



CITIZEN'S CHARTER

(updated as of 30 November 2013)

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Foreword

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

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

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



FRANCISCO T. DUQUE III, MD, MSc
Chairman

The Civil Service Commission

COMPOSITION OF THE CIVIL SERVICE COMMISSION

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

POWERS AND FUNCTIONS*

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

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

*Based on Subtitle A, Title I, Book V of E.O. 292 otherwise known as the Revised Administrative Code of 1987

personnel, and transportation of examination materials which shall be exempt from inspection regulations;

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

Vision and Mission

The CSC Story

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



Performance Pledge

We, the officials and employees of the Civil Service Commission, commit to **R**esponsive, **A**ccessible, **C**ourteous and **E**ffective public service by

Serving you promptly, efficiently, and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon break;

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

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

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

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

All these we pledge,
because YOU deserve no less.

Feedback and Redress Mechanisms

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

- ✓ Accomplish our Feedback Form available in the offices and put this the drop box at the Public Assistance and Complaints Desk
- ✓ Send your feedback through e-mail (feedback@csc.gov.ph) or text us at TextCSC (0917-8398272)
- ✓ Talk to our OFFICER OF THE DAY

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

THANK YOU for helping us continuously improve our services.

List of Frontline Services

Central and Regional Offices

Type of Frontline Service	Fees	Forms	Processing Time (Under normal circumstances per Transaction)	Person In-Charge
EXAMINATION & ELIGIBILITIES				
Processing of examination application				
<ul style="list-style-type: none"> Central Office Computerized Examination 	Examination Fee¹ (P600.00) Photo Capture Fee² (P40.00)	CS Form No. 100 (Revised November 2012) ERPO Photo Capture Facility	3 hours and 10 minutes for CSE Professional 2 hours and 40 minutes for CSE Subprofessional	Action Officer/ Examination, Recruitment and Placement Office
<ul style="list-style-type: none"> Regional Office Career Service Examination - Paper and Pencil Test 	Examination Fee (P500.00) Photo Capture Fee² (P40.00)	CS Form No. 100 (Revised November 2012)	20 minutes	Action Officer/ Examination Services Division-Regional

¹Shall be paid by the applicant upon approval of application.

²Shall be paid by the applicant upon photo capture and processing of application.

Type of Frontline Service	Fees	Forms	Processing Time (Under normal circumstances per Transaction)	Person In-Charge
<p>Grant of eligibility under special laws and CSC issuances</p> <p>Regional Office</p> <ul style="list-style-type: none"> Electronic Data Processing Specialist (EDPS) Eligibility Scientific and Technological Specialist (STS) Eligibility (PD 997) Veteran Preference Rating (VPR) Eligibility Honor Graduate Eligibility (PD 907) (local schools) Barangay Official Eligibility (BOE) Barangay Health Worker (BHW) Eligibility Barangay Nutrition Scholar (BNS) Eligibility Skills Eligibilities <ul style="list-style-type: none"> Category II (under MC 11, s. 1996 as amended by MC 10, s. 2013) Sanggunian Member Eligibility (SME) Foreign School Honor Graduate (FSHGE) Eligibility 	<p>Evaluation fee³ (P200.00)</p> <p>Processing for⁴ (P300.00)</p>	<p>CS Form No. 101-A (Dec. 2011)</p> <p>CS Form No. 101-C (Dec. 2011)</p> <p>CS Form No. 101-B (Dec. 2011)</p> <p>CS Form No. 101-D (Sept. 2013)</p> <p>CS Form No. 101-E (April 2012)</p> <p>CS Form No. 101-H (Dec. 2011)</p> <p>CS Form No. 101-I (Dec. 2011)</p> <p>CS Form No. 101-G (Sept. 2013)</p> <p>CS Form No. 101-J (March 2013)</p> <p>CS Form No. 101-K (Dec. 2013)</p>	<p>1 hour</p>	<p>Action Officer/ Examination Services Division-Regional Office/Field Office</p>
<p>Issuance of Certificate of Eligibility</p> <ul style="list-style-type: none"> Central Office (COMEX) Regional Office (CSC-PPT) 	<p>None</p>	<p>E6 Form (Profile of Eligibilities)</p>	<p>20 minutes</p> <p>30 minutes</p>	<p>Action Officer/ Examination, Recruitment and Placement Office, ARCT Bldg.</p> <p>Action Officer/ Examination Services Division-Regional Office/ Field Office</p>

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

⁴Shall be paid by the applicant only upon approval of application, pursuant to CSC Resolution No. 1100975.

