CIVIL SERVICE COMMISION
CITIZEN'S CHARTER

2023 (4th Edition)

I. Mandate

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

II. Vision

By 2030, the CSC shall be the leader in empowering people and organizations in HR and OD, and in serving the public through streamlined and digitalized services.

III. Core Purpose

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

IV. Service Pledge

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

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

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

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

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

Empowering the public through 24/7 access to information on our policies, programs, activities, and services through our website (www.csc.gov.ph [for RO/FO website], please refer to Directory on page 223 to 239).

All these we pledge, because YOU deserve no less.

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CSC Central Office Services

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

Upon request, the CSLO issues certified true copies of CSC Decisions/Resolutions promulgated by the Commission within two (2) years prior to the current year, to concerned parties or their authorized representatives. Those promulgated more than three (3) years prior to the current year, are requested from the Library and Archives Management Division (LAMD), Integrated Records Management Office (IRMO).

Office or Division:	Commission Secretariat and Liaison Office (CSLO)/Library, Archives and Museum Division (LAMD), Integrated Records Management Office (IRMO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
Who may avail:	Any requesting party shall be allowed access to CSC Decisions/Resolutions for research and reference provided that personal information be redacted pursuant to Data Privacy Act of 2012 (RA 10173), except for request made by any of the following: 1. Concerned parties involved in the case (a. Persons/Agencies directly involved in the case; b. Persons/Agencies directly involved but have to be informed of the decision due to the effect of the decision on them or their work); 2. Authorized representative of the party concerned; 3. Authorized Liaison Officer of the agency to which the employee concerned belongs; and 4. Courts and administrative bodies exercising quasi-judicial or investigative functions through its compulsory process of subpoena duces tecum, in aid of investigation and/or determination or resolution of pending cases.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned parties involved 1. Accomplished CSC Request Form	**Request Form is available at:** **Downloadable through the CSC website** For CSC Decisions/Resolutions promulgated two years prior to the current year-secure Request Form at the CSLO. For CSC Decisions/Resolutions promulgated more than three years prior to the current year-secure Request Form at the IRMO Receiving Window.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2.) **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	Philippine Statistics Authority (PSA)
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
By authorized representative of the parties concerned, authorized Liaison Officer of agency	Same as indicated above
1. accomplished CSC Request Form;	
2. scanned copy of any valid original ID (front and dorsal side) of the concerned party;	Same as indicated above
3. authorization letter from the requesting party concerned;	Requesting party
4. scanned copy of any valid original ID (front and dorsal side) of the representative	Same as indicated above

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

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online filing of request) 1. Submit/send request and scanned copy of documentary requirements as indicated above to- cslo@csc.gov.ph *For Decisions/ Resolutions promulgated by the Commission within two (2) years prior to the current year* irmo@csc.gov.ph *For Decisions/ Resolutions promulgated by the Commission within three (3) years prior to the current year)*	1.1 Retrieve request and scanned copy of documentary requirements sent by the client 1.2 Preliminarily assess completeness of request form and supporting document/s • ***Deficient*** *- Inform requesting party of any deficiency by issuing a Compliance letter through email enumerating the missing requirements* • ***Complete*** *– Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt*			Action Officer
	1.3 Retrieve the requested documents and issue order of payment through email and advice			Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	client to pay corresponding fee; if the requested documents are not available, inform the clients.			
	1.4 Inform client (through email address provided) to echedule an appointment through the Online Registration, Scheduling and Appointment System (ORAS), and to bring his/her valid ID and printed copy of the email confirmation on the day of the appointment.			Action Officer
1. Pay the corresponding fee/s online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. ***	2.1 Process payment and issue Official Receipt (OR) 1.2 Record the OR No.; Photocopy/ reproduce and certify the requested documents. 1.2 Scan and redact personal information (if request is for research/ reference purposes)			Cashier Action Officer
3. Receive the CTC of CSC Decisions/ Resolutions	3. Release the CTC of CSC Decisions/ Resolutions to client			Action Officer
	TOTAL	P10.00 per page for CTC P3.00 per	Two (2) hours / transaction Three (3)	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		page for photocopy only not CTC	working days for those that require redaction of personal information *Above cited number of working days/hours maybe extended only once for the same number of days/hours pursuant to Rule VII, Sec. 3(b) of Joint Memorandum Circular (JMC) No. 2019-001 on the IRR of Republic Act (RA) 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

Concerned parties may request certified true copies/photocopies of case records in the custody of the Office for Legal Affairs (OLA) to be used for specific purposes. These refer to records of administrative cases decided or currently pending for decision/resolution before the Commission.

Office or Division:	Records Division, Office for Legal Affairs (OLA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	a. Any requesting party as it pertains to his/her personal records, or his or her duly authorized representative, or the agency who is a party to the case; b. The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency, or such other officials or entities duly authorized by competent authorities, provided that the agency has an existing data sharing agreement with the CSC, as required under Republic Act No. 10173 (Data Privacy Act of 2012), and provided further that the subject case has already been decided or resolved by the Commission; c. Courts and administrative bodies exercising quasi-judicial or investigative functions through its compulsory process of subpoena duces tecum, in aid of investigation and/or determination or resolution of pending cases.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Requests made by a party to a case or his/her duly authorized representative. 1) Accomplished Request Form	**Request Form is available at:** • Downloadable at the CSC Website • OLA Records Division, 4th Floor CSC Building, Batasan, Quezon City
2.) **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number); • Company/Office ID; • School ID; • Police Clearance/Police Clearance Certificate (with picture); • Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	PhilHealth Requesting party's Company/Office Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
3) Proof of payment of the required fee	
A. <u>Additional requirements if made through an authorized representative</u> 1) Scanned copy of One (1) valid government-issued ID card, or two (2) valid non-government issued ID cards-front and dorsal side 2) At least (one) 1 ID with photograph) of the representative. Scanned copy of Authorization Letter from the requesting party. <u>B. Requests made by the Agency of the party concerned / Courts / Other Government Agencies</u> 1) Accomplished Request Form 2) Scanned copy of One (1) valid government-issued ID card, or two (2) valid non-government issued ID card – front and dorsal side. At least (one) 1 ID with photograph) of duly authorized representative of the concerned agency/court 3) Scanned copy of Court Order or Authorization Letter from the requesting agency.	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Filing of Request) 1.Submit/send request and scanned documentary requirements as indicated above to- olarecordscsc12@gmail.com	1.1 Retrieve request and scanned copy of documentary requirements sent by the applicant 1.2 Preliminarily assess completeness of the requirements •*Deficient - Inform requesting party of any deficiency deficiency by issuing a Compliance letter through email enumerating the missing requirements* •*Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt* *Inform client (through email address provided) to-* *>set an appointment with OLA* *>pick-up documents requested and to bring his/her valid ID and printed copy of the email of confirmation* *1.3* Retrieve the requested records. *If records are not available, inform the*			**Action Officer (AO), Records Division, OLA**

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	client that requested records are not available. 1.4 Clients may call up OLA Records for inquiry of the total fee of the requested records at Tel No. 8-9320184			
2. Pay corresponding fee/s online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email ***	2.1 Process payment and issue OR 1.2 Record the OR No.; Photocopy/reproduce and certify the requested documents.			Action Officer
3. Receive CTC/ photocopy of case records	5.1 Release CTC/photocopy of case records to client			Action Officer
	TOTAL:	P10.00 per page for CTC documents P3.00 per page for photocopy only	Three (3) working days from receipt of complete requirements *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

The issuance of a Certificate of No Pending Case serves as confirmation that the requesting government official or employee has no pending administrative case before the Commission. The certificate is sought as a supporting document for appointment, promotion, travel abroad, conferment of rank by the Career Executive Service Board (CESB), and for other legal purposes.

Office or Division:	Office for Legal Affairs (OLA)-Records Division
Classification:	Simple; Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	a. Any requesting party as it pertains to his/her personal records, or his or her duly authorized representative; b. The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs; and c. Courts and administrative bodies exercising quasi-judicial or investigative functions through its compulsory process of subpoena duces tecum, in aid of investigation and/or determination or resolution of pending cases.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Requests made by a party to a case or his/her duly authorized representative. 1) Accomplished Request Form	**Request Form available at:** • Downloadable at CSC Website and at cscclearance@csc.gov.ph
2.) **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Company/Office ID; • School ID; • Police Clearance/Police Clearance Certificate (with picture); • Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	Requesting party's Company/Office Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
3) Proof of payment of the required fee	
A. <u>Additional requirements if made through an authorized representative</u> 1) One (1) valid government-issued ID card, or two (2) valid non-government issued ID cards (at least (one) 1 ID with photograph) of the representative. 2) Authorization Letter from the requesting party	
B. <u>Requests made by the Agency of the party concerned / Courts / Other Government Agencies</u> 1) Accomplished Request Form 2) One (1) valid government-issued ID card, or two (2) valid non-government issued ID cards (at least (one) 1 ID with photograph) of the duly authorized representative of the concerned agency/court. 3) Court Order or Authorization Letter from the requesting agency.	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request together with the requirements and Secure Order of Payment	1.1 Receive accomplished Request Form; Assess completeness of the requirements • *Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating 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 Issue Order of Payment of fees			Action Officer
2. Pay (to the Cashier) corresponding fee/s or through online/bank deposit and submit proof of payment (online receipt or deposit slip) through email. ***	2.1 Process payment and issue OR 2.2 Record the OR No. 2.3 Process request			Cashier Action Officer
3. Receive Certificate of No Pending Case/ Pendency of Administrative	3.1 Release Certificate of No Pending Case/ Pendency of Administrative Case to client			Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Case				
	TOTAL	P100.00 per certificate	One (1) working day (1-15 certificates) Three (3) working days (16-45 certificates) Seven (7) working days (exceeding 45 certificates) *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

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

The issuance of a Certificate of No Pending Case serves as confirmation that the requesting government official or employee has no pending administrative case before the Commission. The certificate is sought as a supporting document for appointment, promotion, travel abroad, conferment of rank by the Career Executive Service Board (CESB), and for other legal purposes.

Office or Division:	Office for Legal Affairs (OLA)
Classification:	Simple; Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	a. Any requesting party as it pertains to his/her personal records, or his or her duly authorized representative; b. The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs; and c. Courts and administrative bodies exercising quasi-judicial or investigative functions through its compulsory process of subpoena duces tecum, in aid of investigation and/or determination or resolution of pending cases.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request Form	Downloadable at CSC website
2. Self-addressed stamped envelope or Pouch, and Postal Money Order (PMO) or copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account)	Post Office or Private Courier Services
3.) **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC

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

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mail requirements together with contact details (mobile number or e-mail address)*** *For online requests, copy of accomplished form and proof of payment such as electronic receipt, screen shot of bank transfer, or deposit slip, whichever is applicable/available. Send it through the following email address:* olarecordscsc12@gmail.com	1.1 Accept and preliminarily assess completeness of request *>Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements through contact details provided* *>Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date*			Action Officer, Records Division, OLA

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and time of receipt through contact details provided			
	1.2 Check if PMO is worth P100.00/validate with the cashier if the bank transfer/online payment was received			
	1.3 Process request *If disapproved/ denial of application/ request – Provide notice stating the reason for the disapproval/denial, through contact details provided*			
2. Receive the Certificate	2. Mail the Certificate using the self-addressed stamped envelope.			Action Officer, CMD, IRMO
	TOTAL	P100.00 per certificate	Three (3) working days (1-15 certificates) Seven (7) working days (not exceeding 45 certificates) 14 working days (exceeding 45 certificates) *Above cited number of*	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			*working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

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

Verification of civil service eligibility is done to validate the authenticity of the eligibility. This involves electronic/manual searching of the eligibility data of an individual from the eligibility database or from the physical files of the master list or register of eligibles.

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

Office or Division:	Records Center and Archives Division (RCAD), IRMO
Classification:	Complex (Local/Within the Region); Highly Technical (Inter-regional)
Type of Transaction:	G2G – Government to Government
Who may avail:	1) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs; and 2) Courts and administrative bodies exercising quasi-judicial or investigative functions through its compulsory process of subpoena duces tecum, in aid of investigation and/or determination or resolution of pending cases.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Duly filled up Agency Request for Verification/Validation of Eligibility Form (ARVEF)	ARVEF can be downloaded from CSC website
2) Scanned Copy of Certificate of Eligibility (COE), if available	Requesting party
3) Scanned copy of properly accomplished Personal Data Sheet (PDS) with photograph subscribed and sworn to before a person administering oath duly authenticated by the HRMO or other HR personnel (CS Form 212, Revised 2017)	PDS form can be downloaded from CSC website

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Request) 1. Submit/send request and scanned documentary requirements	1.1 Retrieve request and scanned documentary requirements sent by the applicant and route to RCAD; 1.2 Preliminarily assess	None		Action Officer, CMD, IRMO Action Officer, RCAD, IRMO

(request or letter request, accomplished ARVEF, copy of Certificate of Eligibility and properly accomplished original PDS with photograph, subscribe and sworn to before a person administering oath duly authenticated by HRMO or other HR personnel) to- *irmo@csc.gov.ph*	the completeness of the request. *•If deficient - Inform requesting party of any deficiency by issuing a Compliance letter enumerating the missing requirements through the email address provided* *•If Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided* 1.3 If with correction/discrepancy , advise the client first, through the agency HRMO, to apply for correction. 1.3 If the attached Certification is temporary, advise the client to apply for a permanent COE 1.4 Verify/validate eligibility information from records/ documents on file/using the **Internal Civil Service Eligibility Verification System (iCSEVS)** 1.5 Review verified eligibility and sign the transmittal list of verified eligibility			
2. Receive the ARVEF	2. Release/ email ARVEF			Action Officer, RCAD, IRMO
	TOTAL	None	Seven (7)	

		working days or less (Local/Within the Region/Inter-Regional (NCR and RO IV only) upon receipt of complete documents	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Duly accomplished Examination Records Request Form (ERRF)	ERRF can be downloaded from CSC website to be accomplished by the requesting party
2.) At least one (1) ID card of the requesting party, preferably valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of person authorized by the head of the issuing agency. (Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that, an expired ID card shall be accepted only within~~,~~ and until the end of~~,~~ the year the ID card is expiring.)	PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
<u>Additional Requirements</u> <u>If request is filed through a Representative</u> 1) Authorization Letter or Special Power of Attorney (SPA); and 2) One valid ID Card of the representative	Requesting Party or Notary Public Any valid ID as enumerated in #2 above.
<u>Special Requirement</u> A Philippine Statistics Authority (PSA) issued Marriage Contract for women who married after taking the examination. In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name. A PSA-issued birth certificate is required if the ID presented does not contain date of birth.	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Eligibility/Exam	1.1 Accept ERRF, and valid ID and preliminarily			Action Officer, RCAD, IRMO

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Records Request Form (ERRF), and one valid ID	assess completeness of request: • *If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.*			
	1.2 Process Request ***If application request is disapproved/denied–*** *Provide notice stating the reason for the disapproval/ denial (e.g. no record on file, for further evaluation etc.)*			Action Officer, RCAD, IRMO
2. Affix signature on the release portion of the ERRF and receive Verified Examination Results	2. Request client to acknowledge receipt and release of verified examination results			
	TOTAL	None	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

*Transacting clients, apart from fulfilling the documentary requirements and payment of appropriate fee/s, shall observe

proper health protocols adopted by the CSC in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

6. Issuance of Certification of Eligibility (for Lost Certificates)- Printed on Security Paper

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

Office or Division:	Records Center and Archives Division (RCAD), IRMO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	1) Those who lost their Certificate of Eligibility (due to typhoon, flood, fire, theft, etc.) 2) Those who are not in possession of their Certificate of Eligibility (did not receive/claim their certificate, submitted COE to the agency, etc.) 3) Those who want to replace their Certificate of Eligibility (old/torn/worn-out certificate, request for correction of personal information has been duly granted by the Commission, etc.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Duly accomplished Examination Records Request Form (ERRF) and Declaration Form (DF). *DF is no longer required for examinations conducted from Year 2015 onwards.*	ERRF and DF can be downloaded from CSC website to be accomplished by the requesting party
2.) **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• School ID; • Police Clearance/Police Clearance Certificate (with picture); • Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of person authorized by the head of the issuing agency. *(Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that, an expired ID card shall be accepted only within, and until the end of, the year the ID card is expiring.)*	Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
<u>Additional Requirements *(Scanned Documents)*</u> <u>A. If request is filed through a Representative</u> 1) One piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken • Signature must be on top of the printed name. • Photograph should have been taken within three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/ signature will not be accepted. 2) Authorization Letter or Special Power of Attorney (SPA); and 3) One valid ID Card of the representative	 Photo imaging establishments Requesting Party or Notary Public Any valid ID as enumerated in #2 above.
<u>B. If the requesting party works/lives abroad: the service shall be provided through their authorized representatives</u>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) One piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken • Signature must be on top of the printed name. • Photograph should have been taken within three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/signature will not be accepted.	Photo imaging establishments
2) Copy of passport duly authenticated/ validated by the Philippine Embassy or Consular Office; 3) Copy of one ID Card of the representative	Philippine Embassy or Consular Office Valid ID same as enumerated in #2 above
<u>Special Requirement:</u> PSA-issued Marriage Contract for women who married after taking the examination. In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name. A PSA issued birth certificate is required if the ID presented does not contain date of birth.	Philippine Statistics Authority

CLIENT STEPS**	CSC ACTIONS***	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>(Online Filing of Request)</u> 1. Submit/send request and scanned documentary requirements (accomplished Eligibility/Exam Records Request Form (ERRF), Declaration Form (DF) – if examination is conducted before Year 2015, one 1x1 ID picture and valid ID-front and dorsal side) to – <u>irmo@csc.gov.ph</u>	1.1Retrieve request and scanned requirements sent by the applicant 1.2 Preliminarily assess completeness of request • *If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.* *If Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided* *Advise client on- >the date/time to claim*			Action Officer, RCAD, IRMO

CLIENT STEPS**	CSC ACTIONS***	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Certification ***<u>>to pay to the Cashier.</u>***			
	1.3 Process Request *If application/ request is disapproved/denied – Provide notice stating the reason for the disapproval/denial [e.g. no record on file, for further evaluation, correction of personal information (COPI) etc.].*			Action Officer, RCAD, IRMO
2. Pay to the Cashier (upon claiming the Certification)	2.1.Process payment and issue OR			Cashier
3. Present OR	3.1 Record OR number			Action Officer, RCAD, IRMO
4. Affix signature on the release portion of the ERRF and receive Certification of Eligibility****	4.1 Request client to acknowledge receipt and release of CoE			
Note: If with discrepancy in personal information, a COPI letter is issued instead of COE. Request for COPI has a corresponding fee of P50.00.	TOTAL	P100.00 per copy	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032*****|	

*A special paper used specifically for the purpose.

