision of being “Asia’s leading Center of Excellence for Strategic Human Resource and Organizational Development by 2030” by cultivating partnerships, generating funds for the operations and administration of the CSC, and enhancing its workforce. When the partnerships, finances and competent workforce are in place, we can provide excellent HR services and perform efficient and effective quasi-judicial functions. With these underpinnings, we shall realize our vision of being a center of excellence in strategic human resource and organizational development.
Performance Pledge

We, the officials and employees of the Civil Service Commission, commit to 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;

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

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

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

Empowering the public through 24/7 access to information on our policies, programs, activities and services through our website (www.csc.gov.ph [for RO/FO website, please check Directory on page 72]).

All these we pledge, because YOU deserve no less.
Feedback and Redress Mechanisms

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in the offices and put this in the drop box at the Public Assistance and Complaints Desk

- Send your feedback through e-mail (feedback@csc.gov.ph) or text us at TextCSC (0917-8398272)

- Talk to our OFFICER OF THE DAY

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaints Desk.

THANK YOU for helping us continuously improve our services.
# List of Frontline Services

## Central and Regional Offices

<table>
<thead>
<tr>
<th>Type of Frontline Service</th>
<th>Fees</th>
<th>Forms</th>
<th>Processing Time (Under normal circumstances per Transaction)</th>
<th>Person In-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EXAMINATION &amp; ELIGIBILITIES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Processing of examination application</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Central Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>♦ Computerized Examination</td>
<td>Examination Fee&lt;sup&gt;1&lt;/sup&gt; (P600.00)</td>
<td>CS Form No. 100 (Revised November 2012) ERPO</td>
<td>3 hours and 10 minutes for CSE Professional</td>
<td>Action Officer/Examination, Recruitment and Placement Office</td>
</tr>
<tr>
<td></td>
<td>Photo Capture Fee&lt;sup&gt;2&lt;/sup&gt; (P40.00)</td>
<td>Photo Capture Facility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Regional Office</td>
<td>Examination Fee (P500.00)</td>
<td>CS Form No. 100 (Revised November 2012)</td>
<td>20 minutes</td>
<td>Action Officer/Examination Services Division-Regional</td>
</tr>
<tr>
<td></td>
<td>Photo Capture Fee&lt;sup&gt;2&lt;/sup&gt; (P40.00)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Career Service Examination - Paper and Pencil Test</td>
<td></td>
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</tr>
</tbody>
</table>

<sup>1</sup>Shall be paid by the applicant upon approval of application.

<sup>2</sup>Shall be paid by the applicant upon photo capture and processing of application.
<table>
<thead>
<tr>
<th>Type of Frontline Service</th>
<th>Fees</th>
<th>Forms</th>
<th>Processing Time (Under normal circumstances per Transaction)</th>
<th>Person In-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant of eligibility under special laws and CSC issuances</td>
<td></td>
<td>CS Form No. 101-A (Dec. 2011)</td>
<td>1 hour</td>
<td>Action Officer/Examination Services Division-Regional Office/Field Office</td>
</tr>
<tr>
<td>Regional Office</td>
<td></td>
<td>CS Form No. 101-B (Dec. 2011)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Electronic Data Processing Specialist (EDPS) Eligibility</td>
<td>Evaluation fee$^3$ (P200.00)</td>
<td>CS Form No. 101-C (Dec. 2011)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Scientific and Technological Specialist (STS) Eligibility (PD 997)</td>
<td></td>
<td>CS Form No. 101-D (Sept. 2013)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Veteran Preference Rating (VPR) Eligibility</td>
<td></td>
<td>CS Form No. 101-E (April 2012)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Honor Graduate Eligibility (PD 907) (local schools)</td>
<td></td>
<td>CS Form No. 101-F (March 2013)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Barangay Official Eligibility (BOE)</td>
<td></td>
<td>CS Form No. 101-H (Dec. 2011)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Barangay Health Worker (BHW) Eligibility</td>
<td></td>
<td>CS Form No. 101-I (Dec. 2011)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Barangay Nutrition Scholar (BNS) Eligibility</td>
<td></td>
<td>CS Form No. 101-J (March 2013)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Skills Eligibilities</td>
<td></td>
<td>CS Form No. 101-K (Dec. 2013)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Category II (under MC 11, s. 1996 as amended by MC 10, s. 2013)</td>
<td></td>
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<tr>
<td>• Sanggunian Member Eligibility (SME)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Foreign School Honor Graduate (FSHGE) Eligibility</td>
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</tr>
<tr>
<td>Issuance of Certificate of Eligibility</td>
<td></td>
<td>E6 Form (Profile of Eligibilities)</td>
<td>20 minutes</td>
<td>Action Officer/Examination, Recruitment and Placement Office, ARCT Bldg.</td>
</tr>
<tr>
<td>- Central Office (COMEX)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Regional Office (CSC-PPT)</td>
<td></td>
<td></td>
<td></td>
<td>Action Officer/Examination Services Division-Regional Office/Field Office</td>
</tr>
</tbody>
</table>

$^3$Shall be paid by the applicant upon filing of application, pursuant to CSC Resolution No. 1100975.

$^4$Shall be paid by the applicant only upon approval of application, pursuant to CSC Resolution No. 1100975.
<table>
<thead>
<tr>
<th>Type of Frontline Service</th>
<th>Fees</th>
<th>Forms</th>
<th>Processing Time (Under normal circumstances per Transaction)</th>
<th>Person In-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INFORMATION AND RECORDS MANAGEMENT</strong></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Issuance of Certification of Eligibility (Walk-in, for lost certificate)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Central Office</td>
<td>P100.00</td>
<td>Exam Records Request Form (Revised 100312) and Declaration Form</td>
<td>30 minutes</td>
<td>Action Officer/Integrated Records Management Office</td>
</tr>
<tr>
<td>• Regional Office</td>
<td>P100.00</td>
<td>Exam Records Request Form (Revised 100312) and Declaration Form</td>
<td>30 minutes</td>
<td>Action Officer/Examination Services Division Regional Office</td>
</tr>
<tr>
<td>Authentication of Certificate of Eligibility</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Central Office</td>
<td>P100.00/copy</td>
<td>Exam Records Request Form (Revised 100312)</td>
<td>25 minutes</td>
<td>Action Officer/Integrated Records Management Office</td>
</tr>
<tr>
<td>• Regional Office</td>
<td>P100.00/copy</td>
<td>Exam Records Request Form (Revised 100312)</td>
<td>25 minutes</td>
<td>Action Officer/Examination Services Division</td>
</tr>
<tr>
<td>Issuance of Certificate of No Pending Administrative Case</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Central Office</td>
<td>P100.00</td>
<td>Request for Certificate of No Pending Administrative Case Form</td>
<td>20 minutes</td>
<td>Action Officer/Public Assistance and Complaints Desk and Officer for Legal Affairs</td>
</tr>
<tr>
<td>• Regional Office</td>
<td>P100.00</td>
<td>Request Form for Certificate of No Pending Administrative Case</td>
<td>20 minutes</td>
<td>Action Officer/Public Assistance and Complaints Desk/ Legal Service Division - Regional Office</td>
</tr>
<tr>
<td>Type of Frontline Service</td>
<td>Fees</td>
<td>Forms</td>
<td>Processing Time (Under normal circumstances per Transaction)</td>
<td>Person In-Charge</td>
</tr>
<tr>
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</tr>
<tr>
<td>Issuance of certified copies of documents</td>
<td>(Authenticated Copy)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Appointments</td>
<td>P30.00</td>
<td>Personnel Records Request Form/Customer Information Sheet</td>
<td>25 minutes</td>
<td>Action Officer/Integrated Records Management Office</td>
</tr>
<tr>
<td>• Service Card/Record</td>
<td>P40.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• CSC Issuances/Resolutions</td>
<td>P10.00/page</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• SALN</td>
<td>P30.00/copy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Appointments</td>
<td>P30.00</td>
<td>Personnel Records Request Form/Customer Information Sheet</td>
<td>25 minutes</td>
<td>Action Officer/Public Assistance and Liaison Services Division/Legal Services Division</td>
</tr>
<tr>
<td>• Service Card/Record</td>
<td>P40.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• CSC Issuances/Resolutions</td>
<td>P10.00/page</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Filing of Pleading</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Central Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Regional Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Case/Appeal</td>
<td>P500.00*</td>
<td></td>
<td>6 minutes</td>
<td>Action Officer/Integrated Records Management Office - Central Office/Legal Services Division - Regional Office</td>
</tr>
<tr>
<td>- Motion for Reconsideration</td>
<td>(None)</td>
<td></td>
<td>3 minutes</td>
<td></td>
</tr>
<tr>
<td>PUBLIC ASSISTANCE</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Counseling/Response to Queries/Assistance on Civil Service Matters (Walk-in)</td>
<td>(None)</td>
<td>Customer Information Sheet/Clients Feedback Form</td>
<td>5 minutes</td>
<td>Action Officer/Public Assistance and Complaints Desk/Action Officer/Public Public Assistance and Liaison Services Division</td>
</tr>
<tr>
<td>• Central Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Regional Office</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

*Filing fee for Complaint is SUSPENDED per OM No. 92, s. 2012
<table>
<thead>
<tr>
<th>Type of Frontline Service</th>
<th>Fees</th>
<th>Forms</th>
<th>Processing Time (Under normal circumstances per Transaction)</th>
<th>Person In-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROCESSING OF APPOINTMENTS</td>
<td>(None)</td>
<td>KSS Form 33 or Plantilla Form No. 001 (casual)</td>
<td>1 hour and 15 minutes</td>
<td>Staff/Action Officer/Director</td>
</tr>
<tr>
<td>• Regional Office (with complete documents and verified eligibility)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


CSC CENTRAL OFFICE
FRONTLINE SERVICES

• Computerized Examination System (COMEX) at the CSC-CO  19
• Issuance of Certificate of Eligibility Computerized Examination/CSC COMEX  24
• Issuance of Certification of Eligibility (Walk-in, for lost certificates)  25
• Authentication of Certificate of Eligibility (Walk-in)  27
• Issuance of Certificate of No Pending Administrative Case  29
• Issuance of Certified Copies of Documents (Appointments, Service Card/Record, CSC Issuances/Resolutions, SALN)  30
• Filing of Pleadings  32
• Counseling/Response to Queries/Assistance on Civil Service Matters (Walk-in)  34
The CSC Computerized Examination System (COMEX) was launched at the Civil Service Commission-Central Office (CSC-CO), Constitution Hills, Quezon City on Dec. 27, 2013.

Schedule of Availability of Service:
- Examination Account Registration – 24/7 online via the COMEX website
- Examination Slot Reservation – online via the COMEX website subject to slot availability
- Examination Slot Confirmation – on scheduled date and time through personal appearance at the designated CSC Office
- Actual Test – on scheduled date and time at the designated CSC Office

Who May Avail of the Service:
- Filipino Citizen, at least 18 years old, and of good moral character;
- Has no criminal record, or has not been convicted by final judgment of an offense or crime involving moral turpitude;
- Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government;
- Has not passed the level of examination applied for; and
- Has not taken the same level of career service examination within the last three (3) months immediately preceeding the date of examination applied for.

What are the Requirements:
1. Original and photocopy of any of the following ID cards, which must be valid (not expired), and contains the name, clear picture, date of birth and signature of the applicant, and the name and signature of the issuing agency’s current head/authorized representative: Current Office/Company ID; School ID (must be duly validated for the current school year); Passport; BIR ID; Police Clearance; GSIS ID; SSS ID; Driver’s License; PhilHealth ID; Voter’s ID; Postal ID; or Barangay ID. (Any other ID card NOT included in the list shall NOT be accepted.)

   Note: IDs lacking information, particularly the applicant’s date of birth, should be supported by Birth Certificate issued/authenticated by the National Statistics Office (NSO) or Local Civil Registrar (LCR).

2. Copy of COMEX `slot reservation` confirmation email, indicating date, time and venue of personal appearance for filing application form.

Duration of the Examination: 3 hours and 10 minutes for CSE Professional
   2 hours and 40 minutes for CSE SubProfessional

Examination Fee: PhP600.00
### How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EXAMINATION ACCOUNT REGISTRATION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Accesses the COMEX website online and signs up to create a COMEX user account</td>
<td>System validates age and citizenship of the registrant, records account information details and sends confirmation email.</td>
<td>Based on system response time</td>
<td>COMEX</td>
<td></td>
<td>Online Registration Form</td>
</tr>
</tbody>
</table>
| 2 | Opens COMEX confirmation email and activates COMEX account through corresponding activation link  

NOTE: Registrants may log in to COMEX to view/update/edit account information. Registrants may also print the corresponding form. | 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. | | | |
<p>| <strong>EXAMINATION SLOT RESERVATION</strong> | | | | | | |
| 3 | Accesses the COMEX website online and logs in to the system | System authenticates username and password | COMEX | Log in form | |
| 4 | Views examination schedules or online offerings through the examination schedule tab | System displays the list of online offerings | Based on system response time | | Examination Schedule Page |
| 5 | Selects desired examination schedule from among the list of online offerings, clicks the ‘reserve a slot’ | System displays the ‘Slot Reservation’ confirmation page. | | | ‘Slot Reservation’ Confirmation Page |</p>
<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>button, and types the CAPTCHA code</td>
<td>System verifies status of applicant against the E-Retaker*, DIBAR**, and EDQIS*** databases.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>NOTE: Applicant may print the details of the ‘slot reservation’ confirmation</td>
<td>NOTE: If qualified, system allows reservation; otherwise, blocks the reservation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Opens and prints the ‘slot reservation’ confirmation email</td>
<td>System sends ‘slot reservation’ confirmation email indicating details of preferred examination such as date and time of examination, and personal appearance.</td>
<td></td>
<td></td>
<td></td>
<td>‘Slot reservation’ confirmation email</td>
</tr>
</tbody>
</table>

**EXAMINATION SLOT CONFIRMATION**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Appears at the testing center on the scheduled date and time of personal appearance and secures queuing number</td>
<td>Guard checks name of applicant against the List of Applicants with Reserved Slots and issues queuing number.</td>
<td>1 minute</td>
<td>CSC Guard on Duty</td>
<td>Queuing stub</td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
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<td>------</td>
</tr>
<tr>
<td>8</td>
<td>Proceeds to processing area to do the following:</td>
<td>Processor does the following:</td>
<td>18 minutes</td>
<td>ERPO Processor</td>
<td>Php600.00</td>
<td>O.R.</td>
</tr>
<tr>
<td>✓</td>
<td>Present queuing number and documents to the Processor/Action Officer</td>
<td>✓ Receive the number, verifies applicant's identity and validates documents submitted. If validated, instructs applicant to pay the examination fee at the cashier</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td>Pay to the cashier</td>
<td>NB: Cashier issues Official Receipt (O.R.)</td>
<td></td>
<td>Cashier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td>Present O.R. to the processor</td>
<td>✓ Encode payment details</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td>Prepare name tag based on specifications</td>
<td>✓ Take applicant's photo</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td>Sign in the signature tablet, then places thumb in the biometric scanner</td>
<td>✓ Capture signature and fingerprint</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td>Sign the examination application form</td>
<td>✓ Print the examination application form</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td>Receive CSID, then proceeds to waiting area for authentication process</td>
<td>✓ Print and issue the CSID</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
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<td>-----------------------------------------------</td>
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</tr>
</tbody>
</table>
| 9    | • Places thumb in the biometric scanner for authentication of identity  
      • Listens to orientation/briefing  
      • Signs the EAS and PSP | System authenticates examinee identity and generates Examinee Attendance Sheet (EAS) and Picture-Seat Plan (PSP) after all examinees’ identity have been authenticated.  
      Room Examiner (or RE) conducts orientation/briefing.  
      Room Proctor (or RP), RE, and Supervising Examiner (or SE) sign the EAS and PSP after all examinees have signed. | 40 minutes | RE | ERPO Processor | EAS/PSP |
| 10   | Proceeds to the COMEX Room | RP guides examinee to the assigned seat/testing machine. | 1 minute | RP | |
| 11   | Takes the test | RE and RP administer the test. | 2 hours and 40 minutes for CSE SubProfessional  
      3 hours and 10 minutes for CSE Professional | | |

**ACTUAL TEST**

**END OF TRANSACTION**
ISSUANCE OF CERTIFICATE OF ELIGIBILITY (CSC COMEX)

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:
Those who passed the Career Service Professional and Subprofessional Examinations.