Type of Frontline Service	Fees	Forms	Processing Time (Under normal circumstances per Transaction)	Person In-Charge
INFORMATION AND RECORDS MANAGEMENT				
Issuance of Certification of Eligibility (Walk-in, for lost certificate)				
• Central Office	P100.00	Exam Records Request Form (Revised 100312) and Declaration Form	30 minutes	Action Officer/ Integrated Records Management Office
• Regional Office	P100.00	Exam Records Request Form (Revised 100312) and Declaration Form	30 minutes	Action Officer/ Examination Services Division Regional Office
Authentication of Certificate of Eligibility				
• Central Office	P100.00/copy	Exam Records Request Form (Revised 100312)	25 minutes	Action Officer/ Integrated Records Management Office
• Regional Office	P100.00/copy	Exam Records Request Form (Revised 100312)	25 minutes	Action Officer/ Examination Services Division
Issuance of Certificate of No Pending Administrative Case				
• Central Office	P100.00	Request for Certificate of No Pending Administrative Case Form	20 minutes	Action Officer/Public Assistance and Complaints Desk and Officer for Legal Affairs
• Regional Office	P100.00	Request Form for Certificate of No Pending Administrative Case	20 minutes	Action Officer/Public Assistance and Complaints Desk/ Legal Service Division - Regional Office

Type of Frontline Service	Fees	Forms	Processing Time (Under normal circumstances per Transaction)	Person In-Charge
Issuance of certified copies of documents Central Office <ul style="list-style-type: none"> • Appointments • Service Card/Record • CSC Issuances/Resolutions • SALN Regional Office <ul style="list-style-type: none"> • Appointments • Service Card/Record • CSC Issuances/Resolutions 	(Authenticated Copy) P30.00 P40.00 P10.00/page P30.00/copy P30.00 P40.00 P10.00/page	Personnel Records Request Form/Customer Information Sheet Personnel Records Request Form Customer Information Sheet	25 minutes 25 minutes	Action Officer/ Integrated Records Management Office Action Officer/ Public Assistance and Liaison Services Division/Legal Services Division
Filing of Pleading <ul style="list-style-type: none"> • Central Office • Regional Office <ul style="list-style-type: none"> - Case/Appeal - Motion for Reconsideration 	P500.00* (None)		6 minutes 3 minutes	Action Officer/ Integrated Records Management Office- Central Office/Legal Services Division - Regional Office
PUBLIC ASSISTANCE Counseling/Response to Queries/Assistance on Civil Service Matters (Walk-in) <ul style="list-style-type: none"> • Central Office • Regional Office 	(None)	Customer Information Sheet/Clients Feedback Form	5 minutes	Action Officer/Public Assistance and Complaints Desk/Action Officer/Public Public Assistance and Liaison Services Division

*Filing fee for Complaint is SUSPENDED per OM No. 92, s. 2012

Type of Frontline Service	Fees	Forms	Processing Time (Under normal circumstances per Transaction)	Person In-Charge
PROCESSING OF APPOINTMENTS <ul style="list-style-type: none">Regional Office (with complete documents and verified eligibility)	(None)	KSS Form 33 or Plantilla Form No. 001 (casual)	1 hour and 15 minutes	Staff/Action Officer/ Director

CSC CENTRAL OFFICE

FRONTLINE SERVICES

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

COMPUTERIZED EXAMINATION SYSTEM (COMEX) at the CSC Central Office

The CSC Computerized Examination System (COMEX) was launched at the Civil Service Commission-Central Office (CSC-CO), Constitution Hills, Quezon City on Dec. 27, 2013.

