CIVIL SERVICE COMMISSION FIELD OFFICE (CSC FO)

1. Posting of Vacancies

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

Office or Division:	Public Assistance and Liaison Division, CSC RO			
	CSC Field Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Governme	ent		
Who may avail:	All Government Agencies (NGAs	, LGUs, GO	OCCs, WDs, SU	Cs, LCUs)
CHECKLIS	T OF REQUIREMENTS		WHERE TO SI	ECURE
List of Vacant Position authorized to be filled and their corresponding qualification standards and plantilla item numbers (CS Form 9 Revised 2018) in electronic and printed copies		 CS Form 9 Revised 2018 - CSC RO/FO List Vacant Positions of the agency availing the service 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit CS Form in electronic and printed copies to	1.1 Accept and post the printed copy in its bulletin board		1 working day	CSC FO Focal person
CSC FO	1.2 Forward electronic copy to the CSC RO	None	Request to be received from Monday- Thursday (Friday – publication by the CSC RO)	CSC FO Focal person
	TOTAL:	None	1 working day upon receipt of complete documents	

2. Attestation/Action on Appointments

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

Office or Division:	CSC FO	
Classification:	Highly Technical	
	150 appointments and below =20 working days	
	Above 150 = 40 days working days	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All Government Agencies (NGAs, LGUs, GOCCs, WDs, SUCs, LCUs)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Common Requirements for Regulated Agencies	WILKE TO SECONE
Electronic file (e-file) stored in compact disc (CD)/flash drive or sent thru email plus 2 printed copies (CSC copy and agency copy) of Appointment Transmittal and Action Form (CS Form No. 1, Revised 2017	HRM Office of the agency availing the service
2) Three (3) original copies of Appointment Form (CS Form No. 33-A, Revised 2017	HRM Office of the agency availing the service
 Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017 except for reappointment (renewal) to temporary, contractual, substitute and provisional appointments 	HRM Office of the agency availing the service or download from CSC website
4) Original copy of the authenticated certificate of eligibility/rating/license for original appointment, promotion, transfer, reappointment (change of status to permanent) or reemployment	 First and Second Level Career Service Eligibility – Civil Service Commission Special Eligibility under Special Laws – Civil Service Commission Third Level Career Service Eligibility – Career Executive Service Board RA 1080/Practice of Profession – Professional Regulation Commission Practice of Law – Supreme Court Driver's License – LTO
5) Position Description Form (DBM-CSC Form No. 1, Revised 2017	HRM Office of the agency availing the service
6) Oath of Office (CS Form No. 32 Revised 2017)	HRM Office of the agency availing the service
7) Certification of Assumption to Duty (CS Form No. 4, s. of 2017	HRM Office of the agency availing the service
Common Requirements for Accredited/Deregulated Agencies: 1) e-file sent thru email plus 2 printed copies of Report on Appointments issued (RAI) (CS Form No. 2, Revised 2018). The RAI shall also serve as the Appointment Transmittal and Action Form.	HRM Office of the agency availing the service
 Original CSC copy of appointment/s issued (CS Form No. 33-B, Revised 2018) 	HRM Office of the agency availing the service
Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017 except for reappointment (renewal) to temporary, contractual, substitute and provisional appointments	HRM Office of the agency availing the service or download from CSC website
Original copy of the authenticated certificate of eligibility/rating/license for original appointment,	First and Second Level Career Service Eligibility – Civil Service Commission