What are the Requirements:
Any of the following Identification (ID) cards, which must be valid (not expired): Current Office/Company ID; School ID (must be duly validated for the current school year); Passport; BIR ID; Police Clearance; GSIS ID; SSS ID; Driver’s License; PhilHealth ID; Voter’s ID; Postal ID; or Barangay ID. (NOTE: Any other ID card NOT included in the list shall NOT be accepted.)

Duration: 15 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
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<th>Duration of Activity (Under Normal Circumstances)</th>
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<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid Identification (ID) Card</td>
<td>Validates identity</td>
<td>10 minutes</td>
<td>Supervising Examiner (SE)/ *EAD Chief Personnel Specialist (EAD-CPS)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Affixes signature on the space provided on the Receipt of Certificate of Eligibility and indicates the serial number, date and time of receipt</td>
<td>Affixes the CSC official seal on the Certificate of Eligibility</td>
<td>4 minutes</td>
<td>SE/EAD-CPS</td>
<td></td>
<td>Receipt of Certificate of Eligibility</td>
</tr>
<tr>
<td>3</td>
<td>Receives Certificate of Eligibility (COE) and signs on the Master List</td>
<td>Releases the COE and requests the client/eligible to sign on the Master List</td>
<td>1 minute</td>
<td>SE/EAD-CPS</td>
<td></td>
<td>COE/Master List</td>
</tr>
</tbody>
</table>

*EAD refers to Examination Administration Division

END OF TRANSACTION
ISSUANCE OF CERTIFICATION OF ELIGIBILITY (WALK-IN, FOR LOST CERTIFICATE)

Schedule of Availability of Service:
Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

Who may avail of the Service:
1. Those who lost their Certificate of Eligibility (due to typhoon, flood, fire, theft, etc.)
2. Those who are not in possession of their Certificate of Eligibility (did not receive/claim their certificate, submitted COE to the agency, etc.)
3. Those who want to replace their Certificate of Eligibility (old/torn/worn-out certificate, request for correction of personal information has been duly granted by the Commission, etc.)

What are the Basic Requirements:
1. Properly accomplished Eligibility/Examination Records Request Form (ERRF) and Declaration Form (DF)
2. One piece 1 inch by 1 inch picture with full name tag and signature affixed prior to having the photograph taken
   - Signature must be on top of the printed name.
   - Photograph should have been taken within three (3) months prior to filing of request for Certification of Eligibility.
   - Scanned, computer-generated photo/name/signature will not be accepted.
3. Certification fee: Php 100.00 per copy. Eligible may request for more than one copy.
4. Two (2) valid Identification (ID) Cards or
   If the requesting party works/lives abroad:
   1. Copy of Passport; and
   2. Copy of one (1) Identification Card duly authenticated by the Philippine Embassy or Consular Office
   (Note: Valid ID contains applicant’s clear picture, date of birth, signature, and signature of the authorized head of the issuing agency such as Driver’s License, SSS ID, GSIS ID, Philhealth ID, current Company/Office ID, Voter’s ID, Valid Passport, or Police Clerance. Any ID not included in the list shall NOT be accepted.)

Special Requirement:
1. NSO-issued Marriage Contract for women who married after taking the examination.

What are the Additional Requirements if request is filed through a Representative:
1. Authorization Letter or Special Power of Attorney (SPA); and
2. One (1) valid Identification Card of the representative

Duration:
30 minutes
## How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out Eligibility/Exam Records Request Form (ERRF) and Declaration Form (DF).</td>
<td>Receive/Review accomplished ERRF and DF; issue Order of Payment advised client to pay to the Cashier</td>
<td>2 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Pay to the Cashier and claim Official Receipt</td>
<td>Process payment and issue Official Receipt.</td>
<td>1 minute</td>
<td>Cashier</td>
<td>P100.00 per copy</td>
<td>Officials Receipt</td>
</tr>
<tr>
<td>3</td>
<td>Present OR and wait for the request to be processed.</td>
<td>Verify/validate data and information based on the records.</td>
<td>15 minutes</td>
<td>1st and 2nd Verifiers 1st and 2nd Validators</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>If records is accurate, encode examination and personal details and print certification.</td>
<td>5 minutes</td>
<td>Encoder</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Review data/findings and affix initials on the file copy of certification.</td>
<td>3 minutes</td>
<td>Supervisor/Senior Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Affix signature on the certification</td>
<td></td>
<td>Director</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Photocopy the certification and Identification Cards.</td>
<td>2 minutes</td>
<td>Encoder/Reviewer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Affix signature on the release portion of the ERRF or file copy.</td>
<td>Release the Certification of Eligibility to client</td>
<td>2 minutes</td>
<td>ERS-IRMO Releasing Officer</td>
<td>Certification of Eligibility</td>
<td></td>
</tr>
</tbody>
</table>

### END OF TRANSACTION

Note: Forms are available at the Certification/Authentication of Eligibility Window and at the CSC website www.csc.gov.ph.

The 30-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.
AUTHENTICATION OF CERTIFICATE OF ELIGIBILITY (WALK-IN)

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:
Eligibles who have original copy/ies of the certificate/s of eligibility or report/s of rating in their possession and want it/these authenticated.

What are the Basic Requirements:
1. Properly accomplished Eligibility/Exam Records Request Form (ERRF)
2. Original Certificate/Certification of Eligibility or Report of Rating
3. Certification fee: Php 50.00 per copy
4. Two (2) valid Identification (ID) Cards or
   If the requesting party works/lives abroad:
   1. Copy of Passport; and
   2. Copy of one (1) Identification Card

(Note: Valid ID contains applicant’s clear picture, date of birth, signature, and signature of the authorized head of the issuing agency such as Driver’s License, SSS ID, GSIS ID, Philhealth ID, current Company/Office ID, Voter’s ID, Valid Passport, or Police Clerance. Any ID not included in the list shall NOT be accepted.)

Special Requirement:
1. NSO-issued Marriage Contract for women who married after the examination.

What are the Additional Requirements if request is filed through a representative:
1. Authorization Letter or Special Power of Attorney (SPA);
2. One (1) valid Identification Card of the Representative

Duration: 25 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
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<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out Eligibility/Exam Records Request Form (ERRF).</td>
<td>Receive/review accomplished ERRF; issue Order of Payment; and advise client to pay to the Cashier.</td>
<td>2 minutes</td>
<td>ERS-IRMO Action Officer</td>
<td></td>
<td>ERF (revised 100312); and Order or Payment</td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Service Provider</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
<td>Fees</td>
<td>Form</td>
</tr>
<tr>
<td>------</td>
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<td>----------------------------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
<td>------------------</td>
<td>---------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>2</td>
<td>Pay to the Cashier.</td>
<td>Process payment and issue Official Receipt (OR).</td>
<td>1 minute</td>
<td>Cashier</td>
<td>P50.00 per copy</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>3</td>
<td>Present OR and wait for the request to be processed.</td>
<td>Verify/validate data and information based on the records. If record is accurate, photocopy the certificate/certification of eligibility (COE) or Report of Rating (ROR) and Identification card Review data/findings and authenticate</td>
<td>15 minutes 2 minutes 3 minutes</td>
<td>1st and 2nd Verifier/ 1st and 2nd Validator Verifier/ Validator Supervisor/ Senior Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Affix signature on the release portion of the ERRF or file copy</td>
<td>Release the authenticated copy of COE or ROR to client</td>
<td>2 minutes</td>
<td>ERS-IRMO Releasing Officer</td>
<td>Authenticated copy</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Note: Forms are available at the Certification/Authentication of Eligibility Window and CSC website www.csc.gov.ph. The 25-minute processing time is for one client being served at one time. The time is extended when there are more clients.
ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:
Government officials and employees and other authorized individual/officer

What are the Requirements:
Accomplished Customer Information Sheet (CIS) and Request for Certificate of No Pending Administrative Case Form

Duration: 20 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Customer Action Sheet and Request for Certificate of No Pending Administrative Form</td>
<td>Encode and provide client’s information via chat network to OLA, issue charge slip, and advise client to pay while request is being processed. Receive information via chat network and verify/check to Case Tracking System/Rapid file of OLA, prepare the Certificate and release to PACD</td>
<td>1 minute</td>
<td>PACD Action Officer</td>
<td>4 minutes</td>
<td>Cashier</td>
</tr>
<tr>
<td>2</td>
<td>Pay to the Cashier.</td>
<td>Process payment and issue O.R.</td>
<td>4 minutes</td>
<td>Cashier</td>
<td>Signed Certificate of No Pending Administrative Case</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Present receipt and get the certificate.</td>
<td>Release certificate.</td>
<td>1 minute</td>
<td>PACD Action Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ISSUANCE OF CERTIFIED COPIES OF DOCUMENTS (APPOINTMENTS, SERVICE CARDS/RECORDS, CSC ISSUANCES AND RESOLUTIONS, SALN)

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:
The following may be allowed access to CSC records:
1) Any requesting party as it pertains to his/her personal records;
2) The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs;
3) Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of subpoena duces tecum, in aid of the determination or resolution of pending cases; and
4) Such other officials or entities duly authorized by competent authorities.

What are the Requirements:
1) Accomplished Personnel Records Request Form (PRRF);
2) One (1) valid identification (ID) card;
3) If the request is filed through a representative, an Authorization Letter and/or Special Power of Attorney (SPA) and one (1) valid ID of the representative.

Duration: 25 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
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<th>Duration of Activity (Under Normal Circumstances)</th>
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<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Personnel Records Request Form (PRRF)/Request for SALN Form.</td>
<td>Receive/review the accomplished form.</td>
<td>2 minutes</td>
<td>PRS-RCAD Action Officer</td>
<td>PRRF/ Request for SALN Form</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Wait while the requested documents are being retrieved.</td>
<td>Retrieve the requested records, issue order of payment and advise client to pay corresponding fee if records are available. If records are not available, inform the client that the requested documents/records are not available.</td>
<td>19 minutes</td>
<td>PRS-RCAD Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Service Provider</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
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<td>Form</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier.</td>
<td>While the client pays the corresponding fee, the requested records are being photocopied/reproduced.</td>
<td>2 minutes</td>
<td>Cashier</td>
<td>(Authenticated Copy) Appointment: P30.00; Service Card/Record: P40.00; CSC Issuances/Resolutions: P10.00/page; SALN: P30.00/copy</td>
<td>Official Receipt</td>
</tr>
<tr>
<td></td>
<td>Present Official Receipt (OR).</td>
<td>Record OR Number</td>
<td></td>
<td>PRS-RCAD Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receive the documents requested.</td>
<td>Release requested documents/records to client</td>
<td>2 minutes</td>
<td>PRS-RCAD Staff</td>
<td>Certified copy of document</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Note: Forms are available at the Certification/Authentication window free of charge. The 25-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.
FILING OF PLEADINGS

Schedule of Availability of Service:
  Monday – Friday
  8:00 am – 5:00 pm without noon break

Who May Avail of the Service:
  Any person may file an administrative complaint against any non-presidential appointee in the government

What are the Requirements:
  Filing of Cases
    Complaint
    1. Full name and address of the complainant
    2. Full name and address of the person complained of as well as his/her position and office of employment
    3. A narration of the relevant and material facts which shows the acts of omission allegedly committed by the civil servant
    4. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any
    5. The complaint must be in writing and under oath
    6. Proof of payment of filing fee
    7. Certificate of Non-Forum Shopping

  Filing of Appeals
    1. Notice of appeal
    2. Appeal Memorandum (3 copies)
    3. Proof of Service of a copy of the appeal memorandum to Disciplining Office (DO)
    4. Proof of payment of the appeal fee* (temporarily suspended)
    5. Certificate of Non-forum Shopping

  Filing of Motions for Reconsideration
    1. Motion for Reconsideration

Duration:
  Filing of Cases/Appeals – 6 minutes
  Filing of Motions for Reconsideration – 3 minutes
## How to Avail of the Service:

### Filing of Cases/Appeals

<table>
<thead>
<tr>
<th>Step</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>File the complaint/appeal along with the requirements at IRMO receiving counter.</td>
<td>Receive the complaint/appeal and other documents, if any, and require the client to pay the filing fee.</td>
<td>2 minutes</td>
<td>CMD-Officer of the day (OD)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Pay to the cashier.</td>
<td>Process payment and issue Official Receipt (O.R.) and Notice of Payment.</td>
<td>2 minutes</td>
<td>Cashier</td>
<td>P500.00*</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Return to the receiving counter. Present O.R. and Notice of Payment.</td>
<td>Receive Notice of Payment and the complaint/appeal.</td>
<td>1 minute</td>
<td>CMD-OD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receive the receiving copy of the complaint/appeal.</td>
<td>Issue the receiving copy to the client.</td>
<td>1 minute</td>
<td>CMD-OD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

### Filing of Motions for Reconsideration

<table>
<thead>
<tr>
<th>Step</th>
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<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>File the motion for reconsideration at IRMO receiving counter.</td>
<td>Receive the motion for reconsideration and issue the receiving copy to the client.</td>
<td>3 minutes</td>
<td>CMD-Officer of the Day (OD)</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

*Filing fee for Complaint is SUSPENDED per OM No. 92, s. 2012*
COUNSELING/RESPONSE TO QUERIES/ASSISTANCE ON CIVIL SERVICE MATTERS (WALK-IN)

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service: General Public

What are the Requirements: None

Duration: 5 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish and submit Customer Information Sheet.</td>
<td>Provide reply to simple queries. For complex queries or concerns, request the client to fill-out Aksyon Agad Para sa Taumbayan Form and advise him/her that the matter will be referred to appropriate office.</td>
<td>5 minutes</td>
<td>Action Officer/Public Assistance and Complaints Desk</td>
<td>None</td>
<td>Clients Feedback Forms: Form 1 - For commendation (pink) Form 2 - For request for Assistance (blue) Form 3 - For complaint (white) Form 4 - For suggestion (yellow)</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
CSC REGIONAL OFFICE
FRONTLINE SERVICES

• Processing of Examination Application (CSE-Paper & Pencil Test) (Professional or Subprofessional Level) 37
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• Filing of Pleadings 65
• Counseling/Response to Queries/Assistance on Civil Service Matters (Walk-in) 67
• Processing of Appointments 68
Schedule of Availability of Service:
Monday to Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:
Filipino Citizen, at least 18 years old, and of good moral character.
Has no criminal record, or has not been convicted by final judgment of an offense or crime involving moral turpitude.
Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government. Has not taken the same level of career service examination within three (3) months from the last examination taken.