Schedule of Availability of Service:

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

Who May Avail of the Service:

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

What are the Requirements:

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

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

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

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

Examination Fee: PhP600.00

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
EXAMINATION ACCOUNT REGISTRATION						
1	Accesses the COMEX website online and signs up to create a COMEX user account	System validates age and citizenship of the registrant, records account information details and sends confirmation email.	Based on system response time	COMEX		Online Registration Form
2	Opens COMEX confirmation email and activates COMEX account through corresponding activation link NOTE: Registrants may log in to COMEX to view/update/edit account information. Registrants may also print the corresponding form.	System activates the user account. NOTE: System shall send email notices of examination schedules and announcements to successful registrants, who agreed to receive said notices.				
EXAMINATION SLOT RESERVATION						
3	Accesses the COMEX website online and logs in to the system	System authenticates username and password	Based on system response time	COMEX		Log in form
4	Views examination schedules or online offerings through the examination schedule tab	System displays the list of online offerings				Examination Schedule Page
5	Selects desired examination schedule from among the list of online offerings, clicks the 'reserve a slot'	System displays the 'Slot Reservation' confirmation page.				'Slot Reservation' Confirmation Page

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
	button, and types the CAPTCHA code NOTE: Applicant may print the details of the 'slot reservation' confirmation	System verifies status of applicant against the E-Retaker*, DIBAR** and EDQIS*** databases. NOTE: If qualified, system allows reservation; otherwise, blocks the reservation.				
6	Opens and prints the 'slot reservation' confirmation email	System sends 'slot reservation' confirmation email indicating details of preferred examination such as date and time of examination, and personal appearance.				'Slot reservation' confirmation email
EXAMINATION SLOT CONFIRMATION						
7	Appears at the testing center on the scheduled date and time of personal appearance and secures queuing number	Guard checks name of applicant against the List of Applicants with Reserved Slots and issues queuing number.	1 minute	CSC Guard on Duty		Queuing stub

- *E-retaker – frequency of examinees taking the same level of examination
- **DIBAR – Database of Individuals Barred from Taking Civil Service Examination
 - ***EDQIS – Eligibility Data Query Information System

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
8	<p>Proceeds to processing area to do the following:</p> <ul style="list-style-type: none"> ✓ Present queuing number and documents to the Processor/Action Officer ✓ Pay to the cashier ✓ Present O.R. to the processor ✓ Prepare name tag based on specifications ✓ Sign in the signature tablet, then places thumb in the biometric scanner ✓ Sign the examination application form ✓ Receive CSID, then proceeds to waiting area for authentication process 	<p>Processor does the following:</p> <ul style="list-style-type: none"> ✓ Receive the number, verifies applicant's identity and validates documents submitted. If validated, instructs applicant to pay the examination fee at the cashier NB: Cashier issues Official Receipt (O.R.) ✓ Encode payment details ✓ Take applicant's photo ✓ Capture signature and fingerprint ✓ Print the examination application form ✓ Print and issue the CSID 	18 minutes	<p>ERPO Processor</p> <p>Cashier</p>	Php600.00	<p>Valid I.D.</p> <p>O.R.</p> <p>AF</p> <p>CSID</p>

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
ACTUAL TEST						
9	<ul style="list-style-type: none"> Places thumb in the biometric scanner for authentication of identity Listens to orientation/briefing Signs the EAS and PSP 	<p>System authenticates examinee identity and generates Examinee Attendance Sheet (EAS) and Picture-Seat Plan (PSP) after all examinees' identity have been authenticated.</p> <p>Room Examiner (or RE) conducts orientation/briefing.</p> <p>Room Proctor (or RP), RE, and Supervising Examiner (or SE) sign the EAS and PSP after all examinees have signed.</p>	40 minutes	<p>ERPO Processor</p> <p>RE</p> <p>RP/RE/SE</p>		EAS/PSP
10	Proceeds to the COMEX Room	RP guides examinee to the assigned seat/testing machine.	1 minute	RP		
11	Takes the test	RE and RP administer the test.	<p>2 hours and 40 minutes for CSE SubProfessional</p> <p>3 hours and 10 minutes for CSE Professional</p>			
END OF TRANSACTION						

ISSUANCE OF CERTIFICATE OF ELIGIBILITY (CSC COMEX)

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:

Those who passed the Career Service Professional and Subprofessional Examinations.

What are the Requirements:

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

Duration: 15 minutes

How to Avail of the Service:

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

END OF TRANSACTION

**EAD refers to Examination Administration Division*

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

Schedule of Availability of Service:

Monday - Friday

8:00 a.m. - 5:00 p.m. without noon break

Who may avail of the Service:

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

What are the Basic Requirements:

1. Properly accomplished Eligibility/Examination Records Request Form (ERRF) and Declaration Form (DF)
2. One piece 1 inch by 1 inch picture with full name tag and signature affixed prior to having the photograph taken
 - Signature must be on top of the printed name.
 - Photograph should have been taken within three (3) months prior to filing of request for Certification of Eligibility.
 - Scanned, computer-generated photo/name/signature will not be accepted.
3. Certification fee: Php 100.00 per copy. Eligible may request for more than one copy.