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
promotion, transfer, reappointment (change of status to	Special Eligibility under Special Laws –
permanent) or reemployment	Civil Service Commission
	Third Level Career Service Eligibility –
	Career Executive Service Board
	RA 1080/Practice of Profession –
	Professional Regulation Commission
	Practice of Law – Supreme Court Driver's Linear LTO
E) Decition Description Form (DDM CCC Form No. 1	Driver's License – LTO LIDNA OFF THE NAME OF TH
5) Position Description Form (DBM-CSC Form No. 1, Revised 2017	HRM Office of the agency availing the service
6) Oath of Office (CS Form No. 32 Revised 2017)	HRM Office of the agency availing the service
7) Certification of Assumption to Duty (CS Form No. 4, s.	HRM Office of the agency availing the
of 2017	service
Common Requirements for Regulated Casual	
Appointments	
1) e-file sent thru email plus 2 printed copies of	HRM Office of the agency availing the
Appointment Transmittal and Action Form (CS Form No. 1, Revised 2017)	service
2) Three (3) original copies of Plantilla of Casual	
Appointment	
a) CS Form No. 34-A for for NGAs, GOCCs, with	
original charters and SUCs	
b) CS Form No. 34-C for LGUs	
c) CS Form No. 34-E for reappointment (renewal) of	
casual appointees in NGAs, GOCCs with original	
charters and SUCs	
d) CS Form No. 34-F for reappointment (renewal)	
casual appointees in LGUs	
e) PDS (CS Form No. 212, Revised 2017)-only for original appointment, reemployment and	
reappointment (except renewal)	
Original copy of the authenticated certificate of	First and Second Level Career Service
eligibility/rating/license for original appointment or	Eligibility – Civil Service Commission
reappointment to positions requiring licenses or	Special Eligibility under Special Laws –
involving practice of profession	Civil Service Commission
	Third Level Career Service Eligibility –
	Career Executive Service Board
	RA 1080/Practice of Profession –
	Professional Regulation Commission
	Practice of Law – Supreme Court
	Driver's License – LTO
Common Requirements for Accredited/Deregulated	
Casual Appointments 1) e-file sent thru email plus 2 printed copies of Report on	• HPM Office of the agency syciling the
Appointments issued (RAI) (CS Form No. 2, Revised	HRM Office of the agency availing the service
2017). The RAI shall also serve as the Appointment	301 VIOC
Transmittal and Action Form.	
Original CSC copy of appointment/s issued	HRM Office of the agency availing the
	service
a) CS Form No. 34-B for NGAs, GOCCs with original	
charters and SUCs	
b) CS Form No. 34-D for LGUs	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
c) CS Form No. 34-E for reappointment (renewal) of	
casual appointees in NGAs, GOCCs with original charters and SUCs	
d) CS Form No. 34-F for reappointment (renewal)	
casual appointees in LGUs	
3) Personal Data Sheet (PDS) (CS Form No. 212,	PDS form can be downloaded from CSC
Revised 2017 only for original appointment,	website
reemployment and reappointment (except renewal)	F:
4) Original copy of the authenticated certificate of eligibility/rating/license for original appointment or	 First and Second Level Career Service Eligibility – Civil Service Commission
reappointment to positions requiring licenses or	Special Eligibility under Special Laws –
involving practice of profession.	Civil Service Commission
	Third Level Career Service Eligibility –
	Career Executive Service Board
	RA 1080/Practice of Profession – Profession – Respective of Profession – Respective of Profession –
	Professional Regulation CommissionPractice of Law – Supreme Court
	Practice of Law – Supreme Court Driver's License – LTO
Special Cases Where Additional Documents are Required	- Bittor o Liconoc Ero
a) Erasures or Alterations on Appointments – Certificate	Appointing Officer/Authority or any
of Erasures/Alterations on Appointment Form	authorized official of the agency availing the
specifying and authenticating all erasures or alterations	service
signed by the appointing officer/authority or any authorized official	
b) Appointee With Decided Administrative/Criminal Case	
i. The appointee had been previously found guilty in	Office/Court/Tribunal who issued the
an administrative/criminal case – Certified true copy	decision on the case of the concerned
of the decision issued by the office/court/tribunal	appointee
ii. The appointment by promotion of an employee who	Appointing/Authority who issued the
had been found guilty in an administrative – Certification issued by the appointing	Certification on the case of the concerned appointee
officer/authority as to when the decision rendered	арроппес
became final and when the penalty imposed has	
been served	
c) Discrepancy in Name, Date/Place of Birth as	CSLO/IRMO, CSC Central Office or
appearing in the Report of Rating or Certificate of Eligibility, appointment, service card and the entries in	CSC Regional Office (CSC RO) who issued the Resolution correcting the personal
the Personal Data Sheet – Resolution or Order issued	information of the concerned appointee
by the Commission/CSC Regional Office (CSC RO)	and the second s
concerned correcting the discrepancy	
d) Change of Civil Status on account of:	DO A
 i. Marriage – Original Marriage Contract/Certificate duly authenticated by the Philippine Statistics 	PSA
Authority or the Local Civil Registrar (LCR) of the	
municipality or city where the marriage was	
registered or recorded.	
ii. Annulment or Declaration of Nullity of the same –	PSA
Authenticated copy of the Court Order and	
Marriage Certificate/Contract with annotation e) Appointments issued by State Universities and	DBM
Colleges (SUCs) under the National Budget Circular	
(NBC) No. 461 – Copy of the DBM-approved Notice of	
Organization, Staffing and Compensation Action	
(NOSCA) on the reclassification of position based on	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NBC No. 461 and SUC Board Resolution approving	
the appointment	
f) Appointments issued by State Universities and Colleges (SUCs) under NBC 461 – Certification issued by the CHED that there is no Master's degree program in the discipling being effected in the Philippines.	CHED
in the discipline being offered in the Philippines g) Appointments Requiring Board Resolution such as	Board of concerned agency
Head of Agency appointed by the Board, SUC President, Local Water District (LWD) General Manager – Copy of said Resolution shall be submitted together with the appointment	ŭ ,
h) Ban on Issuance of Appointment During Election Period – Resolution issued by the Commission on Elections (COMELEC) or Regional Election Director, granting exemption from the prohibition	COMELEC
 i) LGU Appointment All LGU Appointments Certification issued by the appointing officer/authority that such appointment is issued in accordance with the limitations provided for under Section 325, RA No. 7160 	Appointing Officer/Authority of agency availing the service
 Certification issued by the Provincial/City/Municipal Accountant that funds are available 	LGU Accountant. In case Local Accountant position is vacant, the Local Assistant Accountant. In the absence of such position, designated Local Budget Officer
 Appointment to head of department or office, such as Department Head, Administrator, Legal Officer, and Information Officer positions requiring concurrence by the Sanggunian – Sanggunian Resolution embodying the concurrence of the majority of all the members of the Sanggunian as provided for under Section 443 (d), Section 454 (d), and Section 453 (d) of RA No. 7160 	Sanggunian of the LGU availing of the service
 Appointment to head of department or office, such as Department Head, Administrator, Legal officer, and Information Officer positions not acted upon by the Sanggunian within fifteen (15) days from the date of its submission – Certification issued by the Sanggunian Secretary or HRMO confirming the non-actions by the Sanggunian 	Sanggunian Secretary of the LGU availing of the service
 Creation and reclassification of positions and appropriations of funds – Sangguniang Panlalawigan/Panglungsod Bayan Ordinance 	Sanggunian of the LGU availing of the service
 j) Appointment Involving Demotion which is Non-Disciplinary in Nature o Certification issued by the agency head that the demotion is not the result of an administrative case; and 	Head of the agency availing of the service
 Written consent by the employee that he/she interposes no objection to his/her demotion 	Employee of the agency availing of the service
k) Temporary Appointment – Certification issued by the appointing officer/authority vouching the absence of an applicant who meets all the qualification requirements of the position (CS Form No. 5, Revised 2018)	Appointing Officer/Authority of the agency availing of the service