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

7. Issuance of Authenticated Certificate of Eligibility (Online Request)

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

Office or Division:	Records Center and Archives Division (RCAD), IRMO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Eligibles who have original copy/ies of the certificate/s of eligibility or report/s of rating in their possession.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Duly accomplished Examination Records Request Form (ERRF) and Declaration Form (DF). DF is no longer required for examinations conducted from Year 2015 onwards.	ERRF and DF can be downloaded from CSC website to be accomplished by the requesting party
2.) **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of person authorized by the head of the issuing agency. (Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that, an expired ID card shall be accepted only within~~,~~ and until the end of~~,~~ the year the ID card is expiring.)	MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
<u>Additional Requirements</u> *(Scanned Documents)* <u>A. If request is filed through a Representative</u> 1) one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken • Signature must be on top of the printed name. • Photograph should have been taken within three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/signature will not be accepted. 2) Authorization Letter or Special Power of Attorney (SPA); and 3) One valid ID Card of the representative.	 Photo imaging establishments Requesting Party or Notary Public Any valid ID as enumerated in #2 above.
<u>B. If the requesting party works/lives abroad: the service shall be provided through their authorized representatives</u> 1) One piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken • Signature must be on top of the printed name. • Photograph should have been taken within	 Photo imaging establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/signature will not be accepted.	
2) Copy of passport duly authenticated/ validated by the Philippine Embassy or Consular Office; 3) Copy of one ID Card of the representative	Philippine Embassy or Consular Office Valid ID same as enumerated in #2 above
<u>Special Requirement:</u> PSA-issued Marriage Contract for women who married after taking the examination. In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name. A PSA issued birth certificate is required if the ID presented does not contain date of birth.	Philippine Statistics Authority

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>(Online Filing of Request)</u> 5. Submit/send request and scanned documentary requirements (accomplished Eligibility/Exam Records Request Form (ERRF), Declaration Form (DF) – if examination is conducted before Year 2015, one 1x1 ID picture and valid ID-front and dorsal side)	1.1 Retrieve request and scanned requirements sent by the applicant 1.2 Preliminarily assess completeness of request • *If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.* • *If Complete – Issue Acknowledgement Receipt containing*			Action Officer, RCAD, IRMO

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
to – irmo@csc.gov.ph	*unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided*			
	1.3 Inform client (through email address provided) to schedule an appointment through the Online Registration/ Appointment system adopted by the CSC RO, and to bring his/her valid ID, other requirements, and printed copy of the email confirmation on the day of the appointment. 1.4 Process Request			Action Officer, RCAD, IRMO
2. Pay to the Cashier (upon claiming the authenticated certificate of eligibility) or through online/bank deposit and submit proof of payment (online receipt or deposit slip) through email	2.1 Process payment and issue Official Receipt, and record OR. 2.2 Process Request • *If application/ request is disapproved/denied – Provide notice stating the reason for the disapproval/ denial (e.g. no record on file, for further evaluation, correction of personal information (COPI)*			Cashier

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	etc.).			
3. Receive the authenticated certificate of eligibility and affix signature on the release portion of the ERRF***	3. Request client to acknowledge receipt and release of Certification of Eligibility			Action Officer, RCAD, IRMO
Note: If with discrepancy in personal information, a COPI letter is issued instead of COE. Request for COPI has a corresponding fee of P50.00.	TOTAL	P50.00 per copy	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-00One (1) on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

8. Response to Request for in-house Training

Upon request of a government agency, CSC conducts in-house training subject to agreed terms and conditions including payment of appropriate fees.*

Office or Division:	Civil Service Institute – CO (CSI)
Classification:	Highly Technical
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official
Who may avail:	All government agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request indicating the type of training, number of participants, venue and schedule;	Requesting agency
2. Exploratory meeting to discuss propriety of in-house training	N/A

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to – csi@csc.gov.ph	1.1 Receive request through letter, call or personal inquiry 1.2. Schedule exploratory meeting. (Depending on the availability of both parties)			CSI Action Officer
2. Attend exploratory meeting	2.1 Discuss the training need, type of training, number of participants, venue, schedule and cost.			Requesting agency and CSI Action Officer
	Prepare exploratory meeting minutes			CSI Action Officer

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Identify SME, prepare course brief, customized design, proposal letter and draft MOA. Send proposal with draft MOA			
3. Receive proposal with draft MOA				Requesting agency
	TOTAL		Three (3) working days for response to request; Proposal submitted Twenty (20) working days upon confirmation of the conduct of the training *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032***	

* CSI continues to conduct in-house and public offering courses online such as webinars even during this pandemic.

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

9. Response to Request for Accreditation of Learning and Development Institution/s – CSC CO (CSI)

Private and non-government institutions providing learning and development interventions to the bureaucracy may avail the CSC's accreditation program.

Office or Division:	Civil Service Institute – CO (CSI)
Classification:	Highly Technical
Type of Transaction:	G2B – for services whose client is business entity
Who may avail:	The accreditation can be availed by private and non-government learning and development institutions who are seeking to provide learning and development interventions to the bureaucracy in the areas of leadership development, human resource management and organization development and personal and professional effectiveness.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request for Accreditation	Applicant institution
2. Scanned copy, if applicable, of the following documents:	
• Valid and Certified True Copies of:	
✓ SEC or DTI Registration	SEC or DTI
✓ Articles of Incorporation/Partnership and By-Laws	SEC
✓ Business Permit	City Mayor's Office
✓ BIR Registration	BIR
✓ Income Tax Return (Latest)	BIR
✓ Certificate of Tax Clearance	BIR Collection Division
✓ Latest Three-Year Audited Financial Statement	BIR
• Organization Profile	Applicant institution
• Table of Organization	
• List of training staff	
• Updated list of board members (in the case of a corporation) and officers	Applicant institution
• List of leadership development, human resource management and organization development, personal and professional effectiveness programs/courses	Applicant institution
• Documented design of a sample program, course and/or service	Applicant institution
• List of Subject Matter Experts (SMEs) with resumes and certification that they are willing to be engaged as SMEs for the institution	Applicant institution

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Report on Training Service Delivery (Past 3 years)	Applicant institution
• Certificate of Membership in Associations (if any)	Applicant institution
• Awards/Recognition of Excellence (if any)	Applicant institution
• Notarized pictures of the office including the facilities, furniture, equipment and staff	Applicant institution

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Filing of Application) 1. Submit/send letter request together with scanned copy of complete documentary requirements to: csi@csc.gov.ph *(Only complete documents shall be processed)*	1.1 Retrieve scanned requirements sent by the applicant 1.2 Preliminarily assess completeness of documentary requirements • *If deficient - Inform requesting party of any deficiency and enumerate missing requirements.* • *If Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided* 1.3 Issue billing statement if requirements are complete and advise client to pay the corresponding fee			Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client pay through check or online and send through email deposit slip or proof of payment	2. Process payment and issue OR			CSI Cashier
3. Submit pictures of premises	3. Evaluate submitted documents in accordance with the requirements of the Policy. If not ok, inform Institution using the checklist.			Action Officer
	4. Assess submitted program			Designated CSC Panel of Experts
	5. Confer accreditation and provide them with a copy of the Resolution and Certificate of Accreditation			
	TOTAL	P 10,000.00	Twenty (20) working days upon receipt of complete documents *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

10A. Issuance of Certified Copies of SALN

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

Office or Division:	Communications Management Division (CMD), Integrated Records Management Office (IRMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Businesses
Who may avail:	1) Any requesting party as it pertains to his/her personal records; 2) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs; 3) Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of investigation and/or determination or resolution of pending cases; and 4) Such other officials or entities duly authorized by competent authorities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For concerned parties involved: a. Accomplished Request for SALN Form b. **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	**Downloadable at CSC website** CSC CO - IRMO
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• School ID; • Police Clearance/Police Clearance Certificate (with picture); • Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
2. If request is filed through authorized representative of the party concerned/authorized Liaison Officer of agency: a. Accomplished CSC Request Form b. Scanned copy of any valid ID (front and dorsal side) of the party concerned c. Scanned copy of authorization letter from the requesting- party concerned d. Scanned copy of any valid ID of the representative	 same as indicated above Requesting party same as indicated above

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Filing of Request for 1. Submit/send accomplished Request for SALN Form together with the scanned documentary requirements to - irmo@csc.gov.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client 1.2 Preliminarily assess completeness of request • If deficient - Inform requesting party of any deficiency and enumerate the missing requirements. If Complete – Issue			Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided Advise client on- >the date/time to claim the requested copy of SALN >to pay to the Cashier.			
	1.2 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.			Action Officer
2. Pay the corresponding fee and present OR	2.1 Cashier process payment and issues OR 2.2. Record the OR No. ● While the client pays the corresponding fee, the requested documents are being reproduced ● If disapproved - Issue a written explanation			Cashier – OFAM Action Officer
3. Receive the certified copy of SALN	3. Release the certified copy of SALN to client.			Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	PhP30.00 per SALN record	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

10B. Issuance of Certified Copy of CSC Records (Appointment Papers issued by Government Agencies in NCR and Region IV from 1980-1989, Service Cards/Records, Leave without Pay), and CSC Issuance

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

Office or Division:	Library, Archives, and Museum Division (LAMD), Integrated Records Management Office (IRMO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Businesses
Who may avail:	1) Any requesting party as it pertains to his/her personal records; 2) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs; 3) Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of investigation and/or determination or resolution of pending cases; and 4) Such other officials or entities duly authorized by competent authorities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Personnel Records Request Form (PRRF)	**Downloadable at the CSC website** IRMO-Receiving Window.
2. Self-addressed stamped envelope or Prepaid Pouch, and copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account)	
3. **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• PRC License; • SSS ID; • GSIS ID (UMID); • Voter's ID/Voter's Certification; • BIR/Taxpayer's ID (ATM type/TIN card type with picture); • PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number); • Company/Office ID; • School ID; • Police Clearance/Police Clearance Certificate (with picture); • Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	PRC SSS GSIS COMELEC BIR PhilHealth Requesting party's Company/Office Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
4. If request is filed through authorized representative of the parties concerned/authorized Liaison Officer of agency: a. Accomplished CSC Request Form b. Scanned copy of any valid ID (front and dorsal side) of the party concerned c. Scanned copy of authorization letter from the requesting party concerned d. Any valid ID of the representative (original)	 • Same as indicated above • Requesting party • Same as indicated above

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Request) 1. Submit/send request and	1.1 Retrieve request and scanned copy of documentary requirements sent by the client			Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
scanned copy of documentary requirements as indicated above	1.2 Preliminarily assess completeness of request form and supporting document/s *>Deficient - Inform requesting party of any deficiency and enumerate the missing requirements* *>Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt* 1.3 Retrieve the requested documents, inform the client if records are not available. If available, inform client (through email address provided) on the scheduled date to pick-up documents requested. 1.4 Issue Order of Payment and advise client to pay the corresponding fee			
3. Pay the corresponding fee online or through bank deposit and submit proof of payment (online receipt or deposit slip) through	2.1 Validate with the Cashier if payment was received 2.2 Process payment and issue OR; record OR ● Reproduce the requested records			Cashier

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
email. ***				
3. Receive the document requested	3. Mail the requested documents using the self-addressed stamped envelope or Prepaid Pouch provided by the client.			Action Officer
	TOTAL	Appointment – PhP 30; Service Card/Record - PhP 40.00 CSC Records- P10.00/page CSC Issuances/ resolutions- P10.00/page Authenticated copies of Certificate of Attendance to L&D Interventions- P10.00	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032***	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(WALK-IN)				
1. Get queuing number and wait for it to be called.	1. Assign client reference number and attend to client's inquiry			PAIO Action Officer
2. Inform the Action Officer regarding the query or request for assistance. For complex concern, fill out the customer request form.	2. Provide reply to simple queries/ request for assistance. For complex concern, advise the customer to fill out the request form. 3. Prepare and send a referral letter to the concerned office within three working days. *(The receiving office will provide concrete action to the customer/PAC. If*			*(CSC Office/Other government agencies receiving the concern)*

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request is denied/ disapproved – the receiving office will send a written notice citing the ground for denial/ disapproval of the request.)			
4. Fill-out a Customer Feedback and Satisfaction Survey (CFSS)	4. Request the customer to fill out the CFSS			
(ONLINE) 1. Send the complete details of the feedback to email@contactcenterngbayan.gov.ph. 2. Upon receipt of the reply, fill out the Customer Feedback and Satisfaction Survey.	1. Assign customer reference number. 2. Evaluate completeness of the information provided and request additional information when necessary. 3. Provide reply to simple concerns. For complex concern, acknowledge receipt of the email and advise customer that the matter will be referred to the appropriate office. 4. Prepare and send a referral letter to the concerned office within three working			CSC CO-CCB Agent *(CSC Office/Other government agencies receiving the concern)*

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	days. *(The receiving office will provide concrete action to the customer/PAC. If request is denied/ disapproved – the receiving office will send a written notice citing the ground for denial/ disapproval of the request.)*			
	TOTAL	None	Three (3) working days *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

*Walk-in customer requesting assistance on CS matters shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic. Availability of service for walk-in customer is subject to CSC's adoption of alternative work arrangement.

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

12. Issuance of Certificate of Accreditation and Resolution of Accreditation to the ***Employees' Organization (EO)***

A registered employees' organization enjoying majority support of the agency's rank-and-file employees may seek accreditation as the Sole and Exclusive Negotiating Agent (SENA) on terms and conditions of employment not fixed by law.