What are the Requirements:
1. Fully accomplished application form (CS Form No. 100 Revised November 2012). 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.
2. Four (4) copies of identical pictures with specification as follows:
   - Philippine passport size (4.5 cm x 3.5 cm or 1.8 inches x 1.4 inches)
   - colored, with white background
   - printed on good quality photo paper
   - in standard close-up shot (from shoulder level up with the head and face occupying at least 80% of the picture and with the name tag position at approximately 1 inch or 2.54 cm below the chin);
   - in bare face (with no eyeglasses or any accessories that may cover the facial features);
   - showing left and right ears;
   - taken in full-face view directly facing the camera
   - with neutral facial expression and both eyes open
   - with full and handwritten (not computer-generated) name tag in the format: First Name, Middle Initial, Last Name, and Extension Name, if any (e.g. JUAN C. DELA CRUZ, JR.), and signature over printed name
   - taken within the last three (3) months prior to filing of application
3. Original and photocopy of any valid ID containing applicant’s clear picture, date of birth, signature, and signature of the authorized head of the issuing agency such as Driver’s License, SSS ID, GSIS ID, Philhealth ID, current Company/Office ID, current School ID, Postal ID, BIR ID, Barangay ID, Voter’s ID, Valid Passport, or Police Clearance (Note: Any other ID not included in the list shall NOT be accepted.)
   - IDs lacking information, particularly the applicant’s date of birth, should be supported by Birth Certificate issued/authenticated by the National Statistics Office (NSO) or Local Civil Registrar (LCR).

Duration: 20 minutes
### How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Download application form from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</td>
<td>Review and evaluate Application Form and make clarifications, if necessary. Check the following: a. proper accomplishment of the form b. qualification of the applicant (citizenship and age) c. completeness and validity of supporting documents/requirements d. require applicant to affix signature and thumbprint</td>
<td>2 minutes</td>
<td>Action Officer (CSC Regional and Field Offices)</td>
<td></td>
<td>CSC Form 100 (Revised November 2012)</td>
</tr>
<tr>
<td>2</td>
<td>Submit accomplished application form without affixing signature and thumbprint.</td>
<td>Verify examination records of applicant through E-Retaker*/DIBAR** System.</td>
<td>10 minutes</td>
<td>Action Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Affix signature and thumbprint on the form in the presence of Action Officer.</td>
<td></td>
<td>1 minute</td>
<td>Action Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*E-Retaker*

**DIBAR**

If applicant is qualified to take examination, return application form and advise client to pay the examination fee to the cashier. If applicant is not qualified, inform applicant of the reason for the disqualification, and return the application form.
<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Pay to the Cashier.</td>
<td>Process payment and issue Official Receipt (OR).</td>
<td>5 minutes</td>
<td>Cashier/ Action Officer</td>
<td>P500.00</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Present to Action Officer the OR with the processed application form.</td>
<td>Give examination receipt slip and other instructions/reminders.</td>
<td>2 minutes</td>
<td>Action Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

*E-Retaker System refers to the electronic database of examinees' frequency of taking the Career Service Examinations.

**DIBAR System refers to the Database of Individuals Barred from taking Career Service Examinations.
GRANT OF ELIGIBILITY UNDER SPECIAL LAWS AND CSC ISSUANCES

Schedule of Availability of Service:
Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

Who May Avail of the Service:

Basic Qualifications:
- a. Citizen of the Republic of the Philippines;
- b. At least 18 years of age at the time of application;
- c. Has not been found guilty of crime involving moral turpitude or of infamous, disgraceful or immoral conduct, dishonesty, drunkenness or addiction to drugs;
- d. Has not been previously found guilty of offenses relative to, or in connection with the conduct of a civil service examination; and
- e. Has not been dismissed from the service for cause.

Eligibilities Granted Under Special Laws and CSC Issuances

• Electronic Data Processing Specialist (EDPS) Eligibility – pursuant to CSC Resolution No. 90-083
Conferred on passers of the proficiency test or training course conducted by the National Computer Institute National Computer Center (NCI-NCC) on the following computer courses: Systems Analysis and Design; Computer Programming; Java; MS Access; and Visual Basic.

• Scientific and Technological Specialist (STS) Eligibility – pursuant to PD No. 997
Conferred on S&T Specialist who has at least a bachelor’s degree in areas enumerated in Section 1 of the Rules and Regulations Implementing the Provisions of PD 997 (Revised 2009) and who meets any of the following additional requirements:
  - At least three (3) years of continuous experience in research and/or teaching in pertinent field which may include specialized training in research, or teaching experience at the college level in one’s major field or field of specialization, or completion of a patented invention; or
  - Has earned a master’s or doctorate degree in any of the fields of study enumerated under Section 1 of the Rules and Regulations Implementing the Provisions of PD 997 (Revised 2009) from a school recognized by the Commission on Higher Education at the time of filing of application.

• Veteran Preference Rating (VPR) Eligibility – pursuant to EO No. 132/790
Granted to PVAO*-certified World War II veteran, or his/her spouse, or any one of his/her children who failed and lacks no more than 10 points in either the Career Service Professional Examination, the Career Service SubProfessional Examination, the Fire Officer Examination, or the Penology Officer Examination.

*Philippine Veterans Affairs Office
• Barangay Nutrition Scholar (BNS) Eligibility - pursuant to PD 1569
  Granted to barangay-based volunteer workers who meet the following qualifications:
  - Rendered at least two 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 as certified by the nutrition action officer and attested by the district city nutrition program coordinator;
  - Resident in the Barangay for at least six years, and can speak the dialect;
  - Completed at least high school education;
  - Completed the prescribed 10-day training course and 20-day practicum in the barangay;
  - Obtained a passing mark in the accomplishment of targets set in the action plan;
  - Name is included in the List of BNS issued by the National Nutrition Council; and
  - Was not employed in, and did not receive any form of salary/compensation from, the government during the service requirement.

• Barangay Health Worker (BHW) Eligibility – pursuant to RA No. 7883
  Granted to Barangay Health Workers who meet the following qualifications:
  - Accredited by the BHW Registration and Accreditation Committee and the Local Health Board;
  - Completed at least two years of college education leading to a college degree;
  - Rendered at least five years of voluntary, continuous active and satisfactory service as an accredited BHW to the community;
  - Name is included in the Registry of Accredited BHWs issued by the Department of Health; and
  - Was not employed in, and did not receive any form of salary/compensation from, the government during the service requirement.

• Barangay Official Eligibility (BOE) – pursuant to RA No. 7160
  Granted to Elective Barangay Officials: Punong Barangay, regular Sangguniang Barangay Members, and Sangguniang Kabataan Chairmen who were elected in the 1982 Elections or thereafter; and to Appointive Barangay Officials: Barangay Treasurers and Barangay Secretaries who were appointed by the duly elected punong barangay, who meet the following qualifications:
  - Completed the term of office specified by the prevailing law (for elective Barangay officials);
  - Completed the term of office corresponding to the appointing Punong Barangay (for appointive Barangay officials);
  - Name is included in the corresponding Master List issued by the Department of the Interior and Local Government Office concerned; and
  - Was not employed in, and did not receive any form of salary/compensation from, the government during the service requirement.

• Skill Eligibility – pursuant to CSC MC No. 11, s. 1996, as amended (Category II)
  Granted to incumbents of positions under Category II of CSC MC No. 11, s. 1996, as amended, who meet the following qualifications:
  - Temporary status of appointment;
  - Rendered service under temporary status for one year or at least 10 months; and
- Rendered Very Satisfactory actual work performance for the two rating periods during the one-year temporary appointment.
  
  **N.B.: Category II refers to positions listed under CSC MC No. 11, s. 1996, as amended, the required eligibility for which can be obtained by completing one year of very satisfactory actual work performance under temporary status.**

- **Honor Graduate Eligibility (HGE) – pursuant to PD 907 (local schools)**
  Granted to individuals who meet the following qualifications:
  - Graduated summa cum laude, magna cum laude, or cum laude, in their Baccalaureate/Bachelor’s degree, regardless of the number of years of completion;
  - Graduated from school year 1972-1973, and thereafter; and
  - With baccalaureate/bachelor’s degree recognized by the Commission on Higher Education (for those who graduated from private Higher Education Institutions), or with baccalaureate/bachelor’s degree included in charter duly approved by the Board of Trustees/Board of Regents (for those who graduated from state/local universities/colleges).

- **Sanggunian Member Eligibility (SME) – pursuant to RA 10156**
  Granted to the following Sanggunian Members (SM) who have been elected after the effectivity of the Local Government Code of 1991 (RA 7160) on May 11, 1992 onwards:
  a. vice mayor, as presiding officer for the Sangguniang Bayan or Sangguniang Panlungsod;
  b. vice governor, as presiding officer for the Sangguniang Panlalawigan; and
  c. regular Sanggunian Members of the Sangguniang Bayan, Sangguniang Panlungsod and Sangguniang Panlalawigan.

  Above SM must meet the following qualifications:
  a. For SME (first level):
     - Served as Sanggunian Member for an aggregate period of six (6) years; and completed at least 72 units leading to a baccalaureate/bachelor’s degree.
  b. For SME (second level):
     - Served as Sanggunian Member for an aggregate period of nine (9) years; and completed a baccalaureate/bachelor’s degree.
  c. Name is included in the corresponding Master List issued by the concerned DILG Office.

- **Foreign School Honor Graduate Eligibility (FSHGE) – pursuant to CSC Resolution No. 1302714**
  Granted to Filipino citizens who graduated summa cum laude, magna cum laude, cum laude, or its equivalent, in their baccalaureate degree from school year 1972-1973 and thereafter, in legitimate prominent/reputable school/college/university in other countries as verified by the Department of Foreign Affairs (DFA), through the Philippine Foreign Service Posts.
What are the Requirements:

**GENERAL DOCUMENTARY REQUIREMENTS:** (shall apply to all types of eligibility granted under special laws and CSC issuances)

1. Properly accomplished Application Form:

<table>
<thead>
<tr>
<th>Form</th>
<th>Type of Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>CS Form No. 101 - A (Dec. 2011)</td>
<td>Electronic Data Processing Specialist Eligibility (EDPSE)</td>
</tr>
<tr>
<td>CS Form No. 101 - C (Dec. 2011)</td>
<td>Scientific and Technological Specialist Eligibility (STSE)</td>
</tr>
<tr>
<td>CS Form No. 101 - B (Dec. 2011)</td>
<td>Veteran Preference Rating Eligibility (VPRE)</td>
</tr>
<tr>
<td>CS Form No. 101 - D (Revised, Sept. 2013)</td>
<td>Honor Graduate Eligibility (HGE)</td>
</tr>
<tr>
<td>CS Form No. 101 - E (Revised, April 2012)</td>
<td>Barangay Official Eligibility (BOE)</td>
</tr>
<tr>
<td>CS Form No. 101 - H (Dec. 2011)</td>
<td>Barangay Health Worker Eligibility (BHWE)</td>
</tr>
<tr>
<td>CS Form No. 101 - I (Dec. 2011)</td>
<td>Barangay Nutrition Scholar Eligibility (BNSE)</td>
</tr>
<tr>
<td>CS Form No. 101 - G (Revised, Sept. 2013)</td>
<td>Skills Eligibilities - Category II</td>
</tr>
<tr>
<td>CS Form No. 101 – J (Revised, Dec. 2013)</td>
<td>Sanggunian Member Eligibility (SME)</td>
</tr>
<tr>
<td>CS Form No. 101 - K (Dec. 2013)</td>
<td>Foreign School Honor Graduate Eligibility (FSHGE)</td>
</tr>
</tbody>
</table>

2. Three (3) pieces of identical I.D. pictures with the following specifications:
   a. Passport size (4.5 cm x 3.5 cm or 1.8 inches x 1.4 inches);
   b. Colored with white background;
   c. Printed on good quality photo paper;
   d. Taken within three (3) months prior to filing of application;
   e. Taken in full-face view directly facing the camera;
   f. Showing left and right ears;
   g. With neutral facial expression and both eyes open;
   h. In bare face (with no eyeglasses, colored contact lens or any accessories that may cover facial features; facial features not computer-enhanced);
   i. In standard close-up shot (from shoulder level up with the head and face occupying at least 80% of the picture and with the name tag positioned at approximately 1 inch or 2.54 cm below the chin); and
   j. With HANDWRITTEN (not computer generated) name tag legibly showing SIGNATURE OVER PRINTED FULL NAME in the format:
      First Name, Middle Initial, Last Name, and Extension Name, if any (e.g. PETER S. CRUZ JR.).