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Reclassification – NOSCA approved by the DBM/Memorandum Order issued by Governance	DBM
Commission for GOCCs (GCG)	

		FEES		
CLIENT STEPS	AGENCY ACTIONS	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Regulated Agencies 1. Submit appointments (CSC, agency and appointee's copy) with supporting documents in the prescribed Appointment Transmittal and Action Form (CS Form No. 1, Revised 2018) indicating the names of the appointees, their position, status and nature of appointment and the corresponding date of issuance	 1.1 Accept and preliminarily assess the completeness of appointments and supporting documents, if: Deficient - Inform requesting party of any deficiency and enumerate the missing requirements Complete - Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/employee, date and time of receipt 1.2 Evaluate and process appointments 1.3 Act on appointment If appointment is Disapproved, prepare letter informing the agency of the reason/s for disapproval 	None	150 appointments and below =20 working days* Above 150 = 40 days working days	CSC FO Receiving staff CSC FO Action Officer CSC RO Directors -SG 28 & above CSC FO Directors - SG 26 & below CSC FO Staff with SG 19 & above
2. Receive attested appointment and letter (if disapproved)	2.1 Release the agency copy of the appointment, and letter of disapproval to the authorized representative, as the case may be			CSC FO Releasing staff
	TOTAL:	None		
For Accredited/ Deregulated Agencies				
1. Submit RAI (CS Form No. 2, Revised 2018), original copy of appointments (CSC copy) with supporting documents	 1.1 Accept and preliminarily assess the completeness of appointments and supporting documents, if: Deficient - Inform requesting party of any deficiency and enumerate the missing requirements Complete - Issue acknowledgement receipt containing unique ID No., name and designation of responsible 	None		CSC FO Receiving staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	officer/ employee, date and time of receipt 1.2 Evaluate and process		150	CSC FO Action
	appointments 1.3 Act on appointment If appointment is Invalidated, prepare letter informing the agency of the reason/s for invalidation		appointments and below =20 working days* Above 150 = 40 days working days	Officer CSC RO Directors -SG 28 & above CSC FO Directors - SG 26 & below CSC FO Staff with SG 19 & above
Receive post- audited RAI and letter (if disapproved)	2.1 Release the agency copy of the appointment and letter of invalidation to the authorized representative			CSC FO Releasing staff
	TOTAL:	None		

^{*}Processing time is reckoned upon receipt of complete documents

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

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

Office or Division:	CSC Field Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	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.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished application form (CS Form	1. Examination Services Division (ESD) or
No. 100 Revised September 2016). The	www.csc.gov.ph > Downloads > Forms
spaces for "Signature of Applicant" and "Right	<u> </u>
Thumbmark" on the form should be left blank.	
These shall be accomplished in the presence of the CSC processor.	
of the COC processor.	
2. Four (4) copies of identical pictures with	2. Photo-printing services / photo studio
specification as follows:	
a Dhilippina pagapart size (4 Ferry 2 Ferry 2	
a. Philippine passport size (4.5cm x 3.5cm or 1.78 inches by 1.4 inches)	
1.70 moneo by 1.7 moneo	
b. Original photo copy of any valid ID	
containing Applicant's clear picture, date of	
birth signature and signature of Authorized	
Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:	
230 110 110. 2, 3. 2010 40 10110110.	
 Driver's License/Temporary Driver's 	LTO
License (LTO O.R. must be presented	
together with old Driver's License; O.R.	
alone is not allowed)/Student Driver's	
Permit;	DFA
Passport;PRC License;	PRC
o SSS I.D.;	SSS
o GSIS I.D. (UMID);	GSIS
Voter's I.D./Voter's Certification;	COMELEC
○ BIR/Taxpayer's I.D. (ATM type/TIN card	BIR
type with picture);	
 PhilHealth I.D. (must have the bearer's 	PhilHEALTH
name, clear picture, signature and	
PhilHealth number);	ِ -
o Company/Office I.D.;	Requesting party's Company/Office
o School I.D.;	Requesting party's school
	PNP