The process starts with the receipt of documents from IRMO, which are subsequently evaluated by the action officer using PEARS for compliance with the requirements set forth in Executive Order No. 180. If found compliant, ***the Human Resource Relations Office (HRRO) prepares the Resolution for ratification of the Honorable Commission and Certificate of Accreditation for signature of the Chairperson of CSC.***

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and scanned copy of the following documents: 1. Sworn Petition for Accreditation signed by a majority of the rank-and-file employees in the negotiating unit it seeks to represent. (Every page of the document which contains the employees' signatures must have a heading indicating the purpose for which it was intended.) The form, contents, and supporting documents of the petition are as follows: (a) it must be in writing, verified under oath by the President of the employees' organization; (b) that the petitioner is a duly registered employees' organization. Certification of the President of the employees' organization stating: (a) that the employees whose names and signatures appearing in alphabetical order in support of the petition constitute majority of the total number of rank-and-file employees in the negotiating unit; and (b) that the names and signatures of the employees appearing in the petition for accreditation are accurate and authentic, and that the list of names are devoid of duplicate/double entries;	• Employees' Organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Certification of the President of the employees' organization stating: (a) that the employees whose names and signatures appearing in alphabetical order in support of the petition constitute majority of the total number of rank-and-file employees in the negotiating unit; and (b) that the accuracy and authenticity of the names and signatures of the employees appearing in the petition for accreditation, and that the list of the names are devoid of duplicate/double entries;	• Employees' Organization
3. ***Certification*** from Human Resource Management Officer / Administrative Officer as to the total number of rank-and-file employees in the agency;	• Concerned Agency
4. Current/most recent original copy of the Certification from the Department of Labor and Employment – Bureau of Labor Relations (DOLE-BLR) that the employees' organization seeking accreditation is the only registered employees' organization in the negotiating unit and that no other employees' organization in the same negotiating unit is seeking registration;	• DOLE-BLR
5. Accreditation fee (Php 750.00). If payment is through postal money order, ***check or through cash deposit with the Landbank of the Philippines***, the same should be payable to the ***Civil Service Commission***; and	• Employees' Organization
6. Sworn report on the presence/ absence of opposition to the petition for accreditation with inclusive dates and places of posting. (To be submitted after compliance with the 10 calendar days posting requirement of the (a) Notice of Petition for Accreditation, (b) Notice to Oppositor (c) Certified Copy of Sworn Petition for Accreditation with majority support signatures of rank and file employees).	• Employees' Organization

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Filing of Application) 1. Submit/send scanned copy of petition for accreditation	1. Retrieve scanned copy of petition for accreditation with scanned copy of supporting documents sent by			Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
with scanned copy of supporting documents for initial/preliminary evaluation.	the client 2.Preliminarily evaluate petition, check completeness, ***compliance and authenticity*** of submitted documents. ***Any Deficiency*** - *Inform applicant or requesting party and enumerate the missing requirements* ***No Deficiency –*** *Advise client to submit original copies of supporting documents and pay appropriate fee Issue order **of** payment to client **and** refer to the cashier for payment*.			
2. Pay to the Cashier	2. Process payment and issues OR.			OFAM Cashier
3. Submit Petition and original copies of supporting documents to IRMO	3.1 Receive and record petition and original copy of supporting documents from client. **IRMO to transmit documents to HRRO for processing* 3.2 HRRO receives and records documents from IRMO 3.3 Assign documents to RACD 3.4 Receive the petition and documents and records the same in the Logbook/ Database of			IRMO Receiving Officer HRRO Receiving Officer Director III/IV Division Chief

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Received and Released Documents. After which the DC assigns the Petition for Accreditation and Records for processing to the designated Action Officer (AO). 3.5 The AO evaluates and determines the completeness and authenticity in form and content of the petition for accreditation using PEARS.			HRRO Action Officer
4. Receive the (a) Notice of Petition for Accreditation, (b) Notice to Opposition; and (c) Certified Copy of Sworn Petition for Accreditation with majority support signatures of rank and file employees for posting in the agency's conspicuous places for 10 calendar days.	4. If the documents conform to the standard and are complete, the HRRO through the Registration, Accreditation and CNA Registration Division (RACD) sends to EO: (a) Notice of Petition for Accreditation, (b) Notice to Opposition; and (c) Certified Copy of Sworn Petition for Accreditation with majority support signatures of rank and file employees for posting in the agency's two (2) most conspicuous places for 10 calendar days.			HRRO Action Officer/Division Chief/Director III/Director IV

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit the Sworn Report on the Presence/ Absence of Opposition to Petition for Accreditation with places and inclusive dates of posting to HRRO.	5.1. Accepts records and send request for verification to DOLE-BLR whether there is a Certification Election (CE) filed by another registered Employees' Organization (EO) against the Petitioner EO in the same Agency. 5.2 Upon receipt of DOLE Verification, the HRRO-RACD prepares ***the Resolution for ratification by the Honorable Commission and Certificate of Accreditation for signature of the CSC Chairperson.*** 5. 3 Signing of Certificate of Accreditation and Resolution.			HRRO Action Officer/Receiving Officer HRRO Action Officer ***a.Resolution for approval and ratification by the Honorable Commission.*** ***b.Certificate of Accreditation to be signed by the CSC Chairperson (per Amended IRR of EO No. 180, s. 1987)***
6. Receive the Certificate, Resolution and Letters	6. Once signed and approved by the Chairperson, the RACD prepares and sends congratulatory letters and releases Certificate of Accreditation, Resolution to Employees' ***Organization***, Agency and CSC Regional Office for the award of the Original Certificate of Accreditation and Resolution. *If denial of application/*			HRRO Action Officer/Releasing Officer/Division Chief/Director III/Director IV

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	request - Send written explanation and grounds for such denial is based. *If disapproved - Send a formal notice and cite any violation of the law*			
	TOTAL	P750.00	Twenty (20) working days from receipt of DOLE verification *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032******	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

13. Issuance of Certificate of CNA Registration

The Collective Negotiation Agreement (CNA) forged between the agency's management and the accredited employees' organization is evaluated for compliance to documentary requirements prior to issuance of certificate of registration signed by the Chairperson of CSC.

The process starts with the receipt of documents from IRMO. The documents are evaluated by the action officer using the PEARS as to compliance with the requirements set forth in Executive Order No. 180. If found compliant, the Certificate of Registration is prepared for signature of the Chairperson of CSC.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and Scanned copy of the following documents:	
1. Four (4) notarized original copies of the signed CNA (to be filed with the CSC-HRRO within ninety (90) calendar days after its execution).	• Employees' Organization
2. Original copy of a statement that the signed CNA was posted in at least two (2) most conspicuous places in the principal address of the agency and all its regional offices/branches, if any, for at least seven (7) calendar days before its ratification. (It should be sworn, notarized and the places and inclusive dates of posting must be indicated).	• Employees' Organization
3. One (1) Sworn/notarized original copy of the proof of ratification of the signed CNA e.g. Resolution bearing the names of employees and ratifying signatures by the majority of the rank-and-file employees in the negotiating unit (Every page must contain a heading stating the purpose for which the signatures are intended).	• Employees' Organization
**The above-stated documents must be certified under oath by the Secretary of the Association and attested to by the President.*	
4. Original copy of certification from the Human Resource Management Officer / Administrative Officer as to the total number of rank-and-file employees in the agency (This will determine if the majority support requirement has been met).	• Concerned Agency
5. Certified true copy of the Certificate of Accreditation.	• Employees' Organization

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Application) 1. Submit/email application for CNA Registration together with scanned copy of complete supporting documents for initial/preliminary evaluation.	1.Retrieve application for CNA Registration scanned copy of supporting documents sent by the client 2. Preliminarily evaluate application, check completeness, ***compliance and*** authenticity of submitted documents. ***Any Deficiency -*** *Inform applicant or requesting party and enumerate the missing requirements* ***No Deficiency –*** *Advise client to submit original copies of supporting documents and pay appropriate fee* *>Issue order of payment order and refer to the cashier for payment.*			HRRO Action Officer
2. Pay to the Cashier	1. Process payment and issue Official Receipt to client			OFAM – Cashier
3. Submit original copy of CNA Registration with supporting Documents to IRMO	3.1 Accept and record original copy of CNA Registration and supporting documents from client 3.2 IRMO transmits the documents to HRRO 3.3 Accept and record documents from IRMO			IRMO Receiving Officer IRMO Releasing Officer HRRO Receiving Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Assign documents to HRRO-RACD.			Director III/IV
	3.5 Receive the application for CNA Registration and documents and records the same in the Logbook/Database of Received and Released Documents and after which assigns the Application for Registration of CNA and Records for processing to the designated Action Officer (AO).			Division Chief
	3.6 Evaluate and determine the completeness in form and content of the application for registration of CNA by ensuring that the application is sworn and conforms to statutory and legal requirements using PEARS.			HRRO Action Officer
	3.7 If the application for registration of CNA and documents are complete and compliant with the requirements, the AO prepares Certificate of CNA Registration for signature of the Chairperson.			HRRO Action Officer/ Division Chief/Director III/Director IV
	3.8 Signing of Certificate of CNA Registration			

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				CSC Chairperson (per Amended IRR of EO No. 180, s. 1987)
4. Receive the Certificate of CNA	4. Once signed and approved by the Chairperson, the HRRO-RACD prepares and sends congratulatory letters and releases ***Certificate of CNA Registration to Employees' Organization (EO)***, Agency and CSC Regional Office for the award of the Original Certificate of CNA Registration to the EO. ***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*			HRRO Releasing Officer/Action Officer/ Division Chief/Director III/Director IV
	TOTAL	P1,000.00	Twenty (20) working days from receipt of complete documents from IRMO *Above cited number of working days maybe extended only once for the same number of days pursuant*	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			*to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

14. Response to Job Applications

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application letter with complete set of requirements, as follows: a. Fully accomplished Personal Data Sheet (CS Form No. 212, Revised 2017) with ID picture taken within the last 6 months 3.5 cm x 4.5 cm (passport size); the PDS should be subscribed and sworn to before the highest ranking HRMO in the agency, any officer authorized to administer oath, or a notary public; b. Work Experience Sheet (if applicable); c. Scanned copy of performance rating of at least VS in the last rating period (if applicable); d. Scanned copy of certificate of eligibility/rating/ license; and e. Scanned copy of Transcript of Records.	• Can be downloaded at www.csc.gov.ph • Can be downloaded at www.csc.gov.ph

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit application letter***(through email) together with the complete set of requirements (items a to e), addressed to: **Director IV** **FERNANDO M. PORIO** Office for Human Resource Management and Development Civil Service Commission Constitution Hills,	1.Receive/Retrieve application documents sent by the applicant and forward the application to the Action Officer (AO) in-charge of the vacancy 2. Preliminarily assess completeness of document/s			Principal: Chief HRS of TARD Alternate: Supervising HRS of TARD

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1126, Quezon City Email address: ohrmd.tard@csc.gov.ph ****may opt to send through snail/registered mail, courier or hand carry)*	>***Deficient -*** Inform applicant 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 3. Evaluate qualification of the applicant vis-à-vis the qualification standards (QS) of the vacancy 4. Draft a letter reply informing the applicant of the status of his/her application, if: • Meeting QS • Not meeting QS 5.Review draft letter reply 6.Approve letter reply 7. Send letter reply to applicant through email			TARD AO TARD AO Principal: Chief HRS of TARD Alternate: Supervising HRS of TARD Principal: Director IV Alternate: Director III TARD AO
	TOTAL	None	Three (3) working days upon receipt of	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			complete documents *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032******	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

CSC Regional Office Services

1. Publication of Vacant Positions in the Government

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Vacant Position authorized to be filled and their corresponding qualification standards and plantilla item numbers (CS Form 9 Revised 2018) in electronic and printed copies	• CS Form 9 Revised 2018 – CSC RO/FO

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FO submits CS Form 9 in electronic copy to CSC RO through email	1.1 Download and review the CS Form 9			Action Officer, Public Assistance and Liaison Division
	1.2 Publish the same in the CSC Bulletin of Vacant Positions in the Government in the CSC website			
	TOTAL	None	One (1) working day upon receipt of complete documents	

		(cut off time is 12:00 nn of Wednesday for request received from 12:00 nn of Friday to 12 nn of Wednesday; and 12:00 nn of Friday for those received from 12 nn from Wednesday to 12:00 nn of Friday) *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

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

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

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

Office or Division:	Legal Services Division, CSC RO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
Who may avail:	a. Concerned parties involved in the case; b. Authorized representative of the concerned party; c. Authorized Liaison Officer of the agency; and d. Courts and administrative bodies exercising quasi-judicial or investigative functions by means of the compulsory process of subpoena duces tecum, in aid of investigation and/or determination or resolution of pending cases.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned parties involved	
1. Accomplished LSD Request Form	LSD Request Form is available at the LSD, CSC RO Request Form is also available at the CSC website (csc.gov.ph)
2.) **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number); • Company/Office ID; • School ID; • Police Clearance/Police Clearance Certificate (with picture); • Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	PhilHealth Requesting party's Company/Office Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
<u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u> 1. accomplished LSD Request Form; 2. scanned copy of any valid original government-issued ID (front and dorsal side) of the concerned party; 3. authorization letter from the requesting concerned party; and 4. scanned copy of any valid original government-issued ID (front and dorsal side) of the representative/Liaison Officer	 LSD, CSC RO LTO, DFA, PRC, SSS, GSIS, COMELEC, School, PAG-IBIG, Post Office, PSA, CSC, BIR, PNP, NBI, Barangay, DSWD, MARINA Party availing of the service LTO, DFA, PRC, SSS, GSIS, COMELEC, School, PAG-IBIG, Post Office, PSA, CSC, BIR, PNP, NBI, Barangay, DSWD, MARINA

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>(Online filing of request)</u> 1. Submit/send request and scanned copy of documentary requirements as indicated above to- (insert here email	1.1 Retrieve request and scanned copy of documentary requirements sent by the client 1.2 Preliminarily assess completeness of request form and supporting document/s			Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
address of CSC RO)	>***Deficient*** *- Inform requesting party of any deficiency by issuing a Compliance letter through email enumerating the missing requirements* >***Complete*** *– Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt*			
	1.3 Retrieve the requested documents and issue order of payment through email and advice client to pay corresponding fee; if the requested documents are not available, inform the clients			Action Officer
	1.4 Inform client (through email address provided) to echedule an appointment through the Online Registration, Scheduling and Appointment System (ORAS), anbd to bring his/her valid ID and printed copy of the email confirmation on the day of the appointment.			Action Officer
2. Pay the corresponding fee/s online or through bank deposit and submit proof of payment (online receipt or deposit	2.1 Process payment and issue OR 2.2 Record the OR No.; Photocopy/ reproduce and certify the requested documents.			Cashier Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
slip) through email. ***	2.3 Scan and redact personal information (if request is for research/reference purposes)			
3. Receive the CTC of CSC Decisions/ Resolutions	3. Release the CTC of CSC Decisions/Resolutions to client			Action Officer
	TOTAL	P10.00 per page for CTC P3.00 per page for photocopy only not CTC	Two (2) hours/ transaction Three (3) working days for those that require redaction of personal information *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032******	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

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

Office or Division:	Legal Services Division, CSC RO
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	a. Any requesting party as it pertains to his/her personal records; b. The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs; and c. Courts and administrative bodies exercising quasi judicial or investigative functions by means of the compulsory process of subpoena duces tecum, in aid of the determination or resolution of pending cases.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned parties involved 1. Accomplished LSD Request Form	LSD Request Form is available at the LSD, CSC RO
3. **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD) ; and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
<u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u> 1. accomplished LSD Request Form; 2. scanned copy of any valid original government-issued ID (front and dorsal side) of the concerned party; 3. authorization letter from the requesting concerned party; and 4. any valid original government-issued ID of the representative/Liaison Officer	 LSD, CSC RO LTO, DFA, PRC, SSS, GSIS, COMELEC, School, PAG-IBIG, Post Office, PSA, CSC, BIR, PNP, NBI, Barangay, DSWD, MARINA Party availing of the service LTO, DFA, PRC, SSS, GSIS, COMELEC, School, PAG-IBIG, Post Office, PSA, CSC, BIR, PNP, NBI, Barangay, DSWD, MARINA

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>(Online Filing)</u> 1.Submit/send request and scanned documentary requirements as indicated above to- *(insert CSC RO email address here)*	1.1 Retrieve request and scanned copy of documentary requirements sent by the applicant 1.2 Preliminarily assess completeness of the documents attached to the request, if: • *Incomplete - Inform requesting party of any deficiency by issuing a Compliance letter through email enumerating the missing requirements*			Action Officer, LSD