3. Original and photocopy of any of the following I.D. cards, which must be valid (not expired upon filing of application), and contains the name, clear picture, date of birth and signature of applicant, and the name and signature of the issuing agency’s current head/authorized representative:
Current Office/Company I.D., GSIS ID, PhilHealth ID (ATM Type), School ID (must be duly validated for the current school year), SSS I.D., Voter’s I.D., Passport, PRC License, Postal I.D., BIR I.D., Driver’s License, Barangay I.D. and Police Clearance (with picture).

N.B.: Any other I.D. card NOT included in the above list shall NOT be accepted. Alumni, association, membership, and health I.D.s, including ATM cards, shall NOT be accepted.

4. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the National Statistics Office (NSO);

N.B.: In case where the NSO Birth Certificate is not legible, or the NSO has duly issued a negative certification of birth (NSO CRS Form No. 1) printed in NSO security form, the applicant shall, in addition, submit the original and photocopy of his/her birth certificate authenticated/issued by the Local Civil Registrar (LCR).

5. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the NSO;

N.B.: In case where the NSO Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the LCR.

6. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012); and

7. If the application is filed through a representative:
   a. Authorization letter executed by the applicant; and
   b. Original and photocopy of at least one (1) valid I.D. card of the representative, as listed under Item No. 3 above.

SPECIFIC DOCUMENTARY REQUIREMENTS (Shall apply depending on the type of eligibility)

1. ELECTRONIC DATA PROCESSING SPECIALIST (EDPS) ELIGIBILITY

   A. For Training Course:
      1. Original and certified copy of the Certificate of Proficiency issued by the NCI-NCC on the following computer courses:
         Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic;
      2. Original and photocopy of the Certificate of Completion issued by the NCI-NCC;
      3. Original and photocopy of the Grade Slip issued by NCI-NCC.

   B. For Proficiency Test:
      1. Original and certified copy of the Certificate of Proficiency issued by the NCI-NCC on the following computer courses:
         Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic;
      2. Original and photocopy of the Notification Slip issued by NCI-NCC.
2. **SCIENTIFIC AND TECHNOLOGICAL SPECIALIST (STS) ELIGIBILITY**

**A. Upon Filing of Application at the Department of Science and Technology (DOST)**

The following are the documentary requirements to be submitted upon filing of application at the DOST Central Office, Taguig City (through the PD 997 Secretariat), or at the DOST Regional Office:

1. Duly accomplished CS Form 101-C, Dec. 2011
2. Three (3) pieces of identical I.D. pictures (Refer to Item No. 2 of the General Documentary Requirements for specifications)
3. Assessment fee of P100.00 payable to DOST; and
4. Five (5) copies of each of the following documents:
   a. Duly certified statement of duties and responsibilities
   b. Original and photocopy of Transcript of Records (TOR) and diploma
   c. Recommendation from head of office or school on the application for PD 997 eligibility, which shall include a statement regarding his/her assessment of the applicant’s research or teaching proficiency
   d. List of S&T subjects taught/being taught and the duration of teaching said subjects, duly certified by the Dean of the school; and
   e. Other documents such as:
      - Published research paper/technical reports for concluded scientific research, or progress reports for researches still in progress.
      The reports must be certified as true copy by authorities to whom the original copies were submitted.
      - Certification of research proficiency indicating the title of scientific research project/s the applicant has participated in and the duration and nature of participation and/or responsibilities of the applicant in the research project.
      - Certificate of patented invention, if available.

**B. Upon Claiming of Certificate of Eligibility at the Civil Service Commission**

The following are the documentary requirements to be submitted upon claiming of Certificate of Eligibility at the CSC:

1. Original and photocopy of valid I.D. card (Refer to Item No. 3 of the General Documentary Requirements for the list of I.D. cards accepted)
2. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the NSO [Note: In case the NSO Birth Certificate is not legible, or the NSO has duly issued a Negative Certification of Birth (NSO CRS Form No. 1) printed in NSO security form, the applicant shall, in addition, submit the original and photocopy of his/her Birth Certificate authenticated/issued by the Local Civil Registrar.]
3. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the NSO (Note: In case the NSO 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.)

4. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012).

3. VETERAN PREFERENCE RATING (VPR) ELIGIBILITY

a) Original and photocopy of Birth Certificate (NSO or LCR authenticated) of the Veteran;

b) Original and photocopy of Marriage Contract (NSO or LCR authenticated) of the Veteran;

c) 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;

d) Original and photocopy of Death Certificate (NSO 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.

e) Original and photocopy of Marriage Contract (NSO or LCR authenticated) of the Applicant (if the applicant is either the spouse, or a female married child of the veteran)

f) Official Transcript of Record (authenticated copy) of the applicant

g) Original and photocopy of the Report of Rating in the CS examination where the VPR shall be applied; and

h) Verification Slip of the applicant’s examination result/rating issued by CSC-IRMO/CSC Regional Office concerned

Other Requirements:
- 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):
  • Order/Resolution/Decision issued by the CSC or the Court on the correction of name of the applicant; and
  • Affidavit/s used/presented to support the CSC/Court Order on the correction of name of the applicant (may be executed by the applicant, or other disinterested parties); and
- Other documents as may be deemed necessary upon evaluation of the VPR application.

4. BARANGAY NUTRITION SCHOLAR (BNS) ELIGIBILITY

a) Diploma or authentic evidence of completion of high school course

b) Certification of residency in the barangay for at least six (6) years, and can speak the dialect

c) Certification of completion of the prescribed 10-day training course and 20-day practicum in the barangay where applicant is assigned

d) Certification that the applicant has obtained a passing mark in the accomplishment of targets set in the action plan
e) Copies of monthly accomplishment report (NNC Form 5) for the last two years authenticated by the nutrition action officer
f) Copies of BNS performance evaluation sheets for the last two years authenticated by the nutrition action officer for services rendered from Jan. 1, 1981
g) 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
h) Copies of Memorandum of Agreement or contract of service as BNS for the last two years
i) 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
   *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, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her service requirement*
j) 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)

5. **BARANGAY HEALTH WORKER (BHW) ELIGIBILITY**

a) School certificate or transcript of record [applicant must have completed at least two (2) years of college education leading to a college degree]
b) Certificate of Accreditation issued and signed by the chairman or authorized official of the Barangay Health Worker Registration and Accreditation Committe 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)
c) Certification of at least five (5) years of continuous and satisfactory service as an accredited BHW issued by the Local Health Board
d) 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
   *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, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her service requirement*
e) Authenticated/Certified copy of Annual Accomplishment Reports
f) 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)

6. **BARANGAY OFFICIAL ELIGIBILITY (BOE)**

a) 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 (April 2012), for elective barangay officials, or CSC-ERPO Form 1b (April 2012) for appointive barangay officials.
b) Certification from the Barangay Chairman on the services rendered by the barangay official

c) Duly signed oath-taking certificate or other proofs of having been duly elected or appointed such as election returns and appointment paper

d) 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

*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the Barangay Official has not been issued any appointment, whether permanent, temporary, substitute, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her term of office, or service requirement*

e) For appointive barangay officials (Barangay Secretary & Barangay Treasurer), notarized Affidavit stating that the appointive barangay official is not related up to the 4th degree of consanguinity, or of affinity, to the appointing Punong Barangay

f) 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)

g) Other documents as may be deemed necessary by the CSC Regional Office in verifying authenticity of information supplied by the barangay official

7. **SKILL ELIGIBILITY (Category II)**

a) 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)

b) 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

c) 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

d) 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

8. **HONOR GRADUATE ELIGIBILITY (HGE)**

a) Original and photocopy of Transcript of Record (TOR) of the applicant;

b) 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

c) List of Honor Graduates certified and submitted by the School Registrar to the CSC (agency to agency concern).
9. **SANGGUNIAN MEMBER ELIGIBILITY (SME)**

   a) For applicant who is a baccalaureate/bachelor’s degree holder, original/authenticated and photocopy of Transcript of Records;

   b) 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;

   c) Original/Authenticated Master List of qualified Sanggunian Members issued by the DILG (agency to agency concern);

   d) 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

   e) Other documents as may be deemed necessary by the CSC in verifying authenticity of information supplied by the applicant.

10. **FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)**

    a) Transcript of Record certified as true copy by the foreign school (with English translation as applicable) and duly authenticated by a Philippine Foreign Service Post with jurisdiction over the foreign school;

    b) Certification on the honors received and baccalaureate degree earned, duly signed by the authorized official/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);

    c) Certification from the Commission on Higher Education (CHED) on the comparability/equivalency of the course/degree taken abroad with a course/degree earned in the Philippines duly signed by the authorized CHED official, affixed with CHED official dry-seal, and printed on CHED official letterhead (agency to agency); and

    d) Certification from the Department of Foreign Affairs (DFA) 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).

**Duration:** 1 hour
**How to Avail of the Service:** The grant of eligibility under special laws and CSC issuances involves two (2) stages – Evaluation of Application, and Processing of Certificate of Eligibility.

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>File duly accomplished form and documentary requirements at the CSC Regional Office thru the Examination Services Division (ESD)</td>
<td>Require the applicant to pay the evaluation fee at the Cashier</td>
<td>1 minute</td>
<td>1st Processor</td>
<td></td>
<td>Appropriate Application Form</td>
</tr>
<tr>
<td>2</td>
<td>Pay the evaluation fee* at the CSC Cashier</td>
<td>Process payment and issue Official Receipt</td>
<td>1 minute</td>
<td>Cashier</td>
<td>P200.00</td>
<td>CSC Official Receipt</td>
</tr>
<tr>
<td>3</td>
<td>Return to ESD and present O.R. and application form to the attending 1st Processor for evaluation</td>
<td>Receive the O.R. (evaluation fee) and application form</td>
<td>10 minutes</td>
<td>1st Processor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**STAGE 1: Evaluation of Application**

Evaluate qualification of applicant for the grant of eligibility applied for and check completeness of general and specific documentary requirements and completeness and accurateness of information in the application form

Verify and validate photocopies of the general and specific documentary requirements against the originals

---

*The evaluation fee shall be paid by the applicant upon filing of application.*
<table>
<thead>
<tr>
<th>Step</th>
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<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>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</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Fill out the jurat, if applicable</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>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</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Review the application and documentary requirements, affix initials on the masterlist, make final evaluation on validity of the application’s approval, and affix signature over printed name and date on space provided for 2nd Processor on application form</td>
<td>7 minutes</td>
<td>2nd Processor</td>
<td></td>
</tr>
</tbody>
</table>

Duration of Activity (Under Normal Circumstances): 7 minutes
<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form*</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Pay the processing fee* at the Cashier</td>
<td>Give the duly evaluated and approved application form and instruct the client to pay the processing fee at the Cashier</td>
<td>1 minute</td>
<td>1st Processor; Cashier</td>
<td>P300.00</td>
<td>CSC Official Receipt</td>
</tr>
</tbody>
</table>

**STAGE 2: Processing of Certificate of Eligibility (COE)**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form*</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Return to ESD and submit the original O.R. and approved application form to the attending 1st Processor</td>
<td>Receive the O.R. (processing fee) and the approved application form</td>
<td>10 minutes</td>
<td>1st Processor;</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Encode personal and eligibility data of the applicant in the transaction database of the Special Eligibility Information System (SPELS)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Print the Proofing Report and affix signature on corresponding space thereof</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Endorse to the 2nd Processor the Proofing Report, together with the application form and other documents</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Review the Proofing Report and affix signature over printed name and date on appropriate space thereof</td>
<td>5 minutes</td>
<td>2nd Processor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*The processing fee shall be paid by the applicant upon approval of application.*
<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
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<th>Person in Charge</th>
<th>Fees</th>
<th>Form*</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>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</td>
<td>Stamp the draft COE with “Checked by” and present the same to the applicant for review</td>
<td>5 minutes</td>
<td>1st Processor</td>
<td>Security Form</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Paste picture and affix signature on appropriate spaces on the security form</td>
<td>Check proper and accurate printing of the COE on security form and endorse the same, together with the rest of the documents, to the Directors for signature</td>
<td>2 minutes</td>
<td>2nd Processor</td>
<td>Security Form</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Review the approved application documents, the Proofing Report and the COE, and affix signature on appropriate space on the security form and initials/date in the masterlist</td>
<td></td>
<td>3 minutes</td>
<td>Director III/Authorized Signatory</td>
<td>Security Form</td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Service Provider</td>
<td><strong>Duration of Activity</strong> (Under Normal Circumstances)</td>
<td><strong>Person in Charge</strong></td>
<td>Fees</td>
<td>Form*</td>
</tr>
<tr>
<td>------</td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Make final review of the application documents, the Proofing Report and the COE, and affix signature on appropriate space on the security form and initials/date in the masterlist</td>
<td>3 minutes</td>
<td>Director IV/Authorized Signatory</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Photocopy the fully accomplished COE and ORs, and affix the CSC dry seal on the original and photocopies of the COE</td>
<td>5 minutes</td>
<td>1st Processor</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Record the application data on the corresponding Logbook, and prepare the receiving photocopies of the COE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Receive the original COE and ORs and sign the receiving copies and the Logbook</td>
<td>Release the fully accomplished original COE to the applicant, together with the original ORs and the application receipt stub and accomplish appropriate portion in the receiving copies</td>
<td>5 minutes</td>
<td>1st Processor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Note:  1. Application Form is available FREE OF CHARGE at any CSC office, or may be downloaded from the CSC website www.csc.gov.ph

2. Full decentralization of grant of special eligibilities

   a. Transition period for the decentralization of the following eligibilities will be until December 31, 2014:
      - Electronic Data Processing Specialist Eligibility (EDPSE)
      - Scientific and Technological Specialist Eligibility (STSE)
      - Veteran Preference Rating Eligibility (VPRE)
      - Foreign School Honor Graduate Eligibility (FSHGE)

   b. During the said transition period, the following process shall take place:

      1) Applicants of EDPSE, STSE, VPRE and FSHGE shall file their applications at the CSC Regional Office (RO)/Field Office (FO)
         nearest the place where they are based.

      2) The CSC RO/FO concerned shall evaluate applications upon receipt of complete requirements. (N.B. Applications filed at the
         CSC FO shall be forwarded to the CSC RO for final evaluation.)