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
0	Police Clearance/Police Clearance	
	Certificate (with picture);	PhilPost
0	Postal I.D.;	Barangay where the requesting party resides
0	Barangay I.D.;	NBI
0	NBI Clearance;	MARINA
0	Seaman's Book;	HDMF
0	HDMF Transaction Card;	Social Welfare and Development Office of the
0	PWD I.D.;	Municipal/City where the requesting party resides
0	Solo Parent I.D.;	Office of Senior Citizen's Affairs of the Municipal/City
0	Senior Citizen's I.D.; or	where the requesting party resides
		Bureau of Immigration
0	Alien Certificate of Registration Identity	
	Card (ACR I-CARD)	CSC RO where the requesting party took the exam
0	CSC Eligibility Card	

CSC Eligibility Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure application form or download the same from the CSC website (www.csc.gov.ph)				Action Officer
2. Submit accomplished application form without affixing signature and thumbprint	1.1 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) completeness and			Action Officer
	validity of supporting documents/ requirements 1.2 Require applicant to affix signature and properly affix thumbmark			
3. Affix signature and thumbprint on the form in the presence of Action Officer.	2. Verify examination records of applicant through E-Retaker*/ DIBAR** System.			Action Officer
	If applicant is qualified to take examination, return application form and advise client to pay the examination fee to the cashier.			

	CHECKLIST OF	REQUIREMENTS	WI	HERE TO SECUR	E
		If applicant is not qualified, inform applicant of the reason for the disqualification, and return the application form.			
4.	Pay the examination fee.	3. Process payment and issue Official Receipt (OR).	PhP 500.00		Cashier/ Deputized Cashier
5.	Present OR and processed application form to Action Officer.	Give examination receipt slip Examinee Guide			Action Officer
		TOTAL:	PhP 500.00	1 working day upon receipt of complete documents	

^{*}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 Entering the Government Service and taking Career Service Examinations.

4. Grant of Eligibility Under Special Laws and CSC Issuances

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

Office or Division:	CSC Field Office	
Classification:	Simple; Highly Technical (For request from Tawi-Tawi and other island-based	
	and far-flung areas)	
Type of Transaction:	G2C – Government to Government	
Who may avail:	Citizen of the Republic of the Philippines;	
	At least 18 years of age at the time of application;	
	Has not been found guilty of crime involving moral turpitude or of infamous, disgraceful or immoral conduct, dishonesty, drunkenness or addiction to drugs;	
	Has not been previously found guilty of offenses relative to, or in connection with the conduct of a civil service examination; and Has not been dismissed from the convice for source.	
	Has not been dismissed from the service for cause.	