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	• *Complete – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt* 1.3 Inform client (through email address provided)- *>to set an appointment through online appointment system adopted by the CSC RO* *>on the scheduled date to pick-up documents requested and to bring his/her valid ID and printed copy of the email of confirmation* 1.4 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 requested records are not available.*			
2. Pay corresponding fee/s online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. ***	2.1 Process payment and issue OR 2.2 Record the OR No. 2.3 Photocopy/reproduce and certify the requested documents.			Cashier Action Officer, LSD
Receive CTC of case records	3. Release CTC of case records to client			Action Officer, LSD
	TOTAL	P10.00 per page for CTC	Three (3) working days upon receipt of	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		documents P3.00 per page for photocopy only not CTC	complete documents *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
By concerned parties involved 1. CSC Request Form for Certificate of No Pending Administrative Case Form	• Downloadable at CSC Website and at cscclearance@csc.gov.ph • Request form is also available at LSD, CSC RO
By authorized representative of the parties concerned, authorized Liaison Officer of agency 1. accomplished CSC Request Form;	CSC Request Form can be downloaded from CSC website
2. At least one ID card of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD) ; and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
3. authorization letter from the requesting concerned party; and 4. any valid original government-issued ID of the representative/Liaison Officer	Requesting party LTO, DFA, PRC, SSS, GSIS, COMELEC, School, PAG-IBIG, Post Office, PSA, CSC, BIR, PNP, NBI, Barangay, DSWD, MARINA

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request for Certificate of No Pending Administrative Case form and one (1) valid original government-issued ID	1.1 Accept and preliminarily assess completeness of documents attached to request, if • *Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements* • *Complete – Issue acknowledgement receipt containing ID No., name and designation of responsible officer/ employee, date and time of receipt* 1.2 Issue charge slip and advise client to pay to the Cashier			Action Officer, Legal Service Division, CSC RO – For request at the CSC ROs

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Process request			
2. Pay (to the Cashier) corresponding fee/s or through online/bank deposit and submit proof of payment (online receipt or deposit slip) through email. ***	2.1 Process payment and issue OR 2.2 Record the OR No.; Process request			Cashier Action Officer
3. Receive the Certificate	3. Release the Certificate			Releasing Officer
	TOTAL	P100.00	One (1) working day (1-15 certificates); Three (3) working days (16-45 certificates); Seven (7) working days (exceeding 45 certificates) *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Certificate of No Pending Administrative Case Form	Form can be downloaded from CSC website
2. Self-addressed stamped envelope or Pouch, and Postal Money Order (PMO) or copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account)	Post Office or Private Courier Services; LBP
3.) **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate	PNP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(with picture);	
• Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send accomplished Request for Certificate of No Pending Administrative Case form and self-addressed stamped envelope or Pouch, and Postal Money Order (PMO). *** *For online request, copy of accomplished form and proof of payment such as electronic receipt, screenshot of bank transfer, or deposit slip, whichever is applicable/available. Send it through the following email address:* *(insert CSC RO email address)*	1.1 Accept and preliminarily assess completeness of submitted documents to the request, if • *Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements* • *Complete – Issue acknowledgement receipt containing ID No., name and designation of responsible officer/ employee, date and time of receipt* 1.2 Check if PMO is worth P100.00/validate			LSD Action Officer

	with the Cashier if the bank transfer/online payment was received 1.3 Process request *If disapproved/denial of application/request – Provide notice stating the reason for the disapproval/denial, through contact details provided*			
2. Receive the Certificate	2. Using the self-addressed stamped envelope, mail the Certificate; send a copy of the Certificate to the client's email address			LSD AO
	TOTAL	P100.00	Three (3) working days (1-15 certificates); Seven (7) working days (not exceeding 45 certificates); Fourteen (14) working days (exceeding 45 certificates) *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC*	

		*No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

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

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

Office or Division:	Examination Services Division (ESD)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
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 as indicated at the back of CS Form 100 rev. Sept 2016: or disgraceful/immoral conduct, dishonesty, exam irregularity, drunkenness or addiction to drugs. • Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government. • Must have not taken the same level of career service examination, regardless of mode, within three (3) months from the last examination taken.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form or download the same from the CSC website (www.csc.gov.ph) and submit accomplished application form (without affixing signature and thumbprint), and proof of payment such as electronic receipt, screen shot of bank transfer, or deposit slip, whichever is applicable/available and	1.1 Accept and preliminarily assess completeness of application requirements *>Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements through contact details*			Action Officer

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
send it through the following email address: (insert CSC RO email address)	*provided >Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided*			
	1.2 Verify examination records of applicant through Database of Individuals Barred from Entering Government Service and Taking Civil Service Examinations (DIBAR) System.** • *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.*			
2. Pay the examination fee online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. ***	2.1 Process payment and issue OR; record OR 2.2 Inform client through email address provided to schedule an appointment through the Online Registration/			Cashier/ Deputized Cashier

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Appointment system adopted by the Region, and to bring his/her valid ID and other requirements together with the printed copy of the email confirmation on the day of the appointment.			
3. In the presence of the Action Officer, affix signature and thumbprint on the processed application form	3.1 Require applicant to properly affix signature and thumbmark 3.2 Give examination receipt slip and Examinee Guide			Action Officer
	TOTAL	P 500.00	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**DIBAR System is already incorporated in the CSEVS (internal), which could be accessed by the CSC ROs and CSC FOs.

***Transacting clients are required to schedule an appointment through the Online Scheduling System adopted by the Regional Office. Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2.

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

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

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. At least one (1) ID card of the requesting party, preferably valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT (Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that, an expired ID card shall be accepted only within, and until the end of, the year the ID card is expiring.)	CSC RO where the requesting party took the exam
2) One (1) piece picture with complete nametag (preferably the picture used at the time of examination), compliant with the specifications listed in the ERRF	Photo Imaging establishments

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Client Logbook and present valid ID and picture with complete nametag (preferably the picture used at the time of examination).	1.1 Inform the client to wait for his/her name to be called 1.2 Verify the 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. 1.3 After evaluation, ask the client to indicate the serial number of CoE and sign the copy of the Register of Eligibles.			ESD Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Paste picture on the Certificate of Eligibility and affix signature on the space provided for in the Certificate of Eligibility.	2.1 Photocopy Certificate of Eligibility 2.2 Ask the client to sign the photocopy of the Certificate of Eligibility as proof of receipt thereof and affix the official seal of the CSC on the original copy of the Certificate. 2.3 Request client to accomplish E-6 form.			ESD Action Officer
3. Receive Certificate of Eligibility and submit accomplished E-6 form***	3. Release the Certificate of Eligibility to the client and accept the accomplished E-6 Form			ESD Action Officer
	TOTAL	None	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

8. Computerized Examination (COMEX)*

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

Office or Division:	Examination Services Division (ESD in CSC ROs II, IV, VII, VIII, X, and Caraga)
Classification:	Simple
Type of Transaction:	G2G – Government to Government and G2C-Government to Citizens
Who may avail:	• Filipino Citizen, at least 18 years old, and of good moral character; • Has no criminal record, or has not been convicted by final judgment of an offense or crime involving moral turpitude as indicated at the back of CS FORM 100 rev. Sept 2016: or disgraceful/immoral conduct, dishonesty, exam irregularity, drunkenness or addiction to drugs; • Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government; • Has not passed the level of examination applied for; and • Has not taken the same level of career service examination within the last three (3) months immediately preceding the date of examination applied for.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of COMEX 'slot reservation' confirmation email, indicating date, time and venue of personal appearance (if available)	Applicant's e-mail
2. Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number); • Company/Office ID; • School ID; • Police Clearance/Police Clearance Certificate (with picture); • Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT Note: (a) All other ID cards not included in the above list shall not be accepted. (b) As a last resort, expired ID card may be presented/submitted during filing/processing of application, provided that, the expiry date of the ID card is within the preceding months of the year reckoning the date of filing/processing of application.	PhilHealth Requesting party's Company/Office Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
1) For applicants without date of birth in their ID card/s, original and photocopy of Birth Certificate issued by the Philippine Statistics Authority, or the Local Civil Registry printed on security paper.	
2) For applicants holding dual citizenship under R.A. 9225, original and photocopy of Certification of Retention/Re-acquisition of Philippine Citizenship issued by the Bureau of Immigration.	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Computerized Examination System Stage 1: Examination Account Registration				
1. Client Access the COMEX website online and signs up to create a COMEX user account (Suggested	1. System validates age and citizenship of the registrant, records account		Based on system response time	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Format for Examinee identification by region/exam type, clients should be instructed that username accounts in prescribed format - RO5_PROF_PEDRO)	information details and sends confirmation email.			
2. Client opens COMEX confirmation email and activates COMEX account through corresponding activation link NOTE: Registrants may login to COMEX to view/ update/edit account information. Registrants may also print the corresponding form.	2.1 System activates the user account. NOTE: System shall send email notices of examination schedules and announcements to successful registrants, who agreed to receive said notices.			
	2.2. System displays the list of online offerings and 'Slot Reservation' confirmation page NOTE: If qualified, system allows reservation; otherwise, blocks the reservation.			

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
NOTE: Applicant may print the details of the 'slot reservation' confirmation	3.2 System verifies status of applicant against the E-Retaker*, DIBAR** and EDQIS*** databases. *NOTE: If qualified, system allows reservation; otherwise, blocks the reservation.*			
4. Opens and prints the 'slot reservation' confirmation email	4.1 System sends 'slot reservation' confirmation email indicating details of preferred examination such as date and time of examination, and personal appearance.	'		
Examination Slot Confirmation				
1. Client appears at the testing center on the scheduled date and time of personal appearance and secures queuing number.	1.1 Guard checks name of applicant against the List of Applicants with Reserved Slots and issues queuing number.			CSC Guard on Duty
Proceeds to processing area to do the following: 2.Present queuing number and documents to the Processor/Action Officer	Processor does the following: 2 Receive the number, verifies applicant's identity and validates documents submitted. *If validated, instructs applicant to pay the examination fee at the cashier*			ESD Processor

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
COMEX Room	examinee to the assigned seat/ testing machine. RP routes the PSP among the examinees [N.B.: RP, RE and SE sign the EAS and PSP after all examinees have signed.]			
5.Takes the test	5. RE and RP administer the test.		Three (3) hours and ten (10) minutes for CSE Professional; Two (2) hours and forty (40) minutes for CSE Sub Professional	
	TOTAL	P 680.00	Examination Slot Confirmation – One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032***	

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

**1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final

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

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Scanned copy of at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Senior Citizen's ID; and	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD)	Bureau of Immigration

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Filing of Request) 1. Submit/send properly accomplished ERRF and scanned copy of ID to – *(insert email address of ESD, CSC RO here)*	1.1 Retrieve request and scanned ID sent by the applicant 1.2 Validate completeness of information needed from the scanned copy of ID card submitted; 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*	None		ESD Action Officer
	1.3 Retrieves Certification of Eligibility from storage file			
	1.4 Validate identity by comparing client's data, including picture on the ID card presented against the data on the retrieved examination records			ESD Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If disapproved/ denial of application /request – Provide notice stating the reason for the disapproval/denial If approved, a*dvise client on the date/time to claim requested document*			
	1.5 Upon validation of identity, retrieves Certification of Eligibility from storage file			ESD Action Officer
2. Review Certification of Eligibility	2.1 Present to the eligible for review 2.2 Affix the CSC official seal on the original and photocopy of the Certification 2.3 Affix "released" and "received" stamps on the photocopy of the Certification			ESD Action Officer
3. Receive Certification of Eligibility and sign on the Receipt of CoE and the photocopy of CoE. ***	3. Release CoE to the client and request client to acknowledge receipt			ESD Action Officer
	TOTAL	None	Three (3) working days (CSE-PPT) upon receipt of complete documents	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			Seven (7) working days (COMEX) upon receipt of complete documents *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

Verification of civil service eligibility is done to validate the authenticity of the eligibility. This involves electronic/manual searching of the eligibility data of an individual from the eligibility database or from the physical files of the master list or register of eligible.

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

Office or Division:	Examination Services Division (ESD)
Classification:	Complex (Local/Within the Region); Highly Technical (Inter-regional)
Type of Transaction:	G2G – Government to Government
Who may avail:	1) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs; 2) Courts and administrative bodies exercising quasi-judicial or investigative functions by means of the compulsory process of subpoena duces tecum, in aid of investigation and/or determination or resolution of pending cases; and 3) Such other officials or entities duly authorized by competent authorities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly filled up Agency Request for Verification/Validation of Eligibility Form (ARVEF)	ARVEF can be downloaded from CSC website
2. Scanned Copy of Certificate of Eligibility (COE), if available	Requesting party
3. Scanned copy of Properly accomplished Original Personal Data Sheet (PDS) with photograph subscribed and sworn to before a person administering oath duly authenticated by the HRMO or other HR personnel (CS Form 212, Revised 2017)	PDS form can be downloaded from CSC website

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Request) 1. Submit /send request and scanned documentary requirements as indicated above and send to – (insert email address of the CSC RO here)	1.1Retrieve request and scanned documentary requirements sent by the applicant 1.2 Preliminarily assess completeness of request. ***•If deficient -*** *Inform requesting party of any deficiency by issuing a Compliance letter enumerating the missing requirements through the email address provided* ***•If Complete –*** *Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided* 1.3 If with correction/ discrepancy, advise the client first, through the agency HRMO, to apply for correction. 1.4 If the attached Certification is temporary, advise the client to apply for a permanent COE	None		Receiving Officer, ESD Action Officer, ESD
	1.5 Verify/validate eligibility information from records/ documents on file			Action Officer, ESD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review verified eligibility sign the transmittal list of verified eligibility			
2. Receive the ARVEF*	2.1 Release/email ARVEF			Releasing Officer, ESD
	TOTAL	None	Seven (7) working days (Local/Within the Region) upon receipt of complete documents; Twenty (20) working days (Inter-Regional) upon receipt of complete documents *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032***	

*The ARVEF shall be sent through the email address of the requesting Agency.

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

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Duly accomplished Examination Records Request Form (ERRF)	ERRF can be downloaded from CSC website to be accomplished by the requesting party
2.) At least one (1) ID card of the requesting party, preferably valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID; • Barangay ID;	PhilPost Barangay where the requesting party resides

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of person authorized by the head of the issuing agency. (Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that, an expired ID card shall be accepted only within~~,~~ and until the end of~~,~~ the year the ID card is expiring.)	NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
<u>Additional Requirements</u> <u>If request is filed through a Representative</u> 1) Authorization Letter or Special Power of Attorney (SPA); and 2) One valid ID Card of the representative	 Requesting Party or Notary Public Any valid ID as enumerated in #2 above.
<u>Special Requirement</u> PSA-issued Marriage Contract for women who married after taking the examination. In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name. A PSA-issued birth certificate is required if the ID presented does not contain date of birth.	Philippine Statistics Authority (PSA)

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>(Filing of request may be made through e-mail)</u>* 1. Submit accomplished Eligibility/Exam Records Request Form (ERRF), and	1.1 Accept ERRF, and valid ID and preliminarily assess completeness of request: • *If deficient - Inform requesting party of any deficiency and*			Action Officer, ESD

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
one valid ID	*enumerate the missing requirements.*			
	1.2 Process Request *If application request is disapproved/ denied– Provide notice stating the reason for the disapproval/ denial (e.g. no record on file, for further evaluation etc.)*			Action Officer, ESD
2. Affix signature on the release portion of the ERRF and receive Verified Examination Results	2. Request client to acknowledge receipt and release of verified examination results			
	TOTAL	None	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032*****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

appearance in the office and present the original ID used during online filing of request

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

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

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

Office or Division:	CSC RO-ESD
Classification:	Simple; Complex
Type of Transaction:	G2C – Government to Citizens
Who may avail:	1) Those who lost their Certificate of Eligibility (due to typhoon, flood, fire, theft, etc.) 2) Those who are not in possession of their Certificate of Eligibility (did not receive/claim their certificate, submitted COE to the agency, etc.) 3) Those who want to replace their Certificate of Eligibility (old/torn/worn-out certificate, request for correction of personal information has been duly granted by the Commission, etc.)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Examination Records Request Form (ERRF) and Declaration Form (DF) *(DF is no longer required for examinations conducted from Year 2015 onwards).*	ERRF and DF can be downloaded from CSC website to be accomplished by the requesting party
2.) **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• School ID; • Police Clearance/Police Clearance Certificate (with picture); • Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of person authorized by the head of the issuing agency. (Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that it expires within the year.)	Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
Additional Requirements (Scanned documents) A. If request is filed through a Representative 1) one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken • Signature must be on top of the printed name. • Photograph should have been taken within three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/signature will not be accepted. 2) Authorization Letter or Special Power of Attorney (SPA); and 3) One valid ID Card of the representative	Photo imaging establishments Requesting Party or Notary Public Any valid ID as enumerated in #2 above.
B. If the requesting party works/lives abroad , the service shall be provided through their authorized representatives: 1) one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken • Signature must be on top of the printed name.	Photo imaging establishments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Photograph should have been taken within three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/signature will not be accepted.	
2. Copy of passport duly authenticated/ validated by the Philippine Embassy or Consular Office; or 3. Copy of one ID Card	
<u>C. Special Requirement</u> PSA-issued Marriage Contract for women who married after taking the examination. In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name. A PSA issued birth certificate is required if the ID presented does not contain date of birth.	Philippine Statistics Authority

CLIENT STEPS**	CSC ACTIONS***	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>(Online Filing of Request)</u> 1. Submit/send request and scanned documentary requirements (accomplished Eligibility/Exam Records Request Form (ERRF), Declaration Form (DF) – if examination is conducted before Year 2015, one 1x1 ID picture and valid ID-front and dorsal side) to- *(insert CSC RO email address here)*	1.*1* Retrieve request and scanned requirements sent by the applicant 1.2 Preliminarily assess completeness of request • *If deficient - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements.* • *If Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided* 1.3 Inform client (through email address			Action Officer, ESD

CLIENT STEPS**	CSC ACTIONS***	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	provided) to schedule an appointment through the Online Registration/Appointment system adopted by the CSC RO, and to bring his/her valid ID, other requirements, and printed copy of the email confirmation on the day of the appointment.			
2. Pay to the Cashier (upon claiming the Certification) or through online/bank deposit and submit proof of payment (online receipt or deposit slip) through email	2.3 Process payment and issue OR; record OR 2.4 Process Request • If application/ request is disapproved/denied – Provide notice stating the reason for the disapproval/ denial [e.g. no record on file, for further evaluation, Correction of Personal Information (COPI) etc.]			Cashier
3. Claim the certificate and affix signature on the release portion of the ERRF and receive Certification of Eligibility**** 4.	3. Request client to acknowledge receipt and release of CoE			
Note: If with discrepancy in personal information, a COPI letter is issued instead of COE. Request	TOTAL	P 100.00 per copy	One (1) working day[1] upon receipt of complete documents;	

[1] For walk-in clients

CLIENT STEPS**	CSC ACTIONS***	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
for COPI has a corresponding fee of P50.00.			Seven (7) working days [2] upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032*******	

* A special paper used specifically for the purpose.