      3) Approved applications shall be forwarded by the CSC RO to the CSC Central Office, through the Examination, Recruitment and
         Placement Office (ERPO), for the printing of the Certificate of Eligibility (COE).

      4) Upon printing of the COE, ERPO shall send to the CSC RO concerned the duly printed COE for signature of the regional
         directors, then for release to the grantee.

   c. Approximate time to complete the process cycle shall be from 45 to 60 days, including leeway for transmittal/mailing.
ISSUANCE OF CERTIFICATE OF ELIGIBILITY (CAREER SERVICE EXAMINATION-PAPER AND PENCIL TEST)

Schedule of Availability of Service:
Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:
Those who pass the CS Professional and Subprofessional Examinations and will claim the certificate for the first time

What are the Basic Requirements:
1. Valid I.D.
2. Picture with complete nametag (preferably the picture used at the time of examination)

Duration: 30 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out the Client Logbook.</td>
<td>Inform the client to wait for his/her name to be called.</td>
<td>1 minute</td>
<td>ESD Personnel</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Present valid I.D. and picture with complete nametag (preferably the picture used at the time of examination).</td>
<td>Verify identity of the client by comparing the valid ID and the picture presented with the picture and signature appearing on the Picture Seat Plan accomplished during the exam. After evaluation, ask the client to indicate the serial number of COE and sign the copy of the Register of Eligibles.</td>
<td>15 minutes</td>
<td>ESD Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
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</tr>
<tr>
<td>3</td>
<td>Paste picture on the Certificate of Eligibility and affix signature on the space provided for in the Certificate of Eligibility.</td>
<td>Photocopy Certificate of Eligibility together with the valid I.D. Ask the client to sign the photocopy of the Certificate of Eligibility as proof of receipt and affix the official seal of CSC on the original copy of the Certificate. Request client to accomplish E-6 form.</td>
<td>5 minutes</td>
<td>7 minutes</td>
<td>ESD Personnel</td>
<td>ESD Personnel</td>
</tr>
<tr>
<td>4</td>
<td>Receive Certificate of Eligibility.</td>
<td>Release the Certificate of Eligibility to the client Accept the accomplished E-6 Form.</td>
<td>1 minute</td>
<td>ESD Personnel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION
ISSUANCE OF CERTIFICATION OF ELIGIBILITY (WALK-IN, FOR LOST CERTIFICATE)

Schedule of Availability of Service:
Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:
1. Those who lost their Certificate of Eligibility (due to typhoon, flood, fire, theft, etc.)
2. Those who are not in possession of their Certificate of Eligibility (did not receive/claim their certificate, submitted COE to the agency, etc.)
3. Those who want to replace their Certificate of Eligibility (old/torn/worn-out certificate, request for correction of personal information has been duly granted by the Commission, etc.)

What are the Basic Requirements:
1. Properly accomplished Eligibility/Examination Records Request Form (ERRF) and Declaration Form (DF)
2. One piece 1 inch by 1 inch picture with full name tag and signature affixed prior to having the photograph taken
   • Signature must be on top of the printed name.
   • Photograph should have been taken within three (3) months prior to filing of request for Certification of Eligibility.
   • Scanned, computer-generated photo/name/signature will not be accepted.
3. Certification fee: Php 100.00 per copy duly authenticated by the Philippine Embassy or Consular Office
4. Two (2) valid Identification (ID) Cards or
   If the requesting party works/lives abroad:
   1. Copy of Passport; and
   2. Copy of one (1) Identification Card
      (Note: Valid ID contains applicant’s clear picture, date of birth, signature, and signature of the authorized head of the issuing agency such as Driver’s License, SSS ID, GSIS ID, Philhealth ID, current Company/Office ID, current School ID, Postal ID, BIR ID, Barangay ID, Voter’s ID, Valid Passport, or Police Clerance. Any ID not included in the list shall NOT be accepted.)

Special Requirement:
1. NSO-Issued Marriage Contract for women who married after taking the examination

What are the Additional Requirements if request if filed thru a representative:
1. Authorization Letter or Special Power of Attorney (SPA); and
2. One (1) valid Identification Card of the representative

Duration: 30 minutes
## How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
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<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out Eligibility/Exam Records Request Form (ERRF).</td>
<td>Receive/review accomplished ERRF and DF, and issue Order of Payment.</td>
<td>1 minute</td>
<td>ESD personnel</td>
<td>ERRF (Revised 100312); DF and Order of Payment</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Wait for the request to be processed.</td>
<td>Verify/validate data and information based on the records.</td>
<td>15 minute</td>
<td>ESD personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>If record is accurate, encode examination and personal details and print certification.</td>
<td>5 minutes</td>
<td>ESD personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Review data/findings and affix initials on the file copy of certification.</td>
<td>3 minutes</td>
<td>ESD personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Affix signature on the certification.</td>
<td></td>
<td>Director</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Photocopy the certification and Identification Cards.</td>
<td>2 minutes</td>
<td>ESD personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Issue order payment and advise client to pay at the Cashier</td>
<td>1 minute</td>
<td>ESD personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier.</td>
<td>Process payment and issue Official Receipt.</td>
<td>1 minute</td>
<td>Cashier</td>
<td>P100.00/copy</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>4</td>
<td>Present OR and affix signature on the release portion of the ERRF or file copy.</td>
<td>Release the Certification of Eligibility to client.</td>
<td>2 minutes</td>
<td>ESD personnel</td>
<td>Certification of Eligibility</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Note: Forms are available at the CSC Regional Office and CSC website www.csc.gov.ph. The 30-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.
AUTHENTICATION OF CERTIFICATE OF ELIGIBILITY (WALK-IN)

Schedule of Availability of Service:
Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

Who May Avail of the Service:
Eligibles who have original copy/ies of the certificate/s of eligibility or report/s of rating in their possession and want it/these authenticated.

What are the Basic Requirements:
1. Properly accomplished Eligibility/Exam Records Request Form (ERRF)
2. Original Certificate/Certification of Eligibility or Report of Rating
3. Certification fee: Php 50.00 per copy
4. Two (2) valid Identification (ID) Cards
   - If the requesting party works/lives abroad:
     1. Copy of Passport; and
     2. Copy of one (1) Identification Card

(Note: Valid ID contains applicant’s clear picture, date of birth, signature, and signature of the authorized head of the issuing agency such as Driver’s License, SSS ID, GSIS ID, Philhealth ID, current Company/Office ID, current School ID, Postal ID, BIR ID, Barangay ID, Voter’s ID, Valid Passport, or Police Clearance. Any ID not included in the list shall NOT be accepted.)

Special Requirement:
1. NSO-Issued Marriage Contract for women who married after taking the examination

What are the Additional Requirements if request is filed through a representative:
1. Authorization Letter or Special Power of Attorney (SPA);
2. One (1) valid Identification Card of the Representative

Duration: 25 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
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<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out Eligibility/Exam Records Request Form (ERRF).</td>
<td>Receive/review accomplished ERRF; issue Order of Payment; and advise client to pay to the Cashier.</td>
<td>1 minute</td>
<td>ESD Personnel</td>
<td>ERRF (revised 100312); and Order of Payment</td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Service Provider</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
<td>Fees</td>
<td>Form</td>
</tr>
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<td>--------------------------------------------------</td>
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<td>---------------------</td>
</tr>
<tr>
<td>2</td>
<td>Wait for the request to be processed</td>
<td>Verify/validate data and information based on the records&lt;br&gt;If record is accurate, photocopy the certificate/certification of eligibility (COE) or Report of Rating (ROR) and Identification Card&lt;br&gt;Review data/findings and authenticate&lt;br&gt;Issue Order of Payment and advise client to pay at the Cashier</td>
<td>15 minutes&lt;br&gt;2 minutes&lt;br&gt;3 minutes&lt;br&gt;1 minute</td>
<td>ESD Personnel&lt;br&gt;ESD Personnel&lt;br&gt;Supervisor/Sr. Personnel&lt;br&gt;ESD Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier</td>
<td>Process payment and issue Official Receipt (OR)</td>
<td>1 minute</td>
<td>Cashier</td>
<td>P50.00/copy&lt;br&gt;Official Receipt</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Affix signature on the release portion of the ERRF or file copy</td>
<td>Release the authenticated copy of the COE or ROR to client</td>
<td>2 minutes</td>
<td>ESD Personnel</td>
<td>Authenticated copy</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Note: Form is available at the CSC Regional Office and CSC website www.csc.gov.ph.
The 25-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.
**ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE**

**Schedule of Availability of Service:**
- Monday - Friday
- 8:00 a.m. - 5:00 p.m. without noon break

**Who May Avail of the Service:**
- Government officials and employees and other authorized individual/officer

**What are the Requirements:**
- Accomplished Customer Information Sheet (CIS) and Request for Certificate of No Pending Administrative Case Form

**Duration:** 20 minutes

**How to Avail of the Service:**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
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<th>Duration of Activity (Under Normal Circumstances)</th>
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<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit accomplished Customer Information Sheet (CIS) and request form.</td>
<td>Assess the request form. Issue charge slip and advise client to pay to the Cashier while request is being processed.</td>
<td>10 minutes</td>
<td>Action Officer</td>
<td></td>
<td>CIS and Request for Certification of No Pending Administrative Case Form</td>
</tr>
<tr>
<td>2</td>
<td>Pay to the Cashier.</td>
<td>Process payment and issue OR.</td>
<td>4 minutes</td>
<td>Cashier</td>
<td>P100.00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Present receipt and get the Certificate.</td>
<td>Release the Certificate.</td>
<td>5 minutes</td>
<td>Action Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
ISSUANCE OF CERTIFIED COPIES OF DOCUMENTS (APPOINTMENTS, SERVICE CARDS/ RECORDS, CSC ISSUANCES AND RESOLUTIONS)

Schedule of Availability of Service:
Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

Who May Avail of the Service:
The following may be allowed access to CSC records:
1) Any requesting party as it pertains to his/her personal records;
2) The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs;
3) Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of the determination or resolution of pending cases; and
4) Such other officials or entities duly authorized by competent authorities.

What are the Requirements:
1) Accomplished Personnel Records Request Form (PRRF);
2) One (1) valid identification (ID) card;
3) If the request is filed through a representative, an Authorization Letter or Special Power of Attorney (SPA) and one (1) valid ID of the representative.

Duration: 25 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
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<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplished Personnel Records Request Form.</td>
<td>Receive and review the accomplished form.</td>
<td>2 minutes</td>
<td>Action Officer</td>
<td></td>
<td>PRRF</td>
</tr>
<tr>
<td>2</td>
<td>Wait while the requested documents are being retrieved.</td>
<td>Retrive the requested records, issue order of payment, and advise client to pay corresponding fee if records are available. If records are not available, inform the client that requested records are not available.</td>
<td>19 minutes</td>
<td>Action Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Service Provider</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
<td>Fees</td>
<td>Form</td>
</tr>
<tr>
<td>------</td>
<td>----------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>---------------------------------------------------</td>
<td>------------------</td>
<td>----------------------------------------------------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier.</td>
<td>While the client pays the corresponding fee, the requested records are being photocopied/reproduced</td>
<td>2 minutes</td>
<td>Cashier</td>
<td>(Authenticated Copy) Appointment: P30.00; Service Card/Record: P40.00; CSC Issuances/Resolutions: P10.00/page</td>
<td>Official Receipt</td>
</tr>
<tr>
<td></td>
<td>Present Official Receipt</td>
<td>Record O.R. Number.</td>
<td></td>
<td>Action Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receive the documents requested.</td>
<td>Release certified photocopy of requested documents/records to client.</td>
<td>2 minutes</td>
<td>Action Officer</td>
<td></td>
<td>Certified copy of document</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Note: Forms are available at the CSC Regional Office and CSC website www.csc.gov.ph.
The 25-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.
FILING OF PLEADINGS

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:
Any person may file an administrative complaint against any non-presidential appointee in the government

What are the Requirements:
Filing of Cases
Complaint
1. Full name and address of the complainant
2. Full name and address of the person complained of as well as his/her position and office of employment
3. A narration of the relevant and material facts which shows the acts of omissions allegedly committed by the civil servant
4. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any
5. The complaint must be in writing and under oath
6. Proof of payment of filing fee* (temporarily suspended)
7. Certificate of Non-Forum Shopping

Filing of Appeals
1. Notice of appeal
2. Appeal Memorandum (3 copies)
3. Proof of Service of a copy of the appeal/memorandum to Disciplining Office (DO)
4. Proof of payment of the appeal fee
5. Certificate of Non-Forum Shopping

Filing of Motions for Reconsideration
1. Motion for Reconsideration

Duration:  Filing of Cases/Appeals – 6 minutes
          Filing of Motions for Reconsideration - 3 minutes
How to Avail of the Service:

Filing of Cases/Appeals

<table>
<thead>
<tr>
<th>Step</th>
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<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>File the complaint/appeal along with the requirements at Legal Services Division.</td>
<td>Review the complaint/appeal and other documents, if any, and require the client to pay the filing fee.</td>
<td>2 minutes</td>
<td>LSD Action Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Pay to the cashier.</td>
<td>Process payment and issue Official Receipt (O.R.) and Notice of Payment.</td>
<td>2 minutes</td>
<td>Cashier</td>
<td>P500.00*</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Return to the receiving counter. Present O.R. and Notice of Payment.</td>
<td>Receive Notice of Payment and the complaint/appeal.</td>
<td>1 minute</td>
<td>LSD Action Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receive the receiving copy of the complaint/appeal.</td>
<td>Issue the receiving copy to the client.</td>
<td>1 minute</td>
<td>LSD Action Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION

Filing of Motion for Reconsideration

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
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<th>Duration of Activity (Under Normal Circumstances)</th>
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<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>File the motion for reconsideration at the Legal Services Division.</td>
<td>Receive the motion for reconsideration and issue the receiving copy to the client.</td>
<td>3 minutes</td>
<td>LSD Action Officer</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

END OF TRANSACTION

*Filing fee for Complaints is temporarily suspended Per OM No. 92, s. 2012*
COUNSELING/RESPONSE TO QUERIES/ASSISTANCE ON CIVIL SERVICE MATTERS (WALK-IN)

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service: General Public

What are the Requirements: None

Duration: 5 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish and submit Customer Information Sheet.</td>
<td>Provide reply to simple queries. For complex queries or concerns, request client to fill-out Aksyon Para sa Taumbayan Form and advise him/her that the matter will be referred to appropriate office.</td>
<td>5 minutes</td>
<td>PALD Action Officer</td>
<td></td>
<td>Aksyon Agad Para sa Taumbayan Forms: Form 1 - For commendation (pink) Form 2 - For request for Assistance (blue) Form 3 - For complaint (white) Form 4 - For suggestion (yellow)</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
PROCESSING OF APPOINTMENTS

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:
Human Resource Management Offices of agencies or appointees who submitted the appointment for attestation.