CHECKLIST O	F REQUIREMENTS	WHERE TO SECURE
		REQUIREMENTS
applied for: (shall app granted under special		Application Form is available FREE OF CHARGE at any CSC office, or may be downloaded from the CSC website www.csc.gov.ph
CS Form 101-B (Revised, December 2011)	(EDPSE) Veteran Preference Rating Eligibility (VPRE)	
CS Form 101-C (Revised, December 2011)	Scientific and Technological Specialist Eligibility (STSE)	
CS Form 101-D (Revised, September 2013)	Honor Graduate Eligibility (HGE)	
CS Form 101-E (Revised, February 2017)	Barangay Official Eligibility (BOE)	
CS Form 101-H (Revised, December 2011)	Barangay Health Worker Eligibility (BHWE)	
CS Form 101-G (Revised, September 2013) Category II (CSC MC 11, s. 1996,	Skills Eligibility – Category II	
as Amended)		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CS Form 101-K Foreign School	
(December 2013) Honor Graduat	
Eligibility (FSHGE)	
CS Form 101-I Barangay Nutritio	n
(December 2011) Scholar Eligibilit	y
(BNSE)	
CS Form No. 101 Sanggunian Membe	er
– J (Revised, Dec. Eligibility (SME)	
2013)	
Four (4) copies of identical pictures specification as follows:	s with
 a. Philippine passport size (4.5cm x 3 or 1.78 inches by 1.4 inches) b. Original photo copy of any val containing Applicant's clear pidate of birth signature and signature 	id ID cture, ure of
Authorized Head of the issuing ag as prescribed in CSC MC No. 2, s. as follows:	
o Driver's License/Temporary Dr	iver's LTO
License (LTO O.R. must be pres	
together with old Driver's License;	
alone is not allowed)/Student Dr	iver's
Permit;	DFA
Passport;	PRC
o PRC License;	SSS
 SSS I.D.; 	GSIS
GSIS I.D. (UMID);Voter's I.D.Noter's Certification;	COMELEC
	(ATM BIR
type/TIN card type with picture);	
 PhilHealth I.D. (must have the be 	arer's PhilHEALTH
name, clear picture, signature	
PhilHealth number);	Requesting party's Company/Office
 Company/Office I.D.; 	Requesting party's school
o School I.D.,	DND
 Police Clearance/Police Clearance Certificate 	e ····
Certificate;Postal I.D.;	PhilPost
o Barangay I.D.;	Barangay where the requesting party resides
NBI Clearance;	NBI
Seaman's Book;	MARINA
 HDMF Transaction I.D., 	HDMF
o PWD I.D.,	Social Welfare and Development Office of the
Solo Parent I.D.;Senior Citizen's I.D.,	Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City
	where the requesting party resides
 Alien Certificate of Registration Id 	entity Bureau of Immigration
Card (ACR I-CARD); and	
 CSC Eligibility Card (note: Implement only beginning with the May 2015 CSEPPT). 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the Philippine Statistics Authority (PSA); N.B.: In case where the PSA Birth Certificate is not legible, or the PSA has duly issued a negative certification of birth (PSA CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her PSA birth certificate authenticated/issued by the Local Civil Registrar (LCR).	
4. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA; N.B.: In case where the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the LCR.	
5. Certification of No Pending Case/Non- Conviction of Any Offense (CSC SPEL Form 1, April 2012); and	CSC RO - Legal Services Division/ CSC Central Office – Office for Legal Affairs
6. If the application is filed through a representative: a. Authorization letter or SPA executed by the applicant; and b. Original and photocopy of at least one (1) valid I.D. card of the representative, as listed under Item No. 3 above.	
	(Shall apply depending on the type of eligibility)
1. ELECTRONIC DATA PROCESSING SPECIALIST (EDPS) ELIGIBILITY	
Who can apply?	
✓ Passers of the proficiency test, or training course conducted by the Information and Communications Technology Office [ICTO] (formerly National Computer Center) on the following: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net	
Specific Requirements:	
For Training Course:	
 Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and photocopy of the Certificate of Completion issued by the DICT; and	
Completion issued by the Dio1, and	
Original and photocopy of the Grade Slip issued by DICT.	DICT
For Proficiency Test:	
 Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net 	DICT
Original and photocopy of the Notification Slip issued by DICT.	DICT
VETERAN PREFERENCE RATING (VPR) ELIGIBILITY	
Who are qualified?	
Any of the following individuals, in the alternative, is qualified to avail of the VPRE:	
✓ The veteran himself/herself; or	
✓ The veteran's spouse; or	
✓ Any one of the veteran's children.	
Specific Requirements:	
Original and photocopy of Birth Certificate (PSA or LCR authenticated) of the Veteran;	PSA
2. Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Veteran;	PSA
3. Affidavit of Waiver to be executed by the veteran only if still alive; or Joint Affidavit of Waiver by the veteran's surviving spouse and other children, if the veteran is deceased and one of his/her children is availing of the grant;	'
4. Original and photocopy of Death Certificate (PSA or LCR authenticated) of the veteran, if deceased; N.B. The requirement for Death Certificate also includes that of the veteran's spouse and/or any child, if deceased.)	
5. Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Applicant (if the applicant is either the spouse, or a female married child of the veteran)	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. Original and photocopy of the Report of Rating in the CS examination where the VPR shall be applied; and	CSC-IRMO/CSC Regional Office concerned
7. Verification Slip of the applicant's examination result/rating issued by CSC-IRMO/CSC Regional Office concerned	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 	CSC-IRMO/CSC Regional Office or Court concerned
 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 	Requesting Party
Other documents as may be deemed necessary upon evaluation of the VPR application.	
SCIENTIFIC AND TECHNOLOGICAL SPECIALIST (STS) ELIGIBILITY	
Application for the grant of Scientific and Technological Specialist Eligibility is filed, evaluated and processed at the Department of Science and Technology (DOST).	
The Certificate of Eligibility for STSE is claimed at the CSC Regional Office concerned.	
Who can apply?	
✓ An applicant must have at least a Bachelor's degree in areas enumerated in Section 1 of the IRR (Revised 2009):	
A. Natural Sciences Astronomy Astrophysics Biological Sciences Biology (S & T) Microbiology Botany Molecular Biology and Biotechnology Ecology Physical Anthropology Marine Biology	
Zoology Geological Sciences	

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

v

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	baccalaureate/master/doctorate degree;	
	Subjects being taught must be intermediate or advance in nature as determined by the PD & Committee;	
	iii. In case of research, experience must meet and satisfy the definitions as provided under Section 2 hereof;	
	His/her duties/responsibilities/ participation must be technical in nature as determined by the PD 997 Committee;	
	or	
	 Has earned a master's degree with thesis/special project or doctorate degree in any of the fields of study enumerated under Section 1 hereof from a school recognized by the Commission on Higher Education at the time of filing of application. 	
	or	
	 Has a commercialized patented invention as the major inventor and as certified by intellectual Property Office of the Philippines. 	
A.	Upon Filing of application	
suk Cit	ecific documentary requirements to be omitted at the DOST Central Office, Taguig (through the PD 997 Secretariat), or at the ST Regional Office:	
1.	Duly accomplished CS Form 101-C, Dec. 2011	CSC Website or CSC Regional Office/Field Office
	Three (3) pieces of identical I.D. pictures (Refer to Item No. 2 of the General Documentary Requirements for specifications)	Requesting Party
3.	Assessment fee of P200.00 payable to DOST; and	
4.	Five (5) copies each of the following documents:	
	a. Duly certified statement of duties and responsibilities	Company/School concerned
-		