4. Two (2) valid Identification (ID) Cards or

If the requesting party works/lives abroad:

1. Copy of Passport; and
 2. Copy of one (1) Identification Card
- } duly authenticated by the Philippine Embassy or Consular Office

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

Special Requirement:

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

What are the Additional Requirements if request is filed through a Representative:

1. Authorization Letter or Special Power of Attorney (SPA); and
2. One (1) valid Identification Card of the representative

Duration:

30 minutes

How to Avail of the Service:

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

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

The 30-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.

AUTHENTICATION OF CERTIFICATE OF ELIGIBILITY (WALK-IN)

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:

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

What are the Basic Requirements:

- 1. Properly accomplished Eligibility/Exam Records Request Form (ERRF)
 - 2. Original Certificate/Certification of Eligibility or Report of Rating
 - 3. Certification fee: Php 50.00 per copy
 - 4. Two (2) valid Identification (ID) Cards or
If the requesting party works/lives abroad:
 - 1. Copy of Passport; and
 - 2. Copy of one (1) Identification Card
- } duly authenticated/validated by the Philippine Embassy or Consular Office

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

Special Requirement:

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

What are the Additional Requirements if request is filed through a representative:

- 1. Authorization Letter or Special Power of Attorney (SPA);
- 2. One (1) valid Identification Card of the Representative

Duration: 25 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill-out Eligibility/Exam Records Request Form (ERRF).	Receive/review accomplished ERRF; issue Order of Payment; and advise client to pay to the Cashier.	2 minutes	ERS-IRMO Action Officer		ERRF (revised 100312); and Order or Payment

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
2	Pay to the Cashier.	Process payment and issue Official Receipt (OR).	1 minute	Cashier	P50.00 per copy	Official Receipt
3	Present OR and wait for the request to be processed.	Verify/validate data and information based on the records.	15 minutes	1 st and 2 nd Verifier/ 1 st and 2 nd Validator		
		If record is accurate, photocopy the certificate/certification of eligibility (COE) or Report of Rating (ROR) and Identification card	2 minutes	Verifier/ Validator		
		Review data/findings and authenticate	3 minutes	Supervisor/ Senior Personnel		
4	Affix signature on the release portion of the ERRF or file copy	Release the authenticated copy of COE or ROR to client	2 minutes	ERS-IRMO Releasing Officer		Authenticated copy
END OF TRANSACTION						

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

The 25-minute processing time is for one client being served at one time. The time is extended when there are more clients.

ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:

Government officials and employees and other authorized individual/officer

What are the Requirements:

Accomplished Customer Information Sheet (CIS) and Request for Certificate of No Pending Administrative Case Form

Duration: 20 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish Customer Action Sheet and Request for Certificate of No Pending Administrative Form	Encode and provide client's information via chat network to OLA, issue charge slip, and advise client to pay while request is being processed. Receive information via chat network and verify/check to Case Tracking System/Rapid file of OLA, prepare the Certificate and release to PACD	1 minute 10 minutes	PACD Action Officer OLA Action Officer		CIS and Request for Certificate of No Pending Administrative Case Form
2	Pay to the Cashier.	Process payment and issue O.R.	4 minutes	Cashier	P100.00	
3	Present receipt and get the certificate.	Release certificate.		PACD Action Officer		Signed Certificate of No Pending Administrative Case
END OF TRANSACTION						

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

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:

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

What are the Requirements:

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

Duration: 25 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish Personnel Records Request Form (PRRF)/Request for SALN Form.	Receive/review the accomplished form.	2 minutes	PRS-RCAD Action Officer		PRRF/ Request for SALN Form
2	Wait while the requested documents are being retrieved.	Retrieve the requested records, issue order of payment and advise client to pay corresponding fee if records are available. If records are not available, inform the client that the requested documents/records are not available.	19 minutes	PRS-RCAD Staff		

FILING OF PLEADINGS

Schedule of Availability of Service:

Monday – Friday

8:00 am – 5:00 pm without noon break

Who May Avail of the Service:

Any person may file an administrative complaint against any non-presidential appointee in the government

What are the Requirements:

Filing of Cases

Complaint

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

Filing of Appeals

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

Filing of Motions for Reconsideration

1. Motion for Reconsideration

Duration:

Filing of Cases/Appeals – 6 minutes

Filing of Motions for Reconsideration – 3 minutes

How to Avail of the Service:**Filing of Cases/Appeals**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the complaint/appeal along with the requirements at IRMO receiving counter.	Receive the complaint/appeal and other documents, if any, and require the client to pay the filing fee.	2 minutes	CMD-Officer of the day (OD)		
2	Pay to the cashier.	Process payment and issue Official Receipt (O.R.) and Notice of Payment.	2 minutes	Cashier	P500.00*	
3	Return to the receiving counter. Present O.R. and Notice of Payment.	Receive Notice of Payment and the complaint/appeal.	1 minute	CMD-OD		
4	Receive the receiving copy of the complaint/appeal.	Issue the receiving copy to the client.	1 minute	CMD-OD		
END OF TRANSACTION						

Filing of Motions for Reconsideration

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the motion for reconsideration at IRMO receiving counter.	Receive the motion for reconsideration and issue the receiving copy to the client.	3 minutes	CMD-Officer of the Day (OD)	None	
END OF TRANSACTION						

*Filing fee for Complaint is SUSPENDED per OM No. 92, s. 2012

COUNSELING/RESPONSE TO QUERIES/ASSISTANCE ON CIVIL SERVICE MATTERS (WALK-IN)

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service: General Public

What are the Requirements: None

Duration: 5 minutes

How to Avail of the Service:

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

CSC REGIONAL OFFICE

FRONTLINE SERVICES

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PROCESSING OF EXAMINATION APPLICATION (CAREER SERVICE EXAMINATION-PAPER AND PENCIL TEST) (PROFESSIONAL OR SUBPROFESSIONAL TEST)

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:

Filipino Citizen, at least 18 years old, and of good moral character.

Has no criminal record, or has not been convicted by final judgment of an offense or crime involving moral turpitude.

Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government. Has not taken the same level of career service examination within three (3) months from the last examination taken.

What are the Requirements:

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

Duration: 20 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Download application form from the CSC website (www.csc.gov.ph)		2 minutes	Action Officer (CSC Regional and Field Offices)		CSC Form 100 (Revised November 2012)
2	Submit accomplished application form without affixing signature and thumbprint.	<p>Review and evaluate Application Form and make clarifications, if necessary.</p> <p>Check the following:</p> <ul style="list-style-type: none"> a. proper accomplishment of the form b. qualification of the applicant (citizenship and age) c. completeness and validity of supporting documents/ requirements d. require applicant to affix signature and thumbprint 	10 minutes	Action Officer		
3	Affix signature and thumbprint on the form in the presence of Action Officer.	Verify examination records of applicant through E-Retaker*/DIBAR** System.	1 minute	Action Officer		
		If applicant is qualified to take examination, return application form and advise client to pay the examination fee to the cashier. If applicant is not qualified, inform applicant of the reason for the disqualification, and return the application form.				

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
4	Pay to the Cashier.	Process payment and issue Official Receipt (OR).	5 minutes	Cashier/ Action Officer	P500.00	
5	Present to Action Officer the OR with the processed application form.	Give examination receipt slip and other instructions/reminders.	2 minutes	Action Officer		
END OF TRANSACTION						

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

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

GRANT OF ELIGIBILITY UNDER SPECIAL LAWS AND CSC ISSUANCES

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. to 5:00 p.m. without noon break

Who May Avail of the Service:

Basic Qualifications:

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

Eligibilities Granted Under Special Laws and CSC Issuances

- Electronic Data Processing Specialist (EDPS) Eligibility – pursuant to CSC Resolution No. 90-083
Conferred on passers of the proficiency test or training course conducted by the National Computer Institute National Computer Center (NCI-NCC) on the following computer courses: Systems Analysis and Design; Computer Programming; Java; MS Access; and Visual Basic.
- Scientific and Technological Specialist (STS) Eligibility – pursuant to PD No. 997
Conferred on S&T Specialist who has at least a bachelor's degree in areas enumerated in Section 1 of the Rules and Regulations Implementing the Provisions of PD 997 (Revised 2009) and who meets any of the following additional requirements:
 - At least three (3) years of continuous experience in research and/or teaching in pertinent field which may include specialized training in research, or teaching experience at the college level in one's major field or field of specialization, or completion of a patented invention; or
 - Has earned a master's or doctorate degree in any of the fields of study enumerated under Section 1 of the Rules and Regulations Implementing the Provisions of PD 997 (Revised 2009) from a school recognized by the Commission on Higher Education at the time of filing of application.
- Veteran Preference Rating (VPR) Eligibility – pursuant to EO No. 132/790
Granted to PVAO*-certified World War II veteran, or his/her spouse, or any one of his/her children who failed and lacks no more than 10 points in either the Career Service Professional Examination, the Career Service SubProfessional Examination, the Fire Officer Examination, or the Penology Officer Examination.

**Philippine Veterans Affairs Office*

- **Barangay Nutrition Scholar (BNS) Eligibility** - pursuant to PD 1569
 Granted to barangay-based volunteer workers who meet the following qualifications:
 - Rendered at least two years of continuous and satisfactory nutrition services and other related activities such as community health, backyard food production, environmental sanitation, culture, mental feeding, and family planning to the barangay as certified by the nutrition action officer and attested by the district city nutrition program coordinator;
 - Resident in the Barangay for at least six years, and can speak the dialect;
 - Completed at least high school education;
 - Completed the prescribed 10-day training course and 20-day practicum in the barangay;
 - Obtained a passing mark in the accomplishment of targets set in the action plan;
 - Name is included in the List of BNS issued by the National Nutrition Council; and
 - Was not employed in, and did not receive any form of salary/compensation from, the government during the service requirement.

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

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

- **Skill Eligibility** – pursuant to CSC MC No. 11, s. 1996, as amended (Category II)
 Granted to incumbents of positions under Category II of CSC MC No. 11, s. 1996, as amended, who meet the following qualifications:
 - Temporary status of appointment;
 - Rendered service under temporary status for one year or at least 10 months; and

- Rendered Very Satisfactory actual work performance for the two rating periods during the one-year temporary appointment.

N.B.: Category II refers to positions listed under CSC MC No. 11, s. 1996, as amended, the required eligibility for which can be obtained by completing one year of very satisfactory actual work performance under temporary status.

- Honor Graduate Eligibility (HGE)– pursuant to PD 907 (local schools)
Granted to individuals who meet the following qualifications:
 - Graduated summa cum laude, magna cum laude, or cum laude, in their Baccalaureate/Bachelor's degree, regardless of the number of years of completion;
 - Graduated from school year 1972-1973, and thereafter; and
 - With baccalaureate/bachelor's degree recognized by the Commission on Higher Education (for those who graduated from private Higher Education Institutions), or with baccalaureate/bachelor's degree included in charter duly approved by the Board of Trustees/Board of Regents (for those who graduated from state/local universities/colleges).
- Sanggunian Member Eligibility (SME) – pursuant to RA 10156
Granted to the following Sanggunian Members (SM) who have been elected after the effectivity of the Local Government Code of 1991 (RA 7160) on May 11, 1992 onwards:
 - a. vice mayor, as presiding officer for the Sangguniang Bayan or Sangguniang Panlungsod;
 - b. vice governor, as presiding officer for the Sangguniang Panlalawigan; and
 - c. regular Sanggunian Members of the Sangguniang Bayan, Sangguniang Panlungsod and Sangguniang Panlalawigan.

Above SM must meet the following qualifications:

- a. For SME (first level):
 - Served as Sanggunian Member for an aggregate period of six (6) years; and completed at least 72 units leading to a baccalaureate/bachelor's degree.
 - b. For SME (second level):
 - Served as Sanggunian Member for an aggregate period of nine (9) years; and completed a baccalaureate/bachelor's degree.
 - c. Name is included in the corresponding Master List issued by the concerned DILG Office.
- Foreign School Honor Graduate Eligibility (FSHGE) – pursuant to CSC Resolution No. 1302714
Granted to Filipino citizens who graduated summa cum laude, magna cum laude, cum laude, or its equivalent, in their baccalaureate degree from school year 1972-1973 and thereafter, in legitimate prominent/reputable school/college/university in other countries as verified by the Department of Foreign Affairs (DFA), through the Philippine Foreign Service Posts.