What are the Requirements:
Common Requirements for Regular Appointments

3 copies of CS Form 33 (Revised 1998) for regular employees
Plantilla Form No. 001 for casuals
Personal Data Sheet (CS Form 212, Revised 2005)

Requirements for Specific Cases Requirements for Specific Cases
a) Erasures or alterations on appointments
   Appointments and other documents with erasures or a iterations should be duly initialed by authorized officials and accompanied by a communication specifying and authenticating all changes made.

b) Appointee with Decided Administrative/Criminal Case
   Certified true copy of the decision rendered
   Appointment by promotion of an employee found guilty in an administrative case - certification of the appointing official as to when the decision rendered became final

c) Discrepancy in Name, Date/Place of Birth
   Correct name, date/place of birth shall be ascertained in accordance with the following requirements:
   1. Request Form
   2. Authenticated copy of birth certificate or certificate containing information from the register of birth of the City or Municipality where the requesting party was born
   3. Birth certificate issued on the basis of late registration of birth shall constitute a sufficient evidence to warrant a correction of change of information in the records of the Commission; provided that, other authenticated supporting documents are submitted including:
      a. Baptismal Certificate - unless it has been lost or destroyed during a war, fire, natural calamity or any other fortuitous event as certified by the proper church authority or if the requesting party was not issued any baptismal certificate or other individuals who were not baptized. However, in lieu of authentic and reliable documents, in lieu of a baptismal certificate, which shows the information or data requested to be corrected, must be submitted as mentioned in letter “c”.
      b. Affidavits of two (2) disinterested witnesses
      c. Other Employment, Personal or School Records which would support the entry reflected in the belatedly registered birth certificate and which entry is requested to be reflected in the records of the Commission as the true and correct entry.
d) COMELEC Ban
If appointment to be issued is covered by prohibition, prior exemption from the COMELEC shall be secured and attached to the appointment.

e) LGU Appointment
Appointment in local government units for submission to the Commission shall be accompanied, in addition to the common requirements, by the following:
1. Certification by the proper authority that such appointment is issued in accordance with the limitations provided for under Section 325, RA 7160.
2. Certification by the Municipal/City/Provincial Accountant/Budget Officer that funds are available for the position to be filled up.
3. For appointment to department head position, a Sanggunian Resolution embodying the concurrence of the majority of its members as provided for under Section 443, RA 7160; provided, that if said appointment is not concurred in by the Sanggunian within 15 days, certification to that effect shall be issued by the HRMO in lieu of the required resolution.

f) Non-Disciplinary Demotion
Appointment involving demotion which is not disciplinary in nature:
1. Certification of the agency head that the demotion is not the result of an administrative case
2. Written consent by the employee that he/she interposes no objection to his/her demotion

g) Licenses
When a license is required by special law for the exercise of a profession or vocation, an appointee must possess the necessary license before he/she may be appointed.
Example: licenses issued by the Professional Regulations Commission and the Supreme Court.

**Duration:** Each appointment received by the CSCFO/CSCRO shall be acted upon within one hour and 15 minutes after receipt of complete documents, including verification of eligibility and license.
### How to Avail of the Service:

<table>
<thead>
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</thead>
</table>
| 1    | Submit the duly accomplished KSS Form 33 (appointment form) together with the complete supporting documents/attachments | If the appointment is within the jurisdiction cluster of the CSFO. Conduct initial evaluation.  
- If complete, record receipt of appointment using the time stamping machine/stamp receipt on the original, duplicate, and triplicate copies of appointment  
- If incomplete, issue letter to the concerned agency to comply with the requirements | If not within the jurisdictional cluster of the CSCFO, return the appointment and refer the agency’s liaison officer to the concerned CSRO/FO | Staff/Director | KSS Form 33 |

- Record appointment in the Logbook
- Retrieve S-Card or prepare a new S-Card for original appointments
  
<p>| 18 minute per appointment | Staff |</p>
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>20 minutes per appointment</td>
<td>Action Officer</td>
<td></td>
<td>KSS Form 33</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>17 minutes per appointment</td>
<td>CSC R0 Directors - SG 28 &amp; above CS F O Directors - SG 26 &amp; below CSCFO Staff with SG 19 &amp; above - in accordance with CSC Resolution No. 1300980 dated 17 May 2013</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>10 minutes per appointment</td>
<td>Action Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>10 minutes per appointment</td>
<td>Action Officer/ Director</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Review/process appointment and recommend approval/disapproval**
- **Review and sign the approved/disapproved appointment (Proceed to Step 2)**
- **If appointment is Disapproved, draft letter informing the agency of the reason/s for disapproval**
- **Review draft letter for disapproved appointment, Return to the drafter for revision (if necessary) and finalization. Letter to be signed by the Director.**
<table>
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</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Receive processed/reviewed appointment and letter (if disapproved)</td>
<td>Release the agency copy of the appointment and/or Letter of disapproval to the authorized representative</td>
<td></td>
<td>Staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

*Form is available FREE of Charge*
Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

<table>
<thead>
<tr>
<th>COMPLIMENT (Papuri)</th>
<th>COMPLAINT (Reklamo)</th>
<th>SUGGESTION (Mungkahi)</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ]</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

Person(s)/Unit/Office Concerned or Involved:

(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

(If necessary, use additional sheet(s)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office:

(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(If necessary, use additional sheet(s)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name [OPTIONAL]: __________________________________________

(Pangalan)

Office/Agency: _____________________________________________

(Tanggapan/Ahensya)

Address: ________________________________________________________________________________

(Tirahan)

Contact Number(s) (if any): ________________________

(Telepono)

E-mail Address (if any) _____________________________

Signature: _________________________________________

(Lagda)

Date: ____________________________________________

(Petsa)
CENTRAL OFFICE DIRECTORY

The Commission

Chairman Francisco T. Duque III, MD, MSc
Director IV Helene Grace T. Ramos
Head Executive Assistant Faith Cuevas
cscphil@webmail.csc.gov.ph; och@webmail.csc.gov.ph
☎ 931-7913; 931-4147; 931-4137; 931-7997 (fax)

Commissioner Robert S. Martinez
Director III Regidor P. Pablo Jr.
☎ 931-7996; 931-8026; 931-4145 (fax)

Commissioner Nieves L. Osorio
☎ 931-7943; 931-7967 (fax)

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Director III Prisco S. Rivera Jr.
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(02) 951-4627 (telefax)

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Director IV Fernando M. Porio
Director III Lorelei Q. Cabatu
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Director III Ettesa Corazon C. Taroy
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Director III Elnora B. Gotis
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Director IV Editha M. Dela Peña
Director III Noreen Boots Gragasin-Gocon
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DIRECTORY
FIELD OFFICES
NATIONAL CAPITAL REGION

BANGKO SENTRAL NG PILIPINAS
Bureau of Plant Industry
Civil Aeronautics Board
Commission on Filipinos Overseas
Cultural Center of the Philippines
Philippine Sports Commission
Philippine Trade Training Center
Product Development and Design Center of the Philippines
Public-Private Partnership Center of the Phils. (formerly Build Operate Transfer - Center)
Bangko Sentral ng Pilipinas
Center for International Trade Exposition and Mission
Light Rail Transit Authority
Manila International Airport Authority
Philippine Aerospace Development Corporation
Philippine Economic Zone Authority

Director Arturo SJ. Panaligan
Rm. 605 EDPC Bldg., BSP Complex
F. Harrison St., Manila
☎ 708-7347/524-7011 to 54 loc. 2404

BUREAU OF INTERNAL REVENUE
Bureau of Internal Revenue - National Office
Bureau of Internal Revenue - Makati
Bureau of Internal Revenue - Manila
Bureau of Internal Revenue - Quezon City
Bureau of Internal Revenue - San Pablo City
Bureau of Internal Revenue - Valenzuela
Dangerous Drugs Board
National Telecommunication Commission - CO
National Telecommunication Commission - NCR
Occupational Safety & Health Center
Office of the Ombudsman
Ombudsman - Office of the Special Prosecutor
Ombudsman for Luzon
Ombudsman for Military
Philippine Atmospheric, Geophysical & Astronomical Services Administration
Philippine Drug Enforcement Agency
Philippine Science High School
National Power Corporation

Director Cecilia C. Villaforte
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CALOOCAN CITY GOVERNMENT
Division of City Schools - Caloocan City
Division of City Schools - Malabon
Division of City Schools - Navotas
Division of City Schools - Valenzuela City
Philippine National Railways
CGO - Kalookan
CGO - Malabon
CGO - Valenzuela
CGO - Navotas
City of Malabon University

Director Fe P. Lacaba
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COMMISSION ON AUDIT
Career Executive Service Board
Commission on Audit
Department of Social Welfare and Development
House of Representative Electoral Tribunal
Inter-Country Adoption Board
Senate Electoral Tribunal

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DEPARTMENT OF AGRICULTURE
Agricultural Training Institute
Bureau of Agricultural Fisheries Product and Standards
Bureau of Agricultural Research
Bureau of Animal Industry

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Bureau of Fisheries & Aquatic Resources
Bureau of Soils & Water Mgt.
Department of Agrarian Reform
Department of Agriculture
Fiber Industry Development Authority
Livestock Development Authority
National Agricultural & Fishery Council
National Council on Disability Affairs
   (formerly Natl. Council for the Welfare of the Disabled)
National Meat Inspection Service
Office of Transportation Cooperatives
Philippine Carabao Center
Philippine Rice Research Institute
Cotton Development Administration
National Dairy Authority
National Food Authority - CO
National Food Authority - NCR
Philippine Coconut Authority
Philippine Coconut Authority - Region I-IIVB
Philippine Fisheries Development Authority
Philippine Sugar Corporation
Quedan and Rural Credit Guarantee Corp.
Sugar Regulatory Administration

Director Hans R. Alcanta
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DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
Bureau of Broadcast Services
Department of Environment and Natural Resources - CO
Department of Environment and Natural Resources - NCR
Ecosystems Research & Development Bureau
Enviromental Management Bureau - CO
Enviromental Management Bureau-NCR
Forest Management Bureau
Minerals Development Council
Mines & Geosciences Bureau
Natural Resources Development Council
Philippine Information Agency
Philippine Institute of Volcanology & Seismology
Protected Areas & Wildlife Bureau
National Broadcasting Network (PTV-4)

Director Hans R. Alcanta
concurrent DPWH/SSS Field Director

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☎ 928-6190
✉ c/o hans_alcantara@yahoo.com

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Congressional Commission on Science, Technology & Eng’g.
Congressional Committee on Anti-Money Laundering Act
Congressional Oversight Committee on Agriculture & Fisheries Modernization
Congressional Oversight Committee on Comprehensive Tax Reform Program
Congressional Oversight Committee on Labor & Employment
Civil Aviation Authority of the Philippines (formerly ATO)
Department of Foreign Affairs
Division of City Schools - Pasay City
Foreign Service Institute
Joint Congressional Power Commission
Legislative Oversight Visiting Forces Agreement
Office of the Vice-President
Senate of the Philippines
Special Oversight Committee on Climate Change
Special Oversight Committee on Economic Affairs
Technical Cooperation Council of the Philippines
UNESCO National Commission of the Philippines
Nayong Pilipino Foundation of the Philippines
CGO - Pasay City
Philippine State College of Aeronautics

Director Eva F. Olmedillo
6/F DFA Bldg., Roxas Blvd., Manila
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DEPARTMENT OF HEALTH
Amang Rodriguez Medical Center
Batanes General Hospital
Bureau of Food & Drugs
Center for Health Development (DOH-NCR)
Department of Health - CO
Dr. Jose Fabbella Memorial Hospital
East Avenue Medical Center
Jose N. Rodriguez Memorial Hospital
Jose R. Reyes Memorial Medical Center
Las Piñas General Hospital and Satellite Trauma Center
National Center for Mental Health
National Children’s Hospital
Philippine Institute for Traditional and Alternative Health Care
DEPARTMENT OF NATIONAL DEFENSE
AFP General Headquarters
AFP Philippine Air Force
AFP Philippine Army
AFP Philippine Military Academy
AFP Philippine Navy
AFP Medical Center
Agricultural Credit Policy Council
Commission on Higher Education - CO
Commission on Higher Education - NCR
Commission on Human Rights
Department of National Defense
Department of Transportation & Communications
Development Academy of the Philippines
Energy Regulatory Commission
Maritime Training Council
Metro Rail Transit III
National Defense College of the Philippines
National Economic and Development Authority
Office for Civil Defense
Office for Transportation Security
Office of the Presidential Advisers on the Peace Process
Philippine Coast Guard - Civilian
Philippine Overseas Employment Administration
Philippine Veterans Affairs Office
Presidential Commission on Good Government
The Government Arsenal
Toll Regulatory Board
Veterans Memorial Medical Center
Securities and Exchange Commission

DEPARTMENT OF SCIENCE AND TECHNOLOGY
Department of Science & Technology - CO
Division of City Schools - Las Piñas
Division of City Schools - Muntinlupa
Division of City Schools - Parañaque
Division of City Schools - Taguig & Pateros
Food & Nutrition Research Institute
Forest Products Research & Development Institute
Industrial Technology Development Institute
National Nutrition Council
National Research Council of the Philippines
National Academy of Science & Technology
Philippine Council for Industry, Energy & Emerging Tech. Research & Dev’t. (result of merging of two agencies PCASTRD and PCIERT)
Philippine Council for Agriculture, Forestry & Natural Resources Res.& Devt.
Philippine Council for Aquatic & Marine Research & Dev’t
Philippine Council for Health Research & Dev’t
Philippine Textile Research Institute
Science & Technology Information Institute
Science Education Institute
Technical Education & Skills Development Authority - CO and All ROs
Technology Application & Promotion Institute
CGO - Las Piñas
CGO - Muntinlupa
CGO - Parañaque
CGO - Taguig
Municipal Government of Pateros

Director Dick N. Echavez
Chemicals and Minerals Division Bldg.
Gen. Santos Avenue, Bicutan, Taguig City
☎ 837-2071 loc. 2278/2279
✉ jennifertimbol@yahoo.com