OUTOW IOT OF BEOURENTO	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Original and photocopy of Transcript of Records (TOR) and diploma	School concerned
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. 	
5. 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.	
B. Upon Claiming of Certificate of Eligibility at the Civil Service Commission	
Specific documentary requirements to be submitted 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)	
 Original and photocopy of Birth Certificate of the applicant authenticated/issued by the PSA [Note: In case the PSA Birth Certificate is not legible, or the PSA has duly issued a Negative Certification of Birth (NSO CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her Birth Certificate authenticated/issued by the Local Civil Registrar.] 	
3. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA (Note: In case the PSA authenticated Marriage Certificate is not legible, the applicant shall, in	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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).	CSC RO/CSC Central Office – Office for Legal Affairs
HONOR GRADUATE ELIGIBILITY (HGE)	
Who are qualified?	
✓ Those who graduated summa cum laude, magna cum laude or cum laude, in their baccalaureate degree, regardless of the number of years of completion;	
✓ Those who graduated from school year 1972-1973, and thereafter; and	
✓ Those who graduated in:	
 Private Higher Education Institution in the Philippines with baccalaureate/bachelor's degree recognized by the CHED; or 	
 State/Local College or University with baccalaureate/bachelor's degree included in its charter, or baccalaureate/ bachelor's degree duly approved by its Board of Trustees/Board of Regents. 	
Original and photocopy of Transcript of Record (TOR) of the applicant;	School concerned
2. Certification from the university/college that the applicant graduated summa cum laude, magna cum laude, or cum laude. (This certification is separate from and on top of the Transcript of Record); and	School concerned
3. List of Honor Graduates certified and submitted by the School Registrar to the CSC (agency to agency concern).	School concerned
BARANGAY OFFICIAL ELIGIBILITY (BOE)	
Who are qualified?	
The BOE shall be granted effective August 1, 2012 to the following Barangay Officials based strictly on completion of term of office:	
✓ Elective Barangay Officials:	
Punong Barangay/Barangay Captain, regular Sangguniang Barangay Members,	

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	and Sangguniang Kabataan Chairmen; and	
	✓ Appointive Barangay Officials:	
	Barangay Treasurers, and Barangay Secretaries who were appointed by the duly elected Punong Barangay.	
1.	Certification from authorized DILG official at the municipal, city, provincial or regional level of the services rendered by the barangay official, using the prescribed CSC-ERPO Form 1a (February 2017), for elective barangay officials, or CSC-ERPO Form 1b (April 2012) for appointive barangay officials.	DILG
2.	Certification from the Barangay Chairman on the services rendered by the barangay official	Barangay concerned
3.	Duly signed oath-taking certificate or other proofs of having been duly elected or appointed such as election returns and appointment paper;	Barangay concerned
4.	Notarized Affidavit stating that the barangay official was not employed in the government during his/her term of office, or service requirement, and that he/she did not receive any form of salary/compensation, except honorarium for holding a position in an exofficio capacity, during his/her term of office or service requirement	Requesting Party
Af go Of wh ter ha de pa	or purposes of the requirement for Notarized fidavit, the phrase "was not employed in the vernment" shall mean that the Barangay ficial has not been issued any appointment, nether permanent, temporary, substitute, cominous, contractual, or casual, and that he/she is not received any salary/compensation rived from any government agency plantilla yroll, during his/her term of office, or service quirement;	
5.	For appointive barangay officials (Barangay Secretary & Barangay Treasurer), notarized Affidavit stating that the appointive barangay official is not related up to the 4th degree of consanguinity, or of affinity, to the appointing Punong Barangay;	DILG
6.	Original/Authenticated and dry-sealed Master List of Elected/Appointed Barangay Officials issued by the DILG (agency to agency concern; to be submitted by DILG to CSCRO); and	DILG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Other documents as may be deemed necessary by the CSC Regional Office in verifying authenticity of information supplied by the barangay official	
BARANGAY HEALTH WORKER (BHW) ELIGIBILITY	
Who are qualified?	
✓ Local Health Board-accredited barangay health worker who has completed at least two (2) years of college education leading to a college degree and has voluntarily rendered at least five (5) years of continuous active and satisfactory service as an accredited BHW to the community. Services rendered prior to February 20, 1995, or the date of approval of RA No. 7883 shall not be counted for purposes of the grant.	
For purposes of the grant of BHW Eligibility, services rendered to the community should meet ALL of the following requisites:	
 The services must be voluntary, meaning, the BHW has not been employed and has not received any form of salary, or compensation, except honorarium, in the entirety of the five-year period for service requirement; 	
ii. The services rendered must be continuous for a minimum period of five (5) years, meaning, the BHW should have served actively and satisfactorily on a full time basis; and	
iii. The services rendered shall be under accredited status of the BHW, meaning, the applicant-BHW should already had been accredited by the Local Health Board before rendering the five-year service requirement.	
iv. BHW who had been hired by agency under Job Order status and/or Contract of Service, may still avail of/qualify for the grant of BHWE.	
School certificate or transcript of record [applicant must have completed at least two (2) years of college education leading to a college degree	School Concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Accreditation issued and signed by the chairman or authorized official of the Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board (the Certificate of Accreditation must have been issued on or before the start of the five-year voluntary service)	
Certification of at least five (5) years of continuous and satisfactory service as an accredited BHW issued by the Local Health Board	Local Health Board concerned
4. Notarized Affidavit stating that the BHW was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement	Requesting Party
*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	
 5. Authenticated/Certified copy of Annual Accomplishment Reports 6. Original/Authenticated and dry-sealed Registry of Accredited BHW issued by the Department of Health (agency to agency concern; to be submitted by DOH to CSCRO) 	Barangay concerned Department of Health
SKILL ELIGIBILITY (Category II)	
Who are qualified? The various skills eligibilities under CSC MC No. 11, s. 1996, as amended, are granted to individuals who meet the requirements of positions, qualifications for which are not measurable by written tests, such as plant electrician, automotive mechanic, heavy equipment operator, laboratory technician, shrine curator, carpenter, draftsman, plumber, and others.	
Category II - refers to positions listed under CSC MC No. 11, s. 1996, as amended, including CSC MC No. 3, s. 2008, the required eligibility for which can be obtained by completing one year of very satisfactory actual work performance under temporary status of appointment.	