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

[2] For requests filed at the CSC Field Offices and transmitted to the CSC RO

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Examination Records Request Form (ERRF) and Declaration Form (DF)*. **(DF is no longer required for examinations conducted from Year 2015 onwards).*	ERRF and DF can be downloaded from CSC website to be accomplished by the requesting party
2.) **Scanned copy of** at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT) Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of person authorized by the head of the issuing agency. (Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that it expires within the year.)	NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
<u>Additional Requirements</u> (Scanned Documents) <u>A. If request is filed through a Representative</u> 1) one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken • Signature must be on top of the printed name. • Photograph should have been taken within three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/signature will not be accepted.	Photo imaging establishments
1. Authorization Letter or Special Power of Attorney (SPA); and	Requesting Party or Notary Public
2. One valid ID Card of the representative	Any valid ID as enumerated in #2 above.
<u>B. If the requesting party works/lives abroad:</u> 1. one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken • Signature must be on top of the printed name. • Photograph should have been taken within three months prior to filing of request for Certification of Eligibility. • Scanned, computer-generated photo/ name/signature will not be accepted.	Photo imaging establishments
2. Copy of passport duly authenticated/ validated by the Philippine Embassy or Consular Office; or	Philippine Embassy or Consular Office
3. Copy of one ID Card	Valid ID same as enumerated in #2 above
<u>C. Special Requirement:</u>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PSA-issued Marriage Contract for women who married after taking the examination. In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name. A PSA issued birth certificate is required if the ID presented does not contain date of birth.	Philippine Statistics Authority

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Filing of Request) 1. Submit/send request and scanned documentary requirements (accomplished Eligibility/Exam Records Request Form (ERRF), Declaration Form (DF) – if examination is conducted before Year 2015, one 1x1 ID picture and valid ID-front and dorsal side) to – (*insert ESD's email address*)	1.1 Retrieve request and scanned requirements sent by the applicant 1.2 Preliminarily assess completeness of request • *If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.* • *If Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided* 1.3 Inform client (through email address provided) to schedule an appointment through the Online Registration/Appointment system adopted by the CSC RO, and to bring his/her valid ID, other requirements, and printed copy of the email confirmation on the day of the appointment. 1.4 Process Request			Action Officer, ESD
2. Pay to the	2.1 Process payment and			Cashier

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Cashier (upon claiming the authenticated certificate of eligibility) or through online/bank deposit and submit proof of payment (online receipt or deposit slip) through email	issue OR; record OR 2.2 Process Request >If application/ request is disapproved/denied – Provide notice stating the reason for the disapproval/ denial (e.g. no record on file, for further evaluation, correction of personal information (COPI) etc.).			
3. Receive the authenticated Certificate of Eligibility and affix signature on the release portion of the ERRF***	3. Request client to acknowledge receipt and release of COE			Action Officer, ESD
Note: If with discrepancy in personal information, a COPI letter is issued instead of COE. Request for COPI has a corresponding fee of P50.00.	TOTAL	P 50.00 per copy	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

***In claiming the requested document, personal appearance is needed in order for the client to sign in the ERRF (under the release portion). Client shall set an appointment through the online appointment system and present the

original ID used during online filing of request.

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

13. Grant of Eligibility Under Special Laws and CSC Issuances

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GENERAL REQUIREMENTS	
General Requirements and Special Requirements depending on the type of eligibility applied for: (shall apply to all types of eligibility granted under special laws and CSC issuances) 1. Properly accomplished Application Form:	Application Form is available FREE OF CHARGE at any CSC office, or may be downloaded from the CSC website www.csc.gov.ph

Form	Type of Eligibility
CS Form 101-A (Revised, December 2011)	Electronic Data Processing Specialist Eligibility (EDPSE)
CS Form 101-B (Revised, December 2011)	Veteran Preference Rating Eligibility (VPRE)
CS Form 101-C (Revised, December 2011)	Scientific and Technological Specialist Eligibility (STSE)
CS Form 101-D (Revised, September 2013)	Honor Graduate Eligibility (HGE)
CS Form 101-E (Revised, February 2017)	Barangay Official Eligibility (BOE)
CS Form 101-H (Revised, December 2011)	Barangay Health Worker Eligibility (BHWE)
CS Form 101-G (Revised,	Skills Eligibility – Category II

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
September 2013) Category II (CSC MC 11, s. 1996, as Amended) CS Form 101-K (December 2013) — Foreign School Honor Graduate Eligibility (FSHGE) CS Form 101-I (December 2011) — Barangay Nutrition Scholar Eligibility (BNSE) CS Form No. 101-J (Revised, Dec. 2018) — Sanggunian Member Eligibility (SME)	
1. Three copies of identical pictures with specification as follows: a. Philippine passport size (4.5cm x 3.5cm or 1.78 inches by 1.4 inches), compliant with the specifications listed in the application form.	
2. Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/ Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID Voter's Certification;	COMELEC
• BIR Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/ Office
• School ID,	Requesting party's school
• Police Clearance/Police Clearance Certificate;	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction ID,	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Senior Citizen's ID,	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning with the May 3, 2015 CSEPPT)	CSC RO where the requesting party took the exam
3. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the Philippine Statistics Authority (PSA);	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 birth certificate authenticated/issued by the Local Civil Registrar (LCR).	LCR
4. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA;	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.	LCR
5. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012); and	CSC RO-Legal Services Division
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 ID card of the representative, as listed under Item No. 3 above.	
SPECIFIC DOCUMENTARY REQUIREMENTS (Shall apply depending on the type of eligibility)	
A. 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	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Specific Requirements:	
For Training Course:	
1. Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net	DICT
2. Original and photocopy of the Certificate of Completion issued by the DICT; and	DICT
3. Original and photocopy of the Grade Slip issued by DICT.	DICT
For Proficiency Test:	
1. Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net	DICT
2. 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:	
1. 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;	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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.)	PSA
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)	PSA
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 ▪ 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.	CSC-IRMO/CSC Regional Office or Court concerned Requesting Party
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	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Biology (S & T) Microbiology Botany Molecular Biology and Biotechnology Ecology Physical Anthropology Marine Biology Zoology Geological Sciences Archeology Geophysics Paleontology Seismology Meteorology Oceanography Physics/Applied Physics 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: 1. At least three (3) years of continuous experience in research and/or teaching in the pertinent field, provided that the following conditions are further met: i. The applicant must be holding a part-time or full-time	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
teaching position having at least nine (9) units per semester in CHED recognized schools/state colleges and universities (SUCs) and/or actively doing research at the time of filing the application;	
ii. The teaching experience should be in the academe (College Level at the least) in his/her major field of specialization and academic in nature, leading to a baccalaureate/master/doctorate degree;	
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	
2. Has earned a master's degree with thesis/special project or doctorate degree in any of the fields of study enumerated under Section 1 hereof from a school recognized by the Commission on Higher Education at the time of filing of application.	
3. Has a commercialized patented invention as the major inventor and as certified by intellectual Property Office of the Philippines.	
A. Upon Filing of application	
B. Specific documentary requirements to be submitted at the DOST Central Office, Taguig City (through the PD 997 Secretariat), or at the DOST Regional Office:	
1. Duly accomplished CS Form 101-C, Dec. 2011	CSC Website or CSC Regional Office/Field Office
2. Three (3) pieces of identical ID 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	
b. Original and photocopy of Transcript of Records (TOR)	School concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	Company/School concerned
d. List of S&T subjects taught/being taught and the duration of teaching said subjects, duly certified by the Dean of the school; and	School concerned
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.	Company/School concerned
• 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.	School concerned
B. Upon Claiming of Certificate of Eligibility at the CSC	
Specific documentary requirements to be submitted at the CSC:	
1. Original and photocopy of valid ID card (Refer to Item No. 3 of the General Documentary Requirements for the list of ID cards accepted)	Requesting Party
2. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the PSA [Note: In case the PSA Birth Certificate is not legible, or the PSA has duly issued a Negative Certification of Birth (NSO CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her Birth Certificate authenticated/issued by the Local Civil Registrar.] 50	PSA
3. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA (Note: In case the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the Local Civil Registrar.)	PSA
4. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012).	CSC RO-ESD
HONOR GRADUATE ELIGIBILITY (HGE) **Who are qualified?**	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• 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.	
1. 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). 4.	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 from 2010 and onwards: Elective Barangay Officials: • Punong Barangay/Barangay Captain, regular Sangguniang Barangay Members, 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	DILG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
barangay officials.	
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 ex-officio capacity, during his/her term of office or service requirement	Requesting Party
*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;	
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
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.	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For purposes of the grant of BHW Eligibility, services rendered to the community should meet ALL of the following requisites: i. The services must be voluntary, meaning, the BHW has not been employed and has not received any form of salary, or compensation, except honorarium, in the entirety of the five-year period for service requirement; ii. The services rendered must be continuous for a minimum period of five (5) years, meaning, the BHW should have served actively and satisfactorily on a full time basis; and 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.	
1. 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
2. Certificate of Accreditation issued and signed by the chairman or authorized official of the Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board (the Certificate of Accreditation must have been issued on or before the start of the five-year voluntary service)	Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board concerned
3. 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, coterminous, contractual, or casual, and that he/she has not received any salary/ compensation derived from any government agency plantilla payroll, during his/her service requirement	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Authenticated/Certified copy of Annual Accomplishment Reports	Barangay concerned
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)	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 and CSC MC No. 10, s. 2013, the required eligibility for which can be obtained by completing one year of very satisfactory actual work performance under temporary status of appointment.	
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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)	
1. For applicants presenting documents originating from countries who are not member to the Apostille Convention (Austria, Finland, Germany and Greece), Certification on the honors received and baccalaureate degree earned, duly signed by the authorized/registrar of the foreign school/college/university bearing the seal of the college/university, and duly authenticated by a Philippine Foreign Service Post. The Certification must state/indicate the equivalent Latin honor in cases of honors with name/title different from the Latin honors summa cum laude, magna cum laude, or cum laude. This Certification is not the Diploma and is separate from the Transcript of Record.	School concerned
For applicants presenting Certification on the honors received originating from countries which are members to the Apostille Convention, authentication is still required, but this time with an Apostille instead of an Authentication Certificate (“red ribbon”) as proof of authentication.	School concerned and Philippine Foreign Service Post
2. For applicants presenting Transcript of Records originating from countries which are not members to the Apostille Convention (Austria, Finland, Germany and Greece), the Transcript of Records certified as true copy by the foreign school (with English translation as applicable) and duly authenticated by the Philippine Foreign Service Post with jurisdiction over the foreign school is required.	CHED
For applicants presenting Transcipt of Records originating from countries which are members to the Apostille Convention, authentication is still required, but this time with an Apostille instead of an Authentication Certificate (‘red ribbon”) as proof of authentication.	
3. For applicants presenting documents originating from countries which are not members to the Apostille Convention (Austria, Finland, Germany and Greece), the Certification from the Department of Foreign affairs (DFA), through the Philippine Foreign Service Post, on the status of operation of the foreign school duly signed by authorized DFA official, affixed with DFA official dry-seal, and printed on DFA official letterhead. (Agency to agency).	DFA
For applicants presenting documents originating from countries which are members to the Apostille Convention, the certification on the status of operation of the foreign school should come from the foreign government which has supervision over the school concerned. The certification	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
issued by the foreign government must be apostollized for it to be used in the Philippines.	
BARANGAY NUTRITION SCHOLAR (BNS) ELIGIBILITY **Who 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
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: • Name of the parties entering into the agreement, or contract, including their addresses;	Barangay concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• 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 *For purposes of the requirement for Notarized Affidavit, the phrase "was not employed in the government" shall mean that the BNS has not been issued any appointment, whether permanent, temporary, substitute, coterminous, contractual, or casual, and that he/she has not received any salary/ compensation derived from any government agency plantilla payroll, during his/her service requirement 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)
 	
Who are qualified?
 	
• **For SME (First Level)**
  ○ Those who served as Sanggunian Member for an aggregate period of six (6) years; and
  ○ Those who have completed at least seventy-two (72) units leading to a baccalaureate/bachelor's degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents
 	
• **For SME (Second Level)**
  ○ Those who served as Sanggunian Member for an	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Evaluation of Application (CSC Field Office)				
(Online filing of application) 1. Submit/send scanned copy of duly accomplished form and documentary requirements at	1.1. Preliminarily assess completeness of application form and supporting document/s >**Deficient** - Inform requesting party of any deficiency by issuing a Compliance letter through email			CSC FO Processor

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the CSC Field Office through- (insert CSC FO email address)	enumerating the missing requirements If application/ request is disapproved/denied – Provide a notice stating the reason for the disapproval/ denial (e.g. for further evaluation, correction of personal information (COPI) etc.). >**Complete** – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time *of receipt* 1.2 Issue order of payment through email and advice client to pay corresponding fee 1.3 Inform client (through email address provided) to schedule an appointment through the Online Registration/Appointment system adopted by the CSC FO, and to bring original copy of supporting documents, valid ID and printed copy of the email confirmation on the day of the appointment.			
2. Pay the corresponding fee/s (<u>evaluation and processing fee</u>) online or through bank deposit and submit proof of payment (online receipt	2.1 Process payment and issue OR	**PhP 500.00** (P200 evaluation fee and **P300.00** processing fee)		Cashier
	2.2. Record the O.R. and process the application form			CSC FO Processor

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
or deposit slip) through email. ***				
	2.3 Check if the name of the applicant is included in the corresponding master list provided by the agency concerned,including the consistency of all of the applicant's data indicated therein, affix initials and date opposite the applicant's data entry 2.4 Fill out the jurat, if applicable 2.5 Accomplish the "Action Taken" portion on the application form, fill the eligibility data on space provided as applicable, and affix signature over printed name and date on space provided for 1st Processor 2.6 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 2.7 Encode the data in the Special Eligibility System.			
3. Personally appear to the CSC FO to- >submit original copy of	3.1 Validate authenticity of presented documents. 3.2 If in order, give the duly evaluated and approved application			1st Processor

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
documentary requirements; and >receive evaluated and approved application form	form*			
*The client may be advised regarding the following options to - 1. Personally file his/her application for processing at the CSC RO/ESD; 2. Wait for the advisory to claim his/her CoE at the CSC FO; or 3. Provide a prepaid self-addressed return envelope or payment for courier fee.				
STAGE 2: Processing of CoE-CSC Regional Office-ESD				
1. *(Client may opt to personally file his/her application for processing) Present* to ESD and present OR and application form to the attending Action Officer.	1.1 Receive the OR and process the application form. 1.2 Print the CoE draft on paper			1st Processor/ Cashier
2. Review the draft CoE (particularly as to his/ her name and date and place of birth) and affix signature on the draft CoE and signature over printed name and the date on the "Checked by" portion.	2.1 Stamp the draft CoE with "Checked by" and present the same to the applicant for review. 2.2 Print the CoE *			1st Processor
*The printing of Certification of Eligibility (CoE) in Yellow Security Paper is a separate process. The eligible shall accomplish the Eligibility/Examination Records Request Form (ERRF) and pay a separate certification fee of P100.00				
	2.3 Check proper and accurate printing of the CoE and endorse the same, together with the rest of the documents, to the Directors for signature			2nd Processor

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Reviewing the documents, and sign the CoE			Directors/ Authorized Signatory
	2.5 Record the application data on the corresponding Logbook, and prepare the receiving photocopies of the CoE			1st Processor
3. Receive the original CoE and ORs and sign the receiving copies and the Logbook	3. 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			
In the event that the client opted not to personally file his/her application for processing, the CoE file copy (not to be released to client) should no longer be required to be signed by the client and the CoE printed on security paper be authorized to be released via mail/courier directly to the client. As such, clients shall be required to provide a prepaid self addressed return envelope or payment for courier fee.				
	TOTAL	P500.00	*Three (3) working days* upon receipt of complete documents. Twenty (20) working days for CSC FO-Tawi-Tawi and other Island-Based Field Offices (upon receipt of complete documents) *Above cited number of working days maybe extended only once for the same number*	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			*of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

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

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

STAGE 1: Filing and evaluation of application for STSE is conducted at the DOST. After assessment by PD 997 Committee, all documentary requirements of approved/qualified applicants are forwarded at the CSC Regional Office concerned for the processing of the Certificate of Eligibility.
STAGE 2: Processing of the Certificate of Eligibility
1. The received documents will undergo Preliminary Assessment by the CSC RO. Any Deficiency - Inform applicant or requesting party and enumerate the missing requirements No Deficiency - Assign unique ID No. and Acknowledgement Receipt 2. The CSC RO concerned will inform the client that the request for STS Certificate of Eligibility is ready for processing.