What are the Requirements:

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

1. Properly accomplished Application Form:

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

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

Current Office/Company I.D., GSIS ID, PhilHealth ID (ATM Type), School ID (must be duly validated for the current school year), SSS I.D., Voter's I.D., Passport, PRC License, Postal I.D., BIR I.D., Driver's License, Barangay I.D. and Police Clearance (with picture).

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

4. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the National Statistics Office (NSO);
N.B.: In case where the NSO Birth Certificate is not legible, or the NSO has duly issued a negative certification of birth (NSO CRS Form No. 1) printed in NSO security form, the applicant shall, in addition, submit the original and photocopy of his/her birth certificate authenticated/issued by the Local Civil Registrar (LCR).
5. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the NSO;
N.B.: In case where the NSO Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the LCR.
6. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012); and
7. If the application is filed through a representative:
 - a. Authorization letter executed by the applicant; and
 - b. Original and photocopy of at least one (1) valid I.D. card of the representative, as listed under Item No. 3 above.

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

1. ELECTRONIC DATA PROCESSING SPECIALIST (EDPS) ELIGIBILITY

A. For Training Course:

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

B. For Proficiency Test:

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

2. SCIENTIFIC AND TECHNOLOGICAL SPECIALIST (STS) ELIGIBILITY

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

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

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

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

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

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

3. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the NSO (Note: In case the NSO Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the Local Civil Registrar.)
4. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012).

3. VETERAN PREFERENCE RATING (VPR) ELIGIBILITY

- a) Original and photocopy of Birth Certificate (NSO or LCR authenticated) of the Veteran;
- b) Original and photocopy of Marriage Contract (NSO or LCR authenticated) of the Veteran;
- c) Affidavit of Waiver to be executed by the veteran only if still alive; or Joint Affidavit of Waiver by the veteran's surviving spouse and other children, if the veteran is deceased and one of his/her children is availing of the grant;
- d) Original and photocopy of Death Certificate (NSO or LCR authenticated) of the veteran, if deceased; N.B. The requirement for Death Certificate also includes that of the veteran's spouse and/or any child, if deceased.)
- e) Original and photocopy of Marriage Contract (NSO or LCR authenticated) of the Applicant (if the applicant is either the spouse, or a female married child of the veteran)
- f) Official Transcript of Record (authenticated copy) of the applicant
- g) Original and photocopy of the Report of Rating in the CS examination where the VPR shall be applied; and
- h) Verification Slip of the applicant's examination result/rating issued by CSC-IRMO/CSC Regional Office concerned

Other Requirements:

- Original/Authenticated copy and photocopy of the following (if the applicant's name has been changed, or has discrepancy with the name of the veteran):
 - Order/Resolution/Decision issued by the CSC or the Court on the correction of name of the applicant; and
 - Affidavit/s used/presented to support the CSC/Court Order on the correction of name of the applicant (may be executed by the applicant, or other disinterested parties); and
- Other documents as may be deemed necessary upon evaluation of the VPR application.

4. BARANGAY NUTRITION SCHOLAR (BNS) ELIGIBILITY

- a) Diploma or authentic evidence of completion of high school course
- b) Certification of residency in the barangay for at least six (6) years, and can speak the dialect
- c) Certification of completion of the prescribed 10-day training course and 20-day practicum in the barangay where applicant is assigned
- d) Certification that the applicant has obtained a passing mark in the accomplishment of targets set in the action plan

- e) Copies of monthly accomplishment report (NNC Form 5) for the last two years authenticated by the nutrition action officer
- f) Copies of BNS performance evaluation sheets for the last two years authenticated by the nutrition action officer for services rendered from Jan. 1, 1981
- g) Certification of at least two-year continuous and satisfactory service as BNS by the nutrition action officer and attested by the district city nutrition program coordinator
- h) Copies of Memorandum of Agreement or contract of service as BNS for the last two years
- i) Notarized Affidavit stating that the BNS was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement
**For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BNS has not been issued any appointment, whether permanent, temporary, substitute, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her service requirement*
- j) Original/Authenticated and dry-sealed List of BNS issued by the National Nutrition Council (agency to agency concern; to be submitted by NNC to CSCRO)