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.	Original and photocopy of Appointment Paper of the applicant, specifically indicating the status of appointment as "Temporary" (NOTE: No status of appointment other than "Temporary" shall be considered for the grant of eligibility under Category II)	Agency concerned
2.	Certification (using the prescribed CSC-ERPO Cat. II Form No. 1, Revised Oct. 2009) from the agency head/highest HRMO that the appointee obtained at least Very Satisfactory rating for the two rating periods during the one-year temporary appointment	Agency concerned
3.	Statement of Actual Duties and Responsibilities (using the prescribed CSC-ERPO Cat. II Form No. 2, Jan. 2011) of the applicant executed by the applicant's immediate supervisor	Agency/Office concerned
4.	Authenticated copy of the applicant's Performance Rating Form, duly confirmed by the agency's Performance Evaluation and Review Committee (PERC), for the two rating periods covered by the one-year temporary appointment.	Agency/Office concerned
	REIGN SCHOOL HONOR GRADUATE LIGIBILITY (FSHGE)	
1.	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;	School concerned
2.	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);	School concerned and Philippine Foreign Service Post
3.	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	CHED

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	printed on CHED official letterhead (agency to agency); and	
4.	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).	DFA
	ARANGAY NUTRITION SCHOLAR (BNS)	
w	ho are qualified?	
	✓ Barangay-based volunteer workers for rendering at least two (2) years of continuous and satisfactory nutrition services and other related activities, such as community health, backyard food production, environmental sanitation, culture, mental feeding, and family planning to the barangay.	
	✓ BNS who have been hired by agencies under Job Order status and/or Contract of Service may still avail of/qualify for the grant of BNSE.	
1.	Diploma or authentic evidence of completion of high school course	School concerned
2.	Certification of residency in the barangay for at least six (6) years, and can speak the dialect	Barangay concerned
3.	Certification of completion of the prescribed 10-day training course and 20-day practicum in the barangay where applicant is assigned	Barangay concerned
4.	Certification that the applicant has obtained a passing mark in the accomplishment of targets set in the action plan	Barangay concerned
5.	Copies of monthly accomplishment report (NNC Form 5) for the last two years authenticated by the nutrition action officer	Nutrition Action Officer concerned
6.	Copies of BNS performance evaluation sheets for the last two years authenticated by the nutrition action officer for services rendered from Jan. 1, 1981	Nutrition Action Officer concerned
7.	Certification of at least two-year continuous and satisfactory service as BNS by the nutrition action officer and attested by the district city nutrition program coordinator	Nutrition action officer concerned and attested by the district city nutrition program coordinator

	CHECKLIST OF DECLIDEMENTS	WHERE TO SECURE		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
8.	Copies of Memorandum of Agreement or contract of service as BNS for the last two years which includes the provisions on the following key elements:	Barangay concerned		
	 Name of the parties entering into the agreement, or contract, including their addresses; 			
	 Duration/term/period of agreement, or contract, stating beginning and ending dates; 			
	- Statement/definition of duties and responsibilities of the parties involved;			
	- Date of execution;			
	- Signatures of the parties;			
	- Witnesses; and			
	- Notary			
9.	Notarized Affidavit stating that the BNS was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement	Requesting Party		
	*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			
10. Original/Authenticated and dry-sealed List of BNS issued by the National Nutrition Council (agency to agency concern; to be submitted by NNC to CSCRO)		National Nutrition Council		
SANGGUNIAN MEMBER ELIGIBILITY (SME)				
WI	no are qualified?			
	 ✓ For SME (First Level) Those who served as Sanggunian Member for an aggregate period of six (6) years; and 			