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
Bureau of Fire Protection - NHQ
Bureau of Fire Protection - NCR
Bureau of Jail Management & Penology - NHQ
Bureau of Jail Management & Penology - NCR
Department of the Interior & Local Government - CO
Department of the Interior & Local Government - NCR
Local Government Academy
National Police Commission - NCR
Philippine Public Safety College

Director Lucila C. Pagdanganan
9/F Francisco A Gold Condominium
Mapagmahal St. cor. EDSA, Quezon City
☎ 929-9622/925-9113
✉ cscfo_dilgarenas@yahoo.com

DEVELOPMENT BANK OF THE PHILIPPINES
Aurora Special Economic Zone Authority
Department of Energy
Department of Trade and Industry - CO
Department of Trade and Industry - NCR
Division of City Schools - Makati
Film Development Council of the Philippines
Games and Amusement Board
National Mapping and Resource Information Authority
National Police Commission - CO
National Statistical Coordination Board
Office of the Solicitor General
Philippine Institute for Development Studies
Philippine Racing Commission
Al-Amahah Islamic Investment Bank of the Philippines
Bases Conversion Development Authority
Board of Investments
Cagayan Economic Zone Authority
Construction Industry Authority of the Philippines
Construction Manpower Development Foundation
Development Bank of the Philippines
Employees Compensation Commission
Home Development Mutual Fund
Home Guaranty Corporation
Housing and Urban Development Coordinating Council
Intellectual Property Office
National Development Company
National Home Mortgage Finance Corporation
National Livelihood Development Corporation
Philippine Deposit Insurance Corporation
Philippine International Trading Corporation
Philippine Retirement Authority
Philippine National Oil Company
Privatization Management Office
Phillipine Reclamation Authority
Small Business Guaranty and Finance Corp.
Technology and Livelihood Resource Center
Trade and Investment Development Corporation of the Philippines
CGO - Makati
Philippine Merchant Marine Academy

Director Eva F. Olmedillo
6/F DBP Bldg., Gil Puyat Ave. cor Makati Avenue, Makati City
☎ 812-6371/(818-9511 loc. 2444/3404
✉ csc_dbp@yahoo.com

GOVERNMENT SERVICE INSURANCE SYSTEM
Bureau of Corrections
Bureau of Immigration
Commission on the Settlement of Land Problems
Court of Appeals
Court of Tax Appeals
Department of Justice
Division of City Schools - Manila
National Bureau of Investigation
Sandiganbayan
Supreme Court of the Philippines (Proper)
   Lower Courts
Government Service Insurance System
Philippine Postal Corporation - CO
Philippine Postal Corporation - NCR
CGO - Manila
City Council of Manila

Director Arturo SJ. Panaligan
Metropolitan Theater, Liwasang Bonifacio, Manila
☎ 527-5126/528-0537

HOUSE OF REPRESENTATIVES
House of Representatives

Director Cecilia C. Villafuerte
Batasang Pambansa Complex, Diliman, Quezon City
☎ 932-6121
✉ lucillecpag@yahoo.com.ph

NATIONAL MUSEUM
Bureau of Local Government Finance
Bureau of the Treasury
Central Board of Assessment Appeals
Commission on Appointments
Department of Finance
Department of Labor and Employment - CO
Department of Labor and Employment - NCR
Department of Tourism
Department of Tourism - NCR
Institute for Labor Studies
Insurance Commission
Intramuros Administration
Maritime Industry Authority
Metro-Cebu Development Project
National Archives of the Philippines
National Conciliation and Mediation Board
National Historical Institute
National Museum
National Parks Development Committee
National Wages and Productivity Commission
Overseas Workers Welfare Administration
Philippine Convention and Visitors Corporation
The National Library
Land Bank of the Philippines
Philippine Tourism Authority
Philippine Normal University
Technological University of the Philippines
Pamantasang ng Lungsod ng Maynila

Director Jocelyn Patrice L. Deco
G/F National Museum Bldg., P. Burgos St., Manila
☎ 527-6615/409-6775
✉ csfom_nm@yahoo.com

OFFICE OF THE PRESIDENT
Bureau of Agricultural Statistics
Bureau of Communications Services
Commission on the Filipino Language
Cooperative Development Authority
Council for the Welfare of Children
DBM-Procurement Service
Department of Budget and Management - CO
Department of Budget and Management - NCR
Dept. of Social Welfare and Development - NCR
Movie and TV Review and Classification Board
National Anti-Poverty Commission
National Commission for Culture and the Arts
National Labor Relations Commission
National Printing Office
National Statistics Office
National Youth Commission
News and Information Bureau
Office of the President
Presidential Communications Operations Office (formerly
Office of the Press Secretary)
Optical Media Board
Pasig River Rehabilitation Commission
Philippine Commission on Women
Presidential Broadcast Staff (RTVM)
Presidential Commission for the Urban Poor
Presidential Legislative Liaison Office
Presidential Management Staff
Professional Regulation Commission
Telecommunications Office - CO
Telecommunications Office - NCR
National Tobacco Administration
Philippine Charity Sweepstakes Office
Eulogio “Amang” Rodriguez Inst. of Science & Technology
Technological University of the Philippines

Director Noel V. Salumbides
Administration Bldg., Malacañang, Manila
☎ 736-1032
✉ csfo_op@yahoo.com

PHILIPPINE NATIONAL POLICE
Philippine National Police

Director Velda E. Cornelio
2/F DPRM Bldg., Camp Crame, Quezon City
☎ 723-0401 loc. 3661; 723-0401 loc. 4431

RIZAL TECHNOLOGICAL UNIVERSITY
Commission on Population
Department of Education - CO
Division of City Schools - Mandaluyong City
Division of City Schools - Marikina
Division of City Schools - Pasig
Division of City Schools - San Juan
Laguna Lake Development Authority
Land Transportation Office - NCR
Metropolitan Manila Development Authority
Philippine Health Insurance Corporation
CGO - Mandaluyong
CGO - Pasig
Rizal Technological University

Director Eva F. Olmedillo
RTU Bldg., Boni Avenue, Mandaluyong City
☎ 534-8267 loc. 114  c/o DBP-FO

SOCIAL SECURITY SYSTEM
Fertilizer & Pesticide Authority
Land Registration Authority
Land Registration Authority - CARP
Land Transportation Franchising and Regulatory Board - CO
Land Transportation Franchising and Regulatory Board - NCR
Land Transportation Office
National Security Council
National Water Resources Board
National Commission on Filipino Muslims
Office of the Government Corporate Counsel
Parole & Probation Administration - CO
Parole & Probation Administration - NCR
Philippine National Volunteer Service Coordinating Agency
Public Attorney’s Office - CO
Public Attorney’s Office - NCR
Tariff Commission
Lung Center of the Philippines
National Electrification Administration
National Irrigation Administration
National Kidney & Transplant Institute
Philippine Crop Insurance Corporation
Philippine Heart Center

Director Claudia A. Tan
concurrent DPWH/DENR Field Director
10th Floor SSS Building, East Avenue, Quezon City

☎ 924-7826; 920-6401 loc 5959
d cscfo_sss@yahoo.com

UNIVERSITY OF THE PHILIPPINES
Advanced Science & Technology Institute
National Computer Center
Commission on Information and Communications Technology
National Book Development Board
Philippine Nuclear Research Institute
Cottage Industry Technology Center
Local Water Utilities Administration
Metropolitan Waterworks and Sewerage System - Regulatory Office
Metropolitan Waterworks and Sewerage System - Corporate Office
CGO-Marikina
Pamantasan ng Lungsod ng Marikina
University of the Philippines - Diliman
University of the Philippines - Los Baños
University of the Philippines - Manila
University of the Philippines - Open University
University of the Philippines - Philippine General Hospital

Director Lucila C. Pagdangan
G/F NEC Bldg., U.P. Campus, Diliman, Quezon City
☎ 981-8500 loc. 3022
d maferlita@yahoo.com.au
## FIELD OFFICES

### CSRO I

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSC Ilocos Norte Field Office</td>
<td>Laoag City, Ilocos Norte</td>
<td>(077) 771-4210</td>
</tr>
<tr>
<td>CSC Ilocos Sur Field Office</td>
<td>Vigan City, Ilocos Sur</td>
<td>(077) 722-2380</td>
</tr>
<tr>
<td>CSC La Union Field Office</td>
<td>San Fernando City, La Union</td>
<td>(072) 700-5763</td>
</tr>
<tr>
<td>CSC Lingayen Field Office</td>
<td>Lingayen, Pangasinan</td>
<td>(075) 542-6641</td>
</tr>
<tr>
<td>CSC Urdaneta Field Office</td>
<td></td>
<td>(075) 568-2138</td>
</tr>
</tbody>
</table>

### CSRO II

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSC Cagayan-Batanes Field Office</td>
<td>San Gabriel, Tuguegarao City, Cagayan</td>
<td>(078) 846-2076</td>
</tr>
<tr>
<td>CSC Isabela Field Office</td>
<td>Alibagu, Ilagan, Cagayan</td>
<td>(078) 622-2581</td>
</tr>
<tr>
<td>CSC Nueva Ecija Field Office</td>
<td>Old Provincial Capitol Compound</td>
<td></td>
</tr>
<tr>
<td>CSC Pampanga Field Office</td>
<td>Old Provincial Capitol Compound</td>
<td></td>
</tr>
<tr>
<td>CSC Tarlac Field Office</td>
<td>Romulo Blvd., San Vicente</td>
<td>(045) 982-0455</td>
</tr>
<tr>
<td>CSC Zambales Field Office</td>
<td>Balili, Iba, 2201 Zambales</td>
<td>(047) 811-1007</td>
</tr>
</tbody>
</table>

### CSRO IV

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSC Batangas Field Office</td>
<td>Old Provincial Capitol Compound</td>
<td>(043) 723-2894</td>
</tr>
<tr>
<td>CSC Cavite Field Office</td>
<td>LTO Compound, E. Aguinaldo Highway</td>
<td>(046) 471-9288</td>
</tr>
</tbody>
</table>

### CSRO V

<table>
<thead>
<tr>
<th>Office Name</th>
<th>Address</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSC Albay Field Office</td>
<td>BU Compound, Legazpi City</td>
<td>(052) 480-2332</td>
</tr>
<tr>
<td>CSC Camarines Norte Field Office</td>
<td>Camambugan, Daet, Camarines Norte</td>
<td>(054) 440-0695</td>
</tr>
</tbody>
</table>
CSC Camarines Sur Field Office  
Capitol Compound, Pili, Camarines Sur  
☎ (054) 475-3429

CSC Catanduanes Field Office  
Dep Ed Compound, Virac, Catanduanes  
☎ (052) 811-2730

CSC Masbate Field Office  
Masbate City  
☎ (056) 333-4141

Sorsogon Field Office  
Sorsogon City  
☎ (056) 421-5845

CSRO VI

CSC Aklan Field Office  
Kalibo, Aklan  
☎ (036) 268-5797

CSC Antique Field Office  
San Jose, Antique  
☎ (036) 543-8073

CSC Capiz Field Office  
Roxas City, Capiz  
☎ (036) 621-4989

CSC Guimaras Field Office  
Jordan, Guimaras  
☎ (033) 237-1760

CSC Iloilo Field Office  
Fort San Pedro, Iloilo City  
☎ (033) 337-3337

CSC Negros Occidental Field Office  
Bacolod City, Negros Occidental  
☎ (034) 708-8184

CSRO VII

CSC Cebu North Field Office  
Baex Bldg., Capitol Cebu City 6000  
☎ (032) 416-5770

CSC Cebu South Field Office  
Baex Bldg., Capitol Cebu City 6000  
☎ (032) 416-4498

CSC Negros Oriental Field Office  
Daro, Dumaguete City, Negros Oriental  
☎ (035) 420-5002

CSC Bohol Field Office  
Circumferential Road, Tagbilaran City, Bohol  
☎ (038) 501-7046

CSRO VIII

CSC Biliran Field Office  
Brgy. Calumpang, Capitol Grounds Naval, Biliran  
☎ (053) 500-9220

CSC Leyte Field Office  
Trece Martires St., Tacloban City  
☎ (053) 321-8212; 523-0810

CSC Southern Leyte Field Office  
Capitol Site, Maasin City  
☎ (053) 381-2070; 570-9085

CSC Western Leyte Satellite Office  
2nd FloorOrmoc City Superdome  
Ormoc City  
☎ (053) 500-9220

CSC Samar Field Office  
Catbalogan City  
☎ (055) 251-2182

CSC Eastern Samar Field Office  
Borongan City  
☎ (055) 261-2153; 560-9290

CSC Northern Samar Field Office  
Catarman, Northern Samar  
☎ (055) 251-8396; 500-9125

CSRO IX

Zamboanga City Civil Service Field Office  
2/F Bureau of Plant Quarantine Bldg.  
Port Area, Zamboanga City  
☎ (062) 993-2942

Provincial Civil Service Office for  
Zamboanga del Sur & Sibugay  
Capitol Compound, Pagadian City  
☎ (062) 252-3017

Provincial Civil Service Office for  
Zamboanga del Norte  
ZN Sports Complex, Dipolog City  
☎ (065) 212-3762

Civil Service Satellite Office for CSCRO 9  
Isabela City, Basilan  
☎ (062) 200-3594

CSRO X

CSC Bukidnon Field Office  
Dep Ed Bldg., Sumpong  
Malaybalay City, Bukidnon  
☎ (088) 813-2520

CSC Camiguin Field Office  
Old Capitol Bldg., Mambajao, Camiguin  
☎ (065) 531-1280

CSC Misamis Occidental Field Office  
Vamenta Bldg., Carmen  
Cagayan de Oro City, Misamis Oriental  
☎ (08822) 856-2811

CSC Lanao Del Norte Field Office  
Dep Ed City Division  
Aguinaldo St., Lanao del Norte  
☎ (063) 221-4065

CSRO XI

CSC Davao City  
PGES Compound, Quirino, Davao City  
☎ (082) 221-5551
CSC Davao del Norte Field Office
Capitol Compound, Mankilan
Tagum City
📞 (084) 217-3674

CSC Davao Oriental Field Office
Dahican, Mati City
📞 (084) 388-4681

CSC Davao del Sur Field Office
DPWH Compound, Digos City
📞 (082) 553-4671

CSC Compostela Valley Province Field Office
Nabunturan, Compostela Valley Province
📞 (084) 376-0967

CSRO XII

CSC Cotabato City Field Office
Gov. Gutierrez Ave., Cotabato City
📞 (064) 390-1502