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

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

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

15. Request to Request for In-House Training

Upon request of a government agency, CSC conducts in-house training subject to agreed terms and conditions including payment of appropriate fees. *

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

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Review and approve Request If approved – send letter to requesting agency confirming the date of conduct of training If denied – send letter informing the requesting agency of the reason/s for disapproval			Director III/IV
	1.7 Conduct conversation with requesting agency, identify SME, prepare course brief, customized design, proposal and MOA.			Requesting agency and HRD
2. Client pay appropriate training fee**		Appropriate fee		Requesting agency
	TOTAL		Twenty (20) working days upon confirmation of the conduct of the training Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032***	

* CSC RO-HRD continues to conduct in-house and public offering courses online such as webinars even during this pandemic

** Any mode of and proof of payment such as electronic receipt, screen shot of bank transfer, or deposit slip, whichever is applicable/available shall be allowed to facilitate payment of training fee/s

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

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

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

Office or Division:	Division Concerned, CSC Regional Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	1) Any requesting party as it pertains to his/her personal records; 2) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs; 3) Courts and administrative bodies exercising quasi-judicial or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of investigation and/or determination or resolution of pending cases; and 4) Such other officials or entities duly authorized by competent authorities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Personnel Records Request Form (PRRF)	• **Downloadable at CSC website** • Public Assistance and Liaison Division (PALD), CSC Regional Office
2. Self-addressed stamped envelope or Prepaid Pouch, and copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account)	
3. Scanned copy of at least one ID card **(front and dorsal side)** of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's Lic111ense (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• BIR/Taxpayer's ID (ATM type/TIN card type with picture); • PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number); • Company/Office ID; • School ID; • Police Clearance/Police Clearance Certificate (with picture); • Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	BIR PhilHealth Requesting party's Company/Office Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
4. If the request is filed through a representative, scanned copy of an authorization letter or Special Power of Attorney (SPA) and scanned copy of one (1) valid ID (front and dorsal side) of the representative	• Requesting party • SPA - requesting party • ID - same as indicated above

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Request) 1.Submit/send scanned copy duly accomplished PRRF and documentary requirements and send to- (insert CSC RO email address here)	1.1 Retrieve scanned copy of accomplished PRRF and documentary requirements sent by the client 1.2 Preliminarily assess completeness of request form and supporting document/s • Incomplete - Inform requesting party of any deficiency by			Action Officer of the Division concerned

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	issuing a Compliance Letter enumerating the missing requirements through contact details provided • Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact *details provided*			
	1.3 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 through the email address provided			Action Officer of the Division concerned
2. Pay the corresponding fee online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. ***	2.1 Validate with the Cashier if payment was received 2.2 Process payment and issue OR; record OR ● Reproduce the requested records			Action Officer of the Division concerned

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the document requested	3. Mail the requested documents using the self-addressed stamped envelope or Prepaid Pouch provided by the requestor.			Action Officer of the Division concerned
	TOTAL	Appointment – PhP 30.00; Service Card/Record - PhP 40.00 CSC Records- P10.00/page CSC Issuances/ resolutions- P10.00/page Authenticated copies of Certificate of Attendance to L&D Interventions- P10.00	One (1) working day upon receipt of complete documents *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032***	

*Face to face transaction is discouraged. Transacting clients are required to schedule an appointment through the Online Scheduling System adopted by the Field Office. Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2.

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

17. Handling of queries/ request for Assistance on Civil Service Matters (Online and Walk-in)[3]

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number and wait for it to be called. 2. Inform the Action Officer regarding the query or request for assistance.	1. Assign client transaction number and attend to client's inquiry 2. Provide reply to simple queries/ request for assistance ● for complex queries/ requests for assistance, advise client that the matter will be referred to the appropriate office ● request the client to fill out request form 3. Prepare a referral letter and forward the concern to the responsible office within the day.	None		CSC RO-PACD Officer of the Day Division receiving the concern

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

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

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. For concerns to be referred to other CSC office/government office, fill out a request form.	(The receiving office will provide concrete action within three working days. If request is denied/ disapproved – the receiving office will send a written notice citing the ground for denial/ disapproval of the request.)			
FOR ONLINE TRANSACTIONS				
1. Send the complete details of the feedback to email@contactcenterngbayan.gov.ph. 2. Upon receipt of the reply, fill out the Customer Feedback and Satisfaction Survey.	1. Assign customer reference number. 2. Evaluate completeness of the information provided and request additional information when necessary. 3. Provide reply to simple concerns. For complex concern, acknowledge receipt of the email and advise customer that the matter will be referred to the appropriate office. 4. Prepare and send a referral letter to the concerned office within three working days. (The receiving office will provide concrete action to the customer. If request is denied/ disapproved – the receiving office will send a written notice citing the ground for denial/ disapproval of the request.)			RO Action Officer
	TOTAL	None	Three (3) working days *Above cited number of working days maybe extended only once for the same number of days pursuant to*	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			*Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

*Face to face transaction is discouraged. However, walk-in clients requesting assistance on CS matters are required to register through the onl;ine scheduling system adopted by the Regional/Field Office and shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

18. Response to Job Applications

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

Office or Division:	CSC RO -HRD
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application letter with complete set of requirements, as follows: 1. Fully accomplished Personal Data Sheet (CS Form No. 212, Revised 2017) with ID picture taken within the last 6 months 3.5 cm x 4.5 cm (passport size); the PDS should be subscribed and sworn to before the highest ranking HRMO in the agency, any officer authorized to administer oath, or a notary public 2. Work Experience Sheet, if applicable; 3.**Scanned copy of** performance rating of at least VS in the last rating period (if applicable); 4. **Scanned copy** of certificate of eligibility/rating/ license, if applicable; and 5. **Scanned copy** of Transcript of Records.	• Can be downloaded at www.csc.gov.ph • Can be downloaded at www.csc.gov.ph

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter*** (through email), together with the complete set of requirements (items a to e) Addressed to The CSC Regional Director email address: *(insert CSC RO email address here)* ****may opt to send*	1. Receive/Retrieve application documents submitted/sent by the applicant 2. Record the application to the database of applicants and forward the application to the AO in-charge of the vacancy	None		Principal: Chief HRS of HRD Alternate: Supervising HRS of HRD Action Officers at HRD

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
through snail/ registered mail, or hand-carry)	3. Assess completeness of documents • Incomplete-Issue acknowledgment receipt containing missing requirements • Complete-Issue acknowledgment receipt containing *Unique ID no. *Name and designation of responsible officer/ employee *Date and time of receipt			
	4. Evaluate qualification of the applicant vis-à-vis the qualification standards (QS) of the vacancy			Action Officers at HR
	5. Draft a letter reply informing the applicant of the status of his/her application, if: • Meeting QS • Not meeting QS			Action Officers at HR
	6. Review/approve draft letter reply			RO Dir. IV/Dir. III
	7. Send letter reply to applicant through email			Action Officers at HR
	TOTAL	None	Three (3) working days	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			upon receipt of complete documents *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032******	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

CSC Field Office Services

1. Posting of Vacant Positions in the Government

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Vacant Positions authorized to be filled and their corresponding qualification standards and plantilla item numbers (CS Form 9 Revised 2018) in electronic **or sent through e-mail** and printed copies	• CS Form 9 Revised 2018 - CSC RO/FO

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CS Form 9, Revised 2018 in electronic and printed copy** **(signed by the Agency HRMO)** to CSC FO *>Submission of hard copy applies to (i.e. Basilan, Sulu and other island/ mountainous provinces areas with internet connectivity problem/s.*	1.1 Accept and post CS Form 9 in the CSC FO's bulletin board.			CSC FO Action Person
	1.2 Forward electronic copy (correctly filled out CS Form 9) through e-mail to the CSC RO within one working day upon its receipt from the requesting agency.			

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032*****	

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

** The submission of the electronic copy of the Request for Publication of Vacant Positions (CS Form No. 9, Revised 2018) to the CSC Field Office (CSC FO) concerned through electronic mail (e-mail) shall be continued. The electronic copy received by the CSC FO concerned shall be forwarded to the CSC Regional Office (CSC RO) concerned which shall publish the same in the CSC Bulletin of Vacant Positions in the Government in the CSC Website. The corresponding hard copy shall be submitted to the CSC FO concerned within sixty (60) calendar days after the lifting of the ECQ/MECQ, for reference and records purposes. ((MC No. 14, s. 2020)

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

Office or Division:	CSC Field Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	• Filipino Citizen, at least 18 years old, and of good moral character. • Has no criminal record, or has not been convicted by final judgment of an offense or crime involving moral turpitude. • Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government. • Must have not taken the same level of career service examination, regardless of mode, within three (3) months from the last examination taken.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished application form (Revised CS Form No. 100). The spaces for "Signature of Applicant" and "Right Thumbmark" on the form should be left blank. These shall be accomplished in the presence of the CSC processor.	1. Examination Application Form is available FREE OF CHARGE at any CSC Regional Office/Examination Services Division (ESD)/CSC Field Office, or may be downloaded from the CSC website www.csc.gov.ph > Downloads > Forms
2. Four (4) copies of identical pictures with specification as follows: a. Philippine passport size (4.5cm x 3.5cm or 1.78 inches by 1.4 inches) compliant with the specifications listed in the application form;	2. Photo-printing services / photo studio
b. Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows: • Philippine Identification (PhilID) or National ID • Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit; • Passport;	 PSA LTO DFA

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

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form or download the same from the CSC website (www.csc.gov.ph)				
2. Submit accomplished application form (without affixing signature and thumbprint), and proof of payment such as electronic receipt, screen shot of bank transfer, or deposit	2.1 Accept and preliminarily assess completeness of application requirements • Incomplete - Inform requesting party of any deficiency by issuing a Compliance			Action Officer

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
slip, whichever is applicable/available and send it through the following email address: (insert CSC RO email address)	Letter enumerating the missing requirements through contact details provided • Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided			
	2.2 Verify examination records of applicant through DIBAR** System. • If applicant is qualified to take examination, return application form and advise client to pay the examination fee to the cashier. • If applicant is not qualified, inform applicant of the reason for the disqualification, and return the application form. •			
3. Pay the examination fee online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email. ***	3.1 Process payment and issue OR; record OR 3.2 Inform client (through email address provided) to schedule an appointment through the Online			Cashier/ Deputized Cashier

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Registration/Appointment system adopted by the Region, and to bring his/her valid ID and other requirements together with the printed copy of the email confirmation on the day of the appointment.			
2. In the presence of the Action Officer, affix signature and thumbprint on the processed application form	2.2 Require applicant to properly affix signature and thumbmark 2.3 Give examination receipt slip and Examinee Guide			Action Officer
	TOTAL	P500.00	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**DIBAR System is already incorporated in the CSEVS (internal), which could be accessed by the CSC ROs and CSC FOs.

***Transacting clients are required to schedule an appointment through the Online Scheduling System adopted by the Regional Office. Action Officers/Service Providers shall, at all times, observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients as defined in OM No. 16, s. 2020 on Adoption of Alternative Work Arrangements and Other Precautionary Measures in Light of Code Red Sub-Level 2.

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

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

3. Grant of Eligibility Under Special Laws and CSC Issuances

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GENERAL REQUIREMENTS	
General Requirements and Special Requirements depending on the type of eligibility applied for: (shall apply to all types of eligibility granted under special laws and CSC issuances) 1. Properly accomplished Application Form:	Application Form is available FREE OF CHARGE at any CSC office, or may be downloaded from the CSC website www.csc.gov.ph

Form	Type of Eligibility
CS Form 101-A (Revised, December 2011)	Electronic Data Processing Specialist Eligibility (EDPSE)
CS Form 101-B (Revised, December 2011)	Veteran Preference Rating Eligibility (VPRE)
CS Form 101-C (Revised, December 2011)	Scientific and Technological Specialist Eligibility (STSE)
CS Form 101-D (Revised, September 2013)	Honor Graduate Eligibility (HGE)
CS Form 101-E (Revised, February 2017)	Barangay Official Eligibility (BOE)
CS Form 101-H (Revised, December 2011)	Barangay Health Worker Eligibility (BHWE)
CS Form 101-G (Revised,	Skills Eligibility – Category