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	- Those who have completed at least seventy-two (72) units leading to a baccalaureate/bachelor's degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents	
	 ✓ For SME (Second Level) Those who served as Sanggunian Member for an aggregate period of nine (9) years; and Those who have completed a baccalaureate/bachelor's degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents 	
1.	For applicant who is a baccalaureate/bachelor's degree holder, original/authenticated and photocopy of Transcript of Records;	School concerned
2.	For Sanggunian Member First Level Eligibility applicant who is not a baccalaureate/bachelor's degree holder, certification on the number of units earned and the baccalaureate/bachelor's degree being/has pursued duly signed by authorized official/registrar of the university/college;	School concerned
3.	Original/Authenticated Master List of qualified Sanggunian Members issued by the DILG (agency to agency concern);	DILG
4.	For Sanggunian Members not included in the DILG Master List, Certification of services rendered by the Sanggunian Member duly signed by authorized DILG official at the regional level where he/she has served as Sanggunian Member (Use CSC SME Form 1, March 2013); and	DILG
5.	Other documents as may be deemed necessary by the CSC in verifying authenticity of information supplied by the applicant.	

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

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

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

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

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

Office or Division:	CSC Field Office				
Classification:	Simple				
Type of	G2C – Government to Citizens				
Transaction:	G2G – Government to Government				
	G2B – Government to Business				
Who may avail:	, , , , , ,	as it pertains to his/her personal records;			
	2) The Head of the Agency, the Human Resource Management Officer or				
	the Administrative Officer of the Agency to which the employee concerned				
	belongs;	tuetive leading exemplains exemplains and/on			
	l ,	strative bodies exercising quasi-judicial and/or by means of the compulsory process of <i>subpoena</i>			
	_	f investigation and/or determination or resolution of			
	pending cases; and	investigation and/or determination or resolution of			
		entities duly authorized by competent authorities			
	,				
	REQUIREMENTS	WHERE TO SECURE			
1) Accomplished	Personnel Records	o PRRF - CSC FO			
Request Form (P					
2) One (1) valid ider		∘ LTO			
	ense/Temporary Driver's LTO O.R. must be	o LIO			
,	ogether with old Driver's				
	O.R. alone is not				
,	udent's Driver's Permit				
 Passport 		∘ DFA			
o PRC Licens	se	o PRC			
o SSS I.D.		∘ SSS			
	0010 1 D (11MID)				
-	Voter's Certification	○ COMELEC			
	ver's I.D. (ATM type/TIN	∘ BIR			
,	ith I.D. picture)	D. W W.			
o PhilHealth I.D. (must have the		○ PhilHealth			
	name, clear picture,				
0	nd PhilHealth number)	○ Requesting party's company/office			
Company/CSchool I.D.	office i.b.	 Requesting party's company/οπιce Requesting party's school 			
_	arance/Police Clearance	o PNP			
=	with picture)	J			
o Postal I.D.	, ,	 Phil. Postal Corporation where the 			
		requesting party resides			
o Barangay I.D.		 Barangay where the requesting party 			
NDI OL	resides				
NBI Clearar Seamon's F					
Seaman's EHDMF Trans	LIDME				
		the Municipality/City where the requesting			
		party resides			
 Senior Citiz 	en's I.D.				

- Alien Certificate of Registration Identity Card (ACR I-CARD), and
- CSC Eligibility Card (note: implemented only beginning with the May 3, 2015 CSE-PPT)
- 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
- Office of the Senior Citizen Affairs at the Municipality/City where the requesting party resides
- Bureau of Immigration
- CSC RO where the requesting party took the exam
- Requesting party
- SPA requesting party
- o ID same as indicated above

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PRRF/ and 1 valid ID Card to CSC FO	1.1 Accept and review the accomplished form	Appointment - PhP 30; Service		CSC FO Focal person
	 1.1 Retrieve the requested records, issue Order of Payment and advise client to pay the corresponding fee if records are available. If records are not available, inform the client that requested records are not available. 	Card/Record - PhP 40.00		CSC FO Focal person
2. Pay the corresponding fee	 2. Collecting Officer process payment and issues Official Receipt (O.R.) While the client pays the corresponding fee, FO staff reproduce the requested records 			CSC FO Focal person
3. Present O.R.	3. Record the O.R. No.			CSC FO Focal person

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the document requested	4. Release certified copy of requested record to client. • If denial of application/request Send written explanation and grounds for such denial is based • If disapproved - Send a formal notice and cite any violation of the law			CSC FO Focal person
	TOTAL:	Appointment - PhP 30; Service Card/Record - PhP 40.00	1 working day upon receipt of complete documents	

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

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

Of	Office or Division: CSC Field Office					
Classification: Simple						
Ту	/pe of Transaction:	G2C – Government to Citizen				
	ho may avail:	General Public				
	CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
None						
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Get queuing number and wait for it to be called.	Assign client transaction number and attend to client's inquiry			CSC FO Action Officer	
2.	Inform the Action Officer regarding the query or request for assistance.	2. Provide reply to simple queries/ request for assistance	None			
3.	For concerns to be referred to other CSC office, fill out a request form.	3. Prepare a referral letter and forward the concern to the concerned office within the day. (The receiving office will provide concrete action within three working days. If request is denied/disapproved – the receiving office will send a written notice citing the ground for denial/	None		(CSC Office receiving the concern)	

	disapproval of the request.)			
Fill-out a Customer Feedback Sheet.				
	TOTAL:	None	1 working day	