CSC North Cotabato Field Office
Provincial Capitol, Amas, Kidapawan
North Cotabato
📞 (064) 278-7028

CSC Sarangani and General Santos City Field Office
Alabel, Sarangani Province
📞 (083) 508-2034

CSC South Cotabato Field Office
Koronadal City
📞 (083) 228-3386

CSC Sultan Kudarat Field Office
Isulan, Isulan Kudarat
📞 (063) 201-4141

CSRO CARAGA

Agusan del Norte Field Office
R. Palma Street, 8600 Butuan City
📞 (085) 342-7071

Agusan del Sur Field Office
Patin-ay, Prosperidad, Agusan del Sur
📞 (085) 242-3862

Surigao del Norte Field Office
2nd Floor Surigao Integrated Terminal
Surigao City
📞 (086) 826-8560

Surigao del Sur Field Office
Tandag City
📞 (086) 211-3052

CSRO ARMM

CSC Cotabato City Field Office
ORG Compound, Cotabato City
📞 (064) 390-1376

CSC Maguindanao Field Office
ORG Compound, Cotabato City
📞 (064) 390-1466

CSC Lanao del Sur and Marawi City Field Office
City Hall, Marawi City
📞 (064) 390-1466

CSC Tawi-Tawi Field Office
Bongao, Tawi-Tawi
📞 (066) 268-1543

CSC Sulu Field Office
Julu, Sulu
📞 (0926) 328-5543

CSRO CAR

CSC Abra Field Office
Asist, Bangued, Abra
📞 (074) 752-8198

CSC Baguio Field Office
No. 5 New Lucban, Baguio City
📞 (074) 424-2659

CSC Benguet Field Office
BSU Compound, Km 5, La Trinidad
Benguet 2601
📞 (074) 422-6208

CSC Kalinga-Apayao Field Office
CSC Apayao Field Office
Luna, Apayao
CSC Kalingao Field Office
Tabuk, Kalinga
📞 (0929) 793-3887

CSC Mt. Province-Iligan Field Office
CSC Iligan Field Office
Lagawe, Iligan
CSC Mt. Province Field Office
Bontoc, Mt. Province
📞 (074) 382-074
CIVIL SERVICE COMMISSION
Client’s Feedback Form

Date: _______________________ Time: _____________________

Name of CSC Service Office: ____________________________________________

Name of Action Officer: __________________________________________________

Client’s Name: __________________________________________________________
Contact Number: _________________________________________________________
Position/Designation: _____________________________________________________
Office Name & Address: ____________________________________________________

SEX: Male           Female

AGE GROUP:
Below 18     18-30     31-40     41-50     51-60     61 and above

Purpose of Visit:
Secure Records                Examination/Eligibility
☐ Appointment               ☐ Inquire on exam
☐ Authentication            ☐ File application for exam
☐ Certification of Eligibility ☐ Inquire about special eligibility
☐ Service Record            ☐ Conversion of eligibility

Legal Service
☐ Appeal
☐ Cert of No Pending Admin Case
☐ Correction of personal data
☐ File case/complaint
☐ File Motion for Recon
☐ Legal Counseling
☐ Case Adjudication
☐ Legal Service
☐ Other Services
☐ Extension of service
☐ Purchase of publication/Photocopy
☐ Research/Interview
☐ Request for assistance/follow-up
☐ Union registration/accreditation
☐ Appointments Processing
☐ Others

Part I: Customer Satisfaction Rating

How do you rate our service?
☐ 5- Outstanding
☐ 4- Very Satisfactory
☐ 3- Satisfactory
☐ 2- Unsatisfactory
☐ 1- Poor

Part II: Customer Feedback

1. Please check if you are providing a compliment, suggestion or complaint:

☐ Compliment    ☐ Suggestion    ☐ Complaint

2. Facts or details of the incident:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

3. Recommendation/Suggestion/Desired Action from our Office:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

*Please put this form in the drop box. You may also send us your feedback through email address feedback@webmail.csc.gov.ph or text at TextCSC (0917-839-8272).
REQUEST FOR CSC ISSUANCES/RESOLUTIONS

DATE: ___________

REQUESTED BY:

NAME: __________________________

OFFICE: _______________________

PURPOSE:

________________________________________________________________________

________________________________________________________________________

1. CSC MEMORANDUM CIRCULAR:

YEAR: ___________ NCL: ___________

YEAR: ___________ NCL: ___________

YEAR: ___________ NCL: ___________

YEAR: ___________ NCL: ___________

YEAR: ___________ NCL: ___________

2. CSC RESOLUTIONS:

YEAR: ___________ NCL: ___________

YEAR: ___________ NCL: ___________

YEAR: ___________ NCL: ___________

YEAR: ___________ NCL: ___________

YEAR: ___________ NCL: ___________

ACTION TAKEN BY RCAD:

FILING FEE

MEMORANDUM CIRCULAR

RESOLUTIONS

TOTAL AMOUNT

OFFICIAL RECEIPT NO.

RECEIVED BY: __________________________

PRINT NAME & SIGNATURE

ATTENDED BY: _________________________

RCAD STAFF

86
Form No. 1 - COMMENDATION (Papuri)

Name of Commending Party: ____________________________  Tel./Fax/Cellphone No. ____________________________
(Pangalan ng Nagbibigay Papuri) (Telepono)
Office/Address: ____________________________
(Tanggapan/Lugar)
Residence Address: ____________________________  E-mail Address: ____________________________
(Tirahan)
Name of Person Being Commended: ____________________________
(Pangalan ng Pinapupurihan)
Position/Office: ____________________________
(Posisyon/Tanggapan)
Reason for Commendation (Dahilang Papuri)*

*You may use the back page for additional information. (Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon.)

__________________________  Signature (Lagda)

PAO
Sept 2011

Form No. 2 - REQUEST for ASSISTANCE (Paghingi ng Tulong)

Name of Requesting Party: ____________________________  Tel./Fax/Cellphone No. ____________________________
(Pangalan ng Humihingi ng Tulong) (Telepono)
Office/Address: ____________________________
(Tanggapan/Lugar)
Residence Address: ____________________________  E-mail Address: ____________________________
(Tirahan)
Assistance Requested (Hinihingi Tulong):

__________________________

__________________________

__________________________

__________________________

__________________________

__________________________

*You may use the back page for additional information. (Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon.)

__________________________  Signature (Lagda)

PAO
Sept 2011
CIVIL SERVICE COMMISSION
Public Assistance and Information Office
Aksyon Agad Para sa TaumBayan

Form No. 3- COMPLAINT (Reklamo)

Date (Petsa) __________________________

Name of Complainant: ________________________________________________________
(Pangalan ng Nagereklamo)
Tel./Fax/Cellphone No. __________________________________
(Telepono)

Office/Address: _____________________________________________________________
(Tanggapan/Lugar)

Residence Address: ___________________________________________________________
(Tirahan)

E-mail Address: _____________________________________________________________

Name of Person Being Complained of: ____________________________________________
(Pangalan ng Inireklamo)

Position/Office: ______________________________________________________________
(Posisyon/Tanggapan)

Particulars of Complaint (Detalye ng Reklamo)* ____________________________________

*You may use the back page for additional information. (Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon.)

__________________________________________________________
Signature (Lagda)

PAIO
Sept 2011

CIVIL SERVICE COMMISSION
Public Assistance and Information Office
Aksyon Agad Para sa TaumBayan

Form No. 4- SUGGESTION (Mungkahi)

Date (Petsa) __________________________

Name of Suggesting Party: ______________________________________________________
(Pangalan ng Humihingi ng Tulang)
Tel./Fax/Cellphone No. __________________________________
(Telepono)

Office/Address: _____________________________________________________________
(Tanggapan/Lugar)

Residence Address: ___________________________________________________________
(Tirahan)

E-mail Address: _____________________________________________________________

Recommendation/Suggestion (Mungkahi/Suhestyon):

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

*You may use the back page for additional information. (Maaaring gamitin ang likuran ng papel para sa karagdagang impormasyon.)

__________________________________________________________
Signature (Lagda)

PAIO
Sept 2011
Date

CIVIL SERVICE COMMISSION

Subject: Request for Certificate of No Pending Administrative Case

Sir/Madam:

May I respectfully request your good office to issue Certificate of No Pending Administrative Case in my favor which shall be used for the purpose/s indicated below:

a. _______ promotion
b. _______ retirement
c. _______ others (pls. specify) ____________________________

Your immediate attention on this matter will be greatly appreciated.

To be filled up by CSC Personnel

Very truly yours,

________________________
Signature

Last Name        First Name        M.I.

________________________
House Address

________________________
Present Position

________________________
Name of Agency/Address

Received by: ____________________________
# Request for Personnel Records

**Republic of the Philippines**  
**Integrated Records Management Office**  
**Civil Service Commission**  
**Request for Personnel Records**

**NAME OF REQUESTING PARTY (Please print)**

**Employee/Retiree:**

- **Surname:**
- **First Name:**
- **Middle Name:**
- **Maiden Name for married women:**
- **Date of Birth:**
- **Place of Birth:**
- **Mailing Address:**
- **Purpose of Request:**
- **Accomplished By:**

**Employee / Retiree**  
**Signature over Printed Name**

**Authorized Representative**  
**Signature over Printed Name**

(Note: Must be duly authorized in writing. Please attach authorization letter.)

**Personnel Data (Please print. Please use back portion, if necessary)**

<table>
<thead>
<tr>
<th>Position</th>
<th>Status</th>
<th>Effectivity / Date of Appointment</th>
<th>Office / Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Release of Requests**

- **Issued/Released By:**
  - **(Printed Name & Signature):**
- **Receiving Officer:**
  - **RCARD Personnel**
  - **1st Verifier:**
  - **2nd Verifier:**
  - **Date/Time:**
  - **Date/Time:**
- **Received By:**
  - **Date:**
  - **Referrer To:**
  - **Signature of Requesting Party**
- **Approved By:**
  - **Issued/Released By:**
  - **RCARD Personnel**

- **Action Taken:**
  - **Available Records**
  - **Photocopy**
  - **No Available Records**
  - **Printout copy**

**Fee:**

- **C.R. No./Date:**

90
Eligibility/Exam Records Request Form (ERRF)
(Revised 1/6/19)

Republic of the Philippines
CIVIL SERVICE COMMISSION

REQUEST FOR ELIGIBILITY/EXAMINATION RECORDS

OFFICE NAME

Certification of Eligibility
(no/lost original certificate; attach Declaration)

Authentication of Eligibility
(attach original certificate)

Others, pls. specify

PERSONAL INFORMATION (Please print.)

Name Used at the Time

Last Name
First Name
Middle Name

Gender:

Civil Status:

Presently employed? □ Yes □ No
If yes, please specify:

Company:

Address:

Current Name:

Address Used at the Time of Issuance/Exam:

Current Address:

Date of Birth:

Place of Birth:

Purpose(s) of Request:

Employment
Promotion
Replacement of Lost Certificate
Replacement of Old/Torn/Worn-out Certificate

Did Not Receive Original Certificate

Others

ELIGIBILITY/EXAMINATION DATA (Please print.)

Title of Eligibility/Exam:

Rating Obtained:

Date of Effectivity:

Registration/Certificate/Card/Resolution No.:

Registration/Certificate/Card/Resolution Date:

Requested By:

Authorized Representative
(Printed Name & Signature)

Signature of the Eligible/Examinee

Signature at the Time of Issuance/Exam

(Right Thumb Print of Eligible) Contact No

ACTION TAKEN

□ CHECKED DATA AGAINST THE MIL

Book No Page No Seq./Line No

School Code/Batch No Examinee/Reg. No Date Issued/Released

□ NO AVAILABLE RECORD

REMARKS

Name/Signature/Initials:

1st Verifier:

2nd Verifier:

Date:

Date:

RELEASE OF REQUESTS

Released by

Date:

Action Officer

Signature of Eligible/Representative

Date:

Received by

Date:

(Time:

(Please see Guide and Checklist of Requirements at the back page.)
DECLARATION

That I, ________________________________________, Filipino citizen, of legal age, (First, Middle, and Last Name) ________________________________________, and a resident of ________________________________________, hereby state: (Civil Status) ________________________________________, (Address) ________________________________________.  

That, I am a ________________________________________ eligible. My eligibility was issued/granted by the Civil Service Commission ________________________________________ on ________________________________________. (Type of Eligibility/Examination) (Central/Regional Office or Place of Issuance/Exam) (Date of Issuance/Exam) 

(Please read Categories A-C and check/choose 1 ONLY.)

A. That, I lost my Report of Rating (ROR) or Certificate of Eligibility (COE) on ________________________________________, because of:

   theft     flood/typhoon     other reasons
   fire      transfer of residence
   termites  misplacement/negligence
   ________________________________________
   ________________________________________
   ________________________________________
   ________________________________________

That, despite diligent search and efforts to locate the said ROR/COE, I could not find the same such that I believe it is lost and beyond recovery.

B. That, I am not in possession of my Report of Rating (ROR) or Certificate of Eligibility (COE), because:

   ______ I did not receive/claim/pick up my ROR or COE
   ______ I submitted my ROR or COE to the agency/employer

C. That, I want to replace my Report of Rating or Certificate of Eligibility, because:

   ______ it is old/torn/worn-out
   ______ my request for correction of my personal information has been duly granted by the CSC

That, I am executing this Declaration to attest to the truth of the foregoing, and, in support of my request for certification of my eligibility. Under oath, I declare under penalty of perjury that this has been accomplished by me, and is true, correct and complete statement pursuant to the provisions of pertinent laws, rules and regulations of the Republic of the Philippines.

__________________________________________  ________________  __________________________
(Signature of Eligible/Examinee)  (Date)  (Right Thumb Print)

Identification Cards presented:  Issued by:  Issued at:  Date of Issuance:

1
2

NOTE: ALL DETAILS FROM NAME TO IDENTIFICATION CARDS PRESENTED SHOULD BE ACCOMPLISHED BY THE ELIGIBLE/EXAMINEE

* e.g.  Career Service Professional/Subprofessional  PO 9/7
        Police Officer/Policeman I  Barangay Official
        Professional Board Examinations for Teachers  Stenographer
        Fire Officer/Penology Officer  Agricultural Officer
        Others  RA 1053 (Professional/Subprofessional/Teacher)
        ME 11 (Data Encoder/Printer/Compositor, etc.)
        Rm. 435 (Security Guard, Messenger, etc.)

Revised 01/15/2011