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

- a) School certificate or transcript of record [applicant must have completed at least two (2) years of college education leading to a college degree]
- b) Certificate of Accreditation issued and signed by the chairman or authorized official of the Barangay Health Worker Registration and Accreditation 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)
- c) Certification of at least five (5) years of continuous and satisfactory service as an accredited BHW issued by the Local Health Board
- d) Notarized Affidavit stating that the BHW was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement
**For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BHW has not been issued any appointment, whether permanent, temporary, substitute, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her service requirement*
- e) Authenticated/Certified copy of Annual Accomplishment Reports
- f) Original/Authenticated and dry-sealed Registry of Accredited BHW issued by the Department of Health (agency to agency concern; to be submitted by DOH to CSCRO)

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

- a) Certification from authorized DILG official at the municipal, city, provincial or regional level of the services rendered by the barangay official, using the prescribed CSC-ERPO Form 1a (April 2012), for elective barangay officials, or CSC-ERPO Form 1b (April 2012) for appointive barangay officials.

- b) Certification from the Barangay Chairman on the services rendered by the barangay official
- c) Duly signed oath-taking certificate or other proofs of having been duly elected or appointed such as election returns and appointment paper
- d) Notarized Affidavit stating that the barangay official was not employed in the government during his/her term of office, or service requirement, and that he/she did not receive any form of salary/compensation, except honorarium for holding a position in an ex-officio capacity, during his/her term of office or service requirement
**For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the Barangay Official has not been issued any appointment, whether permanent, temporary, substitute, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her term of office, or service requirement*
- e) For appointive barangay officials (Barangay Secretary & Barangay Treasurer), notarized Affidavit stating that the appointive barangay official is not related up to the 4th degree of consanguinity, or of affinity, to the appointing Punong Barangay
- f) Original/Authenticated and dry-sealed Master List of Elected/Appointed Barangay Officials issued by the DILG (agency to agency concern; to be submitted by DILG to CSCRO)
- g) Other documents as may be deemed necessary by the CSC Regional Office in verifying authenticity of information supplied by the barangay official

7. SKILL ELIGIBILITY (Category II)

- a) Original and photocopy of Appointment Paper of the applicant, specifically indicating the status of appointment as “Temporary” (NOTE: No status of appointment other than “Temporary” shall be considered for the grant of eligibility under Category II)
- b) Certification (using the prescribed CSC-ERPO Cat. II Form No. 1, Revised Oct. 2009) from the agency head/highest HRMO that the appointee obtained at least Very Satisfactory rating for the two rating periods during the one-year temporary appointment
- c) Statement of Actual Duties and Responsibilities (using the prescribed CSC-ERPO Cat. II Form No. 2, Jan. 2011) of the applicant executed by the applicant’s immediate supervisor
- d) Authenticated copy of the applicant’s Performance Rating Form, duly confirmed by the agency’s Performance Evaluation and Review Committee (PERC), for the two rating periods covered by the one-year temporary appointment

8. HONOR GRADUATE ELIGIBILITY (HGE)

- a) Original and photocopy of Transcript of Record (TOR) of the applicant;
- b) Certification from the university/college that the applicant graduated summa cum laude, magna cum laude, or cum laude.
 (This certification is separate from and on top of the Transcript of Record); and
- c) List of Honor Graduates certified and submitted by the School Registrar to the CSC (agency to agency concern).

9. SANGGUNIAN MEMBER ELIGIBILITY (SME)

- a) For applicant who is a baccalaureate/bachelor's degree holder, original/authenticated and photocopy of Transcript of Records;
- b) For Sanggunian Member First Level Eligibility applicant who is not a baccalaureate/bachelor's degree holder, certification on the number of units earned and the baccalaureate/bachelor's degree being/has pursued duly signed by authorized official/registrar of the university/college;
- c) Original/Authenticating Master List of qualified Sanggunian Members issued by the DILG (agency to agency concern);
- d) For Sanggunian Members not included in the DILG Master List, Certification of services rendered by the Sanggunian Member duly signed by authorized DILG official at the regional level where he/she has served as Sanggunian Member (Use CSC SME Form 1, March 2013); and
- e) Other documents as may be deemed necessary by the CSC in verifying authenticity of information supplied by the applicant.

10. FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)