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
September 2013) Category II (CSC MC 11, s. 1996, as Amended) — II CS Form 101-K (December 2013) — Foreign School Honor Graduate Eligibility (FSHGE) CS Form 101-I (December 2011) — Barangay Nutrition Scholar Eligibility (BNSE) CS Form No. 101-J (Revised, Dec. 2018) — Sanggunian Member Eligibility (SME)	
2. Three copies of identical pictures with specification as follows: a. Philippine passport size (4.5cm x 3.5cm or 1.78 inches by 1.4 inches), compliant with the specifications listed in the application form.	
b. Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/ Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID Voter's Certification;	COMELEC
• BIR Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/ Office
• School ID,	Requesting party's school
• Police Clearance/Police Clearance Certificate;	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction ID,	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Senior Citizen's ID, • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning with the May 3, 2015 CSEPPT)	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
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 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 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 ID card of the representative, as listed under Item No. 3 above.	PSA LCR PSA LCR CSC RO-Legal Services Division
SPECIFIC DOCUMENTARY REQUIREMENTS **(Shall apply depending on the type of eligibility)**	
A. 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	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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	DICT
2. Original and photocopy of the Certificate of Completion issued by the DICT; and	DICT
3. Original and photocopy of the Grade Slip issued by DICT.	DICT
For Proficiency Test:	
1. Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net	DICT
2. 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:	
1. 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;	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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.)	PSA
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)	PSA
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	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Astronomy Astrophysics Biological Sciences Biology (S & T) Microbiology Botany Molecular Biology and Biotechnology Ecology Physical Anthropology Marine Biology Zoology Geological Sciences Archeology Geophysics Paleontology Seismology Meteorology Oceanography Physics/Applied Physics 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: 1. At least three (3) years of continuous experience in research and/or teaching in the pertinent field, provided	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
that the following conditions are further met: i. The applicant must be holding a part-time or full-time teaching position having at least nine (9) units per semester in CHED recognized schools/state colleges and universities (SUCs) and/or actively doing research at the time of filing the application; ii. The teaching experience should be in the academe (College Level at the least) in his/her major field of specialization and academic in nature, leading to a baccalaureate/master/doctorate degree; Subjects being taught must be intermediate or advance in nature as determined by the PD 997 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 2. Has earned a master's degree with thesis/special project or doctorate degree in any of the fields of study enumerated under Section 1 hereof from a school recognized by the Commission on Higher Education at the time of filing of application. 3. Has a commercialized patented invention as the major inventor and as certified by intellectual Property Office of the Philippines. A. Upon Filing of application B. Specific documentary requirements to be submitted at the DOST Central Office, Taguig City (through the PD 997 Secretariat), or at the DOST Regional Office:	
1. Duly accomplished CS Form 101-C, Dec. 2011 2. Three (3) pieces of identical ID pictures (Refer to Item No. 2 of the General Documentary Requirements for specifications) 3. Assessment fee of P200.00 payable to DOST; and 4. Five (5) copies each of the following documents:	CSC Website or CSC Regional Office/Field Office Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Duly certified statement of duties and responsibilities	Company/School concerned
b. Original and photocopy of Transcript of Records (TOR) and diploma	School concerned Company/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	School concerned
d. List of S&T subjects taught/being taught and the duration of teaching said subjects, duly certified by the Dean of the school; and	Requesting Party
e. Other documents such as:	
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.	Company/School concerned
• 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 CSC	
Specific documentary requirements to be submitted at the CSC:	
1. Original and photocopy of valid ID card (Refer to Item No. 3 of the General Documentary Requirements for the list of ID cards accepted)	Requesting Party
2. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the PSA [Note: In case the PSA Birth Certificate is not legible, or the PSA has duly issued a Negative Certification of Birth (NSO CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her Birth Certificate authenticated/issued by the Local Civil Registrar.] 50	PSA
3. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA (Note: In case the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage	PSA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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-ESD
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.	
1. 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 from 2010 and onwards: • Elective Barangay Officials: Punong Barangay/Barangay Captain, regular Sangguniang Barangay Members, and Sangguniang Kabataan Chairmen; and	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• 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 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, coterminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her term of office, or service requirement;	Requesting Party
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 7. Other documents as may be deemed necessary by the CSC Regional Office in verifying authenticity of information supplied by the barangay official	DILG
BARANGAY HEALTH WORKER (BHW) ELIGIBILITY	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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: i. The services must be voluntary, meaning, the BHW has not been employed and has not received any form of salary, or compensation, except honorarium, in the entirety of the five-year period for service requirement; ii. The services rendered must be continuous for a minimum period of five (5) years, meaning, the BHW should have served actively and satisfactorily on a full time basis; and 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.	
DOCUMENTARY REQUIREMENTS:	
1. 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
2. Certificate of Accreditation issued and signed by the chairman or authorized official of the Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board (the Certificate of Accreditation must have been issued on or before the start of the five-year voluntary service)	Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board concerned
3. 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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 *For purposes of the requirement for Notarized Affidavit, the phrase "was not employed in the government" shall mean that the BHW has not been issued any appointment, whether permanent, temporary, substitute, coterminous, contractual, or casual, and that he/she has not received any salary/ compensation derived from any government agency plantilla payroll, during his/her service requirement	Requesting Party
5. Authenticated/Certified copy of Annual Accomplishment Reports	Barangay concerned
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)	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 and CSC MC No. 10, s. 2013, the required eligibility for which can be obtained by completing one year of very satisfactory actual work performance under temporary status of appointment.	
DOCUMENTARY REQUIREMENTS:	Agency concerned
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	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Very Satisfactory rating for the two rating periods during the one-year temporary appointment	
3. Statement of Actual Duties and Responsibilities (using the prescribed CSC-ERPO Cat. II Form No. 2, Jan. 2011) of the applicant executed by the applicant's immediate supervisor	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
FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)	
1. For applicants presenting documents originating from countries who are not member to the Apostille Convention (Austria, Finland, Germany and Greece), Certification on the honors received and baccalaureate degree earned, duly signed by the authorized/registrar of the foreign school/college/university bearing the seal of the college/university, and duly authenticated by a Philippine Foreign Service Post. The Certification must state/indicate the equivalent Latin honor in cases of honors with name/title different from the Latin honors summa cum laude, magna cum laude, or cum laude. This Certification is not the Diploma and is separate from the Transcript of Record.	School concerned
For applicants presenting Certification on the honors received originating from countries which are members to the Apostille Convention, authentication is still required, but this time with an Apostille instead of an Authentication Certificate ("red ribbon") as proof of authentication.	School concerned and Philippine Foreign Service Post
2. For applicants presenting Transcript of Records originating from countries which are not members to the Apostille Convention (Austria, Finland, Germany and Greece), the Transcript of Records certified as true copy by the foreign school (with English translation as applicable) and duly authenticated by the Philippine Foreign Service Post with jurisdiction over the foreign school is required.	CHED
For applicants presenting Transcipt of Records originating from countries which are members to the Apostille Convention, authentication is still required, but this time with an Apostille instead of an Authentication Certificate ('red ribbon") as proof of authentication.	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. For applicants presenting documents originating from countries which are not members to the Apostille Convention (Austria, Finland, Germany and Greece), the Certification from the Department of Foreign affairs (DFA), through the Philippine Foreign Service Post, on the status of operation of the foreign school duly signed by authorized DFA official, affixed with DFA official dry-seal, and printed on DFA official letterhead. (Agency to agency). For applicants presenting documents originating from countries which are members to the Apostille Convention, the certification on the status of operation of the foreign school should come from the foreign government which has supervision over the school concerned. The certification issued by the foreign government must be apostollized for it to be used in the Philippines.	DFA
BARANGAY NUTRITION SCHOLAR (BNS) ELIGIBILITY **Who 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. **DOCUMENTARY REQUIREMENTS:**	
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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
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: • 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	Barangay concerned
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 *For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BNS has not been issued any appointment, whether permanent, temporary, substitute, coterminous, contractual, or casual, and that he/she has not received any salary/ compensation derived from any government agency plantilla payroll, during his/her service requirement	
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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
SANGGUNIAN MEMBER ELIGIBILITY (SME) **Who are qualified?** • **For SME (First Level)** • Those who served as Sanggunian Member for an aggregate period of six (6) years; and • Those who have completed at least seventy-two (72) units leading to a baccalaureate/bachelor's degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents • **For SME (Second Level)** • 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	
DOCUMENTARY REQUIREMENTS:	
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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 at the CSC Field Office and Processing of Certificate of Eligibility by the CSC Regional Office.

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Evaluation of Application				
1. File duly accomplished form and documentary requirements at the CSC Field Office	Preliminary Assessment *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 OR			Cashier/ Deputized Cashier
	Request will be forwarded to the CSC RO			Field Office Action Officer
	TOTAL	P200.00	Three (3) working days upon receipt of complete documents; Twenty (20) working days for CSC FO-Tawi-Tawi and other Island-Based Field Offices (upon receipt of complete documents) *Above cited number of working day maybe extended only once for the same number of days pursuant to*	

CLIENT STEPS*	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			*Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

Office or Division:	CSC Field Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business
Who may avail:	1) Any requesting party as it pertains to his/her personal records; 2) The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs; 3) Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of *subpoena duces tecum*, in aid of investigation and/or determination or resolution of pending cases; and 4) Such other officials or entities duly authorized by competent authorities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Accomplished Personnel Records Request Form (PRRF)	• **Downloadable at the CSC website** • PRRF - CSC FO
2) Self-addressed stamped envelope or Prepaid Pouch, and copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account)	
3.Scanned copy of at least one ID card (front and dorsal side) of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number); • Company/Office ID; • School ID; • Police Clearance/Police Clearance Certificate (with picture); • Postal ID; • Barangay ID; • NBI Clearance; • Seaman's Book; • HDMF Transaction Card; • PWD ID; • Solo Parent ID; • Senior Citizen's ID; • Alien Certificate of Registration Identity Card (ACR I-CARD); and • CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	PhilHealth Requesting party's Company/Office Requesting party's school PNP PhilPost Barangay where the requesting party resides NBI MARINA HDMF Social Welfare and Development Office Office of the Municipal/City where the requesting party resides Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides Bureau of Immigration CSC RO where the requesting party took the exam
4) If the request is filed through a representative, scanned copy of an authorization letter or special power of Attorney (SPA) and scanned copy of one (1) valid ID (front and dorsal side) of the representative	• Requesting party • SPA - requesting party • ID - same as indicated above

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Online Request) 1.Submit/send scanned copy duly accomplished PRRF and documentary requirements and send to- (insert CSC RO email address here)	1.1 Retrieve scanned copy of accomplished PRRF and documentary requirements sent by the client 1.2 Preliminarily assess completeness of request form and supporting document/s • Incomplete - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the			Action Officer of the Division concerned

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	missing requirements through contact details provided • Complete – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided			
	1.3 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 through the email address provided			Action Officer of the Division concerned
2. Pay the corresponding fee online or through bank deposit and submit proof of payment (online receipt or deposit slip) through email	2.1 Validate with the Cashier if payment was received 2.2 Process payment and issue OR; record OR 2.3 Reproduce the requested records			Action Officer of the Division concerned

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the document requested	3. Mail the requested documents using the self-addressed stamped envelope or Prepaid Pouch provided by the requestor.			Action Officer of the Division concerned
	TOTAL	Appointment – PhP 30.00; Service Card/Record - PhP 40.00 CSC Records- P10.00/page CSC Issuances/ resolutions- P10.00/page Authenticated copies of Certificate of Attendance to L&D Interventions- P10.00	One (1) working day upon receipt of complete documents *Above cited number of working day maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032******	

*Face to face transaction is discouraged. Transacting clients are required to schedule an appointment through the Online Scheduling System adopted by the Field Office.

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR WALK-IN TRANSACTION				
1. Get queuing number and wait for it to be called. 2. Inform the Action Officer regarding the query or request for assistance.	1. Assign client transaction number and attend to client's inquiry 2. Provide reply to simple queries/ request for assistance ● For complex queries/requests for assistance, advise client that the matter will be referred to the appropriate office. Request the client to fill out request form			CSC FO Action Officer
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 responsible office within the day. (The receiving office will provide concrete action within three			(CSC Office receiving the concern)

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Fill-out a Customer Feedback Sheet.	working days. If request is denied/ disapproved – the receiving office will send a written notice citing the ground for denial/ disapproval of the request.)			
FOR ONLINE TRANSACTION				
1. Send the complete details of the feedback to: (insert FO email address)	1. Assign customer reference number. 2. Evaluate completeness of the information provided and request additional information when necessary. 3. Provide reply to simple concerns. For complex concern, acknowledge receipt of the email and advise customer that the matter will be referred to the appropriate office. 4. Prepare and send a referral letter to the concerned office within three working days. (The receiving office will provide concrete action to the customer. If request is denied/ disapproved – the receiving office will send a written notice citing the ground for denial/ disapproval of			FO Action Officer

CLIENT STEPS*	CSC ACTIONS**	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Upon receipt of the reply, fill out the Customer Feedback and Satisfaction Survey.	the request.)			
	TOTAL	None	Three (3) working days *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

*In view of the pandemic, the following protocols may be implemented: No Visitor Policy or No Walk-in Clients. All queries and requests for assistance on CS matters must be received through email, messenger, phone call or text messaging (SMS) and will be replied in the same manner.
However, clients are not prevented from coming to the CSC CO/RO as long as they go through the Online Scheduling System. They shall observe proper health protocols adopted by the CSC in view of the COVID-19 pandemic.

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

CSC Internal Services

1.1 ICT Maintenance (Software)

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

Office or Division:	Integrated Records Management Office – Information Technology Division (IRMO-ITD)
Classification:	Simple; Highly Technical
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official
Who may avail:	CSC Central Office Officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Corrective Maintenance – Request for technical assistance	IRMO-ITD
2. Client feedback form	IRMO-ITD

1.1.A ICT (Software) Preventive Maintenance

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Prepare ICT maintenance schedule	N/A		Administrative Assistant VI
	1.2 Review and approve ICT maintenance schedule			Director IV
1. Receive ICT Maintenance schedule	1.3 Disseminate schedule to Offices in the CO			Administrative Assistant VI
2. Receive scheduled maintenance on specified dates	2.1 Implement scheduled preventive maintenance on specified dates		To be discussed and will be done based on approved schedule; Except from problem of not connected or can't access.	Service Provider and IT Staff

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accomplish Client Feedback Form	3.1 Record tasks and generate log files *Request for re-installation/ restoration of Operating System, database and other information system		On upgrade, based on approved schedule. Also depending on warranty, availability of parts and turnaround time of supplier	Service Provider and IT Staff
	4.1 Prepare monthly report * Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports If target is not achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03			IT Staff and Service Provider
	TOTAL		Three (3) Working days for preventive maintenance Twenty (20) working days for parts replacement	

1.1.B ICT (Software) Corrective Maintenance

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with IRMO-ITD request for technical assistance	1.1 Receive request for technical assistance *Software – ie., version upgrade, reinstallation, restoration and backup		To be discussed and will be done based on approved schedule; On upgrade,	IT Staff

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive implementation of request for technical assistance	2.1 Trouble shoot Software/Database		based on approved schedule. Also depending on warranty, availability of parts and turnaround time of supplier Except from problem of not connected or can't access.	IT Staff
3. Accomplish Client Feedback Form	3.1 Prepare monthly report * Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports If target is not achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03			IT Staff and Service Provider
	TOTAL	None	Three (3) Working days for corrective maintenance Twenty (20) working days for parts replacement *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec.*	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			*3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

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

1.2 ICT Maintenance (Hardware)

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client feedback form	IRMO-ITD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Prepare ICT maintenance schedule *ICT-based refers to desktop/laptop computers, servers, printers, network devices and external backup media			Administrative Assistant VI
	1.2 Review and approve ICT maintenance schedule			Director IV
1. Receive ICT Maintenance schedule	1.3 Disseminate schedule to Offices in the CO			Administrative Assistant VI
2. Receive scheduled maintenance on specified dates	2.1 Implement scheduled preventive maintenance on specified dates		To be discussed and will be done based on approved schedule;	Service Provider and IT Staff

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accomplish Client Feedback Form	3.1 Record tasks and generate log files *Request for re-installation/ restoration of Operating System, database and other information system		On upgrade, based on approved schedule. Also depending on warranty, availability of parts and turnaround time of supplier	Service Provider and IT Staff
	4.1Prepare monthly report * Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports If target is not achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03			IT Staff and Service Provider
	TOTAL	None	Three (3) Working days for preventive maintenance Twenty (20) working days for parts replacement *Above cited number of working days maybe extended only once for the*	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			*same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

If Hardware is not under warranty and cannot be repaired

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with IRMO-ITD request for technical assistance *Request for troubleshooting of desktop/laptop computer servers and printers	1.1 Receive request for technical assistance			IT Staff
2. Receive requested technical assistance	2.1 Troubleshoot hardware			Service Provider and IT Staff
	2.2 Recommend for disposal if hardware is not fixed and is irreparable, turnover to OFAM-GSD		To be discussed and will be done based on approved schedule;	IT Staff
	2.3 Accomplish Service Report on request received/acted upon			IT Staff and Service Provider
3. Accomplish Client Feedback Form	3.1Prepare monthly report * Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports If target is not			IT Staff and Service Provider

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03			
	TOTAL	None	Three (3) Working days for preventive maintenance Twenty (20) working days for parts replacement *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

If Hardware is under warranty and repairable

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	computers, servers and printers			
	1.2 Troubleshoot hardware *If hardware is not fixed, it can be upgraded or disposed. (Recommend for upgrade or disposal if hardware is not fixed)		Also depending on warranty, availability of parts and turnaround	Service Provider and IT Staff
	1.3 Purchase Parts			Office concerned
2. Receive implementation of request for technical assistance	2.1 Install parts		To be discussed and will be done based on approved schedule;	
	2.2 Accomplish Service Report			IT Staff
3. Accomplish Client Feedback Form	3.1 Prepare monthly report * Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports If target is not achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03			IT Staff and Service Provider

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	Three (3) Working days for preventive maintenance Twenty (20) working days for parts replacement *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

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

1.3 ICT Maintenance (Network)

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client feedback form	IRMO-ITD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive ICT Maintenance schedule	1.1 Prepare network maintenance schedule *Network refers to servers, internet, LAN, switch hub and other network services			Administrative Assistant VI
	1.2 Review and approve ICT maintenance schedule			Director IV
	1.3 Disseminate schedule to Offices in the CO			Administrative Assistant VI
2. Receive scheduled implementation of network maintenance schedule	2.1 Implement scheduled preventive maintenance on specified dates		To be discussed and will be done based on approved schedule;	Service Provider and IT Staff

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Accomplish Client Feedback Form	3.1 Record tasks and generate log files *Request for re-installation/ restoration of Operating System, database and other information system		Also depending on warranty, availability of parts and turnaround	Service Provider and IT Staff
	3.2 Accomplish Service Report			Service Provider and IT Staff
	4.1 Prepare monthly report * Consolidated service reports; basis for preparation of IT Procurement Plan and other related reports If target is not achieved, the Director/ITD Chief HR Specialist shall implement corrective action. Refer to PM-02-03			IT Staff and Service Provider
	TOTAL	None	Three (3) working days for preventive maintenance Twenty (20) working days for parts replacement *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec.*	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			*3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

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

2. Learning and Development (Human Resource)

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Talent Needs Assessment (TNA) • Online Competency Assessment (OCA) • Office Development Plan (ODP) • Focus Group Discussion (FGD) • Performance Evaluation Reports	OHRMD and/or CSC Offices

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Preparation for the Learning and Development Plan				
1. Accomplish CSC Talent Needs Assessment	1. Conduct Talent Needs Assessment (TNA) through Online Competency Assessment (OCA), Office Development Plan (ODP), Focus Group Discussion (FGD), Performance Evaluation Reports, and CSC Strategy ➢ OCA and ODP shall be done on the 3rd Quarter of the year			TDD, OHRMD Focal Person
	2. Identify common competency gaps of employee			TDD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	➢ The results of the OCA & DOP and other reports shall be the basis in identifying the common gaps of employees			
	3. Prepare CSC L&D Plan and Budget			TDD, OHRMD Director IV & III
	4. Submit to the Commission for approval/ Comment **Disapproved** – review/ revise Plan per comments			TDD
	5. Review and approve L&D Plan and Budget			Commission Proper
	6. Disseminate L&D Calendar to Offices including external learning service providers Communication Plan (Flag Ceremony, CSC Website, HRIS, Social Media, Memo, Flyers, etc.			TDD
Conduct of Training Program				
1.Participate in the conduct of Training program	1. Develop or revise existing training design and materials per evaluation reports			TDD
	2. Prepare L&D Management Checklist and conduct a Pre-Conference Meeting Meeting with the Course Administrators, Subject Matter Experts (SMEs), and concerned groups/individuals.			TDD
	3. Conduct the training program			TDD
2. Fill up the Feedback form	4. Administer the Feedback form (Level 1), Pre and Post Evaluation Sheets (Level 2), if applicable, and Learning Application Plan (Level 3)			TDD

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5. Conduct the post-training evaluation			TDD
	6. Submit the training documentations			TDD
	TOTAL	None	Twenty (20) working days upon confirmation *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

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

3. Equipment Maintenance of Air-Conditioning Units

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

Office or Division:	Office for Financial and Assets Management – Building and Grounds Maintenance Division (OFAM – BGMD)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any requesting office in the CSC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Job Request Form	OFAM - BGMD

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Request (PR) and Requisition Issuance Slip (RIS)			HR Specialist
	7. Approved PR and RIS			OFAM, Director III
	8. Secure approved PR/RIS from BGMD Chief HR Specialist.			Action Officer
	9. Conduct oral canvass of spare parts to be purchased.			Action Officer
	10. Procure spare parts.			Action Officer
	11. Inspect/Confirm the item and its quantity according to the requested specification by BGMD			Action Officer
	12. Conduct repair of ACU			BGMD ACU Technician
	13. Acknowledge the repair done by ACU Technician			Requesting Office/End-user
Quarterly Report of the ACU Maintenance				
	1. Prepare the Quarterly Report of the ACU Maintenance			BGMD Engineer II
	2. Check/Validate Quarterly Report			BGMD Engineer V
	3. Implement Corrective Action			BGMD Chief HR Specialist
	TOTAL:	None	Three (3) working days *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

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

4. Customer Feedback

Customer feedback gathered through the CSC Customer Feedback and Satisfaction Survey (CFSS) tool using the link: https://cfss.csc.gov.ph/ and Contact Center ng Bayan, e-mail, text message, and walk-in clients on the Commission's services provided to its clientele is a mechanism to measure the quality of the services being provided based on the CSC QMS Standards.

Office or Division:	Public Assistance Information Office and Process Owners of CSC QMS
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	a. Client/Customer; and b. CSC QMS Process Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Not applicable	

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

	2. Enter the PAC/CCB email account username and password			
	3. Click on “Inbox” and open unread messages (Read new messages on Inbox folder and gather additional information if needed.)			
Text Message to Gather Customer Feedback				
1. File Customer Feedback	1. Open the Nokia PC Suite Window			PAIO
	2. Go to inbox and open unread messages			
	3. Respond to the client’s text message			
	4. Transfer and save the text messages to excel file			
Snail Mail and PAC Hotline to Gather Customer Feedback				
1. File Customer Feedback	1. Receive the feedback from client			PAIO
	2. Record the customer’s feedback			
	3. Evaluate the details of the feedback			
	4. If feedback is Complex, refer to concerned office/agency			
Customer Feedback from Walk-in Clients (Feedback Form crafted and designed by each Process and approved by the CSC QMR)				
	1. Hand out to customer the Feedback Form			PAIO
1. Fill-out Feedback Form	2. Retrieve the Feedback Form			
	3. Evaluate the details of the feedback			
	4. Tabulate all the Feedback Forms			
Customer Feedback (Received through the CFSS tool - https://cfss.csc.gov.ph/ from online and onsite clients)				

1. Fill out the customer feedback survey through the CFSS tool - https://cfss.csc.gov.ph/	1. Receive/Extract the feedback from client			PAIO
	2. Review completeness of the information provided. Request additional information if needed.			
	3. Evaluate the details of the feedback (If it is a negative feedback / complaint, prepare root cause analysis and implement corrective action through the Negative Feedback tab of the CFSS tool. If feedback if positive, provide the necessary information/ assistance)			
	4. Consolidate data			Process Owner
	5. Summarize/analyze the data/information extracted from the tabulation result.			
	6. Prepare and submit the Quarterly Report on Customer Feedback to PAIO through the Reports Facility in the CFSS tool. Resolve and provide details and all actions taken on negative feedback, if any through the Negative Feedback Tab in the CFSS tool.			
	7. Consolidate Quarterly Report			PAIO
	8. Prepare			

	presentation of Customer Feedback for the Management Review			
	TOTAL	None	Three (3) working days *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032****	

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

**Action Officers/Service Providers shall, at all times, observe minimum health protocols while attending to clients.

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

5. Response to Request for Transport Service to Clients

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

Office or Division:	CSC CO – OFAM, General Services Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any requesting office in the CSC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request for Utility Vehicle (RUV) *The RUV should be submitted at least two (2) working days before travel.*	OFAM- General Services Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare/Fill-out two (2) copies of RUV and submit to GSD	1.1 Accept request 1.2 Preliminarily assess completeness of request If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.			OFAM-GSD Dispatcher
	1.3 Process request **If request is disapproved/ denied**– Provide notice stating the reason for the disapproval/ denial.			OFAM-GSD Dispatcher
	1.4 Log the request in the Daily Schedule Monitoring Database			OFAM-GSD Dispatcher
	1.5 Prepare Trip Ticket and RUV for approval and signature of GSD Chief or authorized person			OFAM-GSD Chief/Authorized Person

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Post and record travel schedule and data in the Dispatch Database			OFAM-GSD Dispatcher
2. Received information on assigned vehicle and driver, and details of the travel	2.1 Inform requesting party of assigned vehicle and driver and details of the travel			OFAM-GSD
	TOTAL	None	Three (3) working days *Above cited number of working days maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

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

6.a Communication Management (Incoming)

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

Office or Division:	Information and Records Management Division (IRMO) – Communication Management Division (CMD)
Classification:	Simple
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official
Who may avail:	All CSC Central Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents	1. Receive incoming documents 2. If e-DTS is available, encode in e-DTS. If e-DTS in not available, encode in excel format 3. Release to concerned Office 4. Prepare monthly report			IRMO Administrative Assistant VI IRMO Administrative Officer III IRMO Administrative Assistant VI CMD Chief Human Resource Specialist
	TOTAL	None	Three (3) working days *Above cited number of working days maybe extended only once for the same number*	

		*of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

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

6.b Communication Management (Outgoing)

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

Office or Division:	Information and Records Management Division (IRMO) – Communication Management Division (CMD)
Classification:	Simple
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official
Who may avail:	All CSC Central Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents				OLA and CSLO
	Receive outgoing documents for mailing			IRMO Administrative Assistant VI
	Stamp postage			IRMO Administrative Assistant VI
	Deliver mails at PhilPost			IRMO Administrative Assistant VI
	Prepare monthly report			IRMO Chief Human Resource Specialist
	TOTAL	None	Eight (8) hours *Above cited number of hours maybe extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

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

7. Procurement of Goods and Services

Procurement of goods and services through Procurement Service (PS) - Department of Budget and Management (DBM) and those below PhP50,000.00 not available at PS-DBM.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Project Procurement Management Plan (PPMP) for Common Supplies and Programs. Activities and Projects 2. Purchase Request (PR) and Requisition and Issuance Slip (RIS) 3. Oral Canvass	OFAM

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-users submit PPMP to FRMD/OFAM	1. Receives approved PPMP			BAC-SEC/GSD Senior HRS
	2. Consolidates PPMP into APP			BAC-SEC/GSD Senior HRS
	3. Prepares/Submit Agency Procurement Request (APR) to DBM			GSD HRS I/ Admin. Asst. III
	4. Receives delivered items			GSD-Property Unit
	5. Inspects items delivered			GSD HRS I/ Adm. Aide IV
	6. Records/Updates delivered items/supplies in Electronic New Government Accounting System (e-NGAS)			GSD HRS I

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			*same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032**	

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VI. Feedback and Complaints

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

VII. List of Offices

CSC CENTRAL OFFICE

Office	Contact Number	email address
Office of the Chairperson		
Chairperson Karlo A.B. Nograles	8931-7935 Telefax 8931-7997	och-nograles@csc.gov.ph
Asst. Commissioner Jo Ann M. Burgos		jmburgos@csc.gov.ph
Dir. IV Fe Karen M. Lamorena		fmlamorena@csc.gov.ph
Office of the Commissioner-OCOMAI		
Commissioner Aileen Lourdes A. Lizada	8931-7996; 8931-8026 Telefax 8931-4145	ocom_lizada@csc.gov.ph
Dir. IV Enrico P. Lopez	8931-7996; 8931-8026 Telefax: 8931-4145	eplopez@csc.gov.ph
Office the Commissioner-OCOMRY		
Commissioner Ryan Alvin R. Acosta	8931-7943; 8951-4625 Telefax: 8931-7967	ocom_acosta@csc.gov.ph
Director IV Floreida A. Apolinario		faapolinario@csc.gov.ph
Office of the Assistant Commissioner for Legal		
Asst. Commissioner Ariel G. Ronquillo	8932-8016	oacl@csc.gov.ph
Office of the Assistant Commissioner for Support and Administrative Services (OACSAS)		
Acting Asst. Commissioner Karin Litz P. Zerna	8932-2606 Telefax 8932-2710	oacsas@csc.gov.ph
Office of the Assistant Commissioner for Professionalization and Cooperation (OACPaC)		
Acting Asst. Commissioner Victoria F. Esber	8931-7971 local 361 or 262	oacpac@csc.gov.ph
	Telefax 8931-4143	
Office of the Assistant Commissioner for Human Resource Governance (OACHRG)		
Acting Asst. Commissioner Victoria F. Esber	8931-7971 local 361 or 262	csc.oacsc@gmail.com qms.csc@gmail.com oacsc@csc.gov.ph

Office	Contact Number	email address
Civil Service Institute (CSI)		
Dir. IV Fernando M. Porio	8931-4182 Telefax 8931-8019	csi@csc.gov.ph

Office	Contact Number	email address
Acting Dir. III Emilyn O. Severo		
Commission Secretariat and Liaison Office (CSLO)		
Dir. IV Katherine Limare-Delmoro	8951-4627 Telefax 8931-7947	cslo@csc.gov.ph cslo.od@csc.gov.ph
Dir. III Tina Katharine L. Sison		
Examination, Recruitment and Placement Office (ERPO)		
Dir. IV Prisco S. Rivera	8951-2578 Telefax 8931-4138	erpo@csc.gov.ph erpo.ead@csc.gov.ph
Dir. III Cherry C. Berris	8931-8163	
Human Resource Policies and Standards Office (HRPSO)		
Dir. IV Jennifer L. Timbol	8951-4629 Telefax 8931-4144	hrpso@csc.gov.ph
Dir. III Sheila G. Acuna		
Human Resource Relations Office (HRRO)		
Dir. IV Ma. Theresa C. Fernandez	8931-8039 Telefax 8931-4149	hrro@csc.gov.ph
Dir. III Krunimar Antonio D. Escudero, III		
Internal Audit Service (IAS)		
Acting Dir. IV Elnora B. Gotis	8951-2645 Telefax 8931-4135	ias@csc.gov.ph
Integrated Records Management Office (IRMO)		
Dir. IV Noreen Boots Gocon-Gragasin	8951-4628 Telefax 8931-7981	irmo@csc.gov.ph
Acting Dir. III Jilven T. Amar	8932-2293	
Office for Financial and Assets Management (OFAM)		
Acting Dir. IV Maria Victoria M. Salazar	8931-7990 Telefax 8931-8029	ofam@csc.gov.ph ofam.od@csc.gov.ph
Acting Dir. III Noel V. Salumbides	8931-7984	
Office for Legal Affairs (OLA)		
Dir. IV Alma Flores-Foronda	8932-3781 Telefax 8931-8016	ola@csc.gov.ph
Dir. III Ariel V. Villanueva	8951-2630	
Dir. III Christian Dawn G. Molina	8951-2625	

Office	Contact Number	email address
Office for Human Resource Management and Development (OHRMD)		
Acting Dir. IV Rosalita R. Petaca	8932-0181 local 141 Telefax 8951-2637	ohrmd@csc.gov.ph

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

CSC REGIONAL OFFICES

Civil Service Regional Office No. I Quezon Avenue., San Fernando City, La Union 2500		
Dir. IV Hedy Jose B. Lardizabal	Tel. # (072) 700-5643 Fax # (072) 700-5626	ro01@csc.gov.ph
Dir. III Cornelia M. Rillera		
CSC Field Office - Ilocos Sur Zone 5, Bantay, Ilocos Sur 2727		
Dir. II Marina G. Cabanero	Tel. # (077) 604-5582	ro01.fo_ilocossur@csc.gov.ph
CSC Field Office - Ilocos Norte No. 7 Giron St. Laoag City, Ilocos Norte 2900		
Dir. II Rex R. Ami	Tel. # (077) 670-0357	ro01_ilocosnorte@csc.gov.ph
CSC Field Office - La Union Aguila Road, City of San Fernando, La Union 2500		
Dir. II Edgar F. Asuncion	Tel.# (072) 700-5763	ro01_ launionfo@csc.gov.ph
SC Field Office - Western Pangasinan Solis St. Lingayen, Pangasinan 2401		
Dir. II Flordeliza C. Bugtong	Tel.# (075) 529-9394	ro01_lingayen@csc.gov.ph
CSC Field Office - Eastern Pangasinan Gracia Village, Nancayasan, Urdaneta City, Pangasinan 2428		
Dir. II Romulo V. Nabua	Tel.# (075) 523-8338	ro01_urdaneta@csc.gov.ph

Civil Service Regional Office No. II San Gabriel, Tuguegarao, Cagayan 3500		
Acting Dir. IV Atty. Marites P. Lappay	Tel. # (078) 844-3605 (078) 844-5352	ro02@csc.gov.ph
Acting Dir. III Maria Noemi S. Bustamante	Fax # (078) 396-1321	
CSC Field Office Cagayan - Batanes Regional Government Center, Carig, Tuguegarao City		
Acting Dir. II Valnizan HC. Calubaquib	Tel. # (078) 396-0654	ro02.fo_cagayanbatanes@csc.gov.ph
CSC Field Office - Isabela		

Alibagu, Ilagan, Isabela		
Dir. II Rewina D. Arugay	Tel.# (078) 323-0575	ro02.fo_isabela@csc.gov.ph
CSC Field Office - Nueva Vizcaya Capitol Site, Bayombong, Nueva Vizcaya		
Dir. II Elpidio S. Bunagan, Jr.	Tel.# (078) 392-0270	ro02.fo_quirinonuevaviscaya@csc.gov.ph
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List of Acronyms

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

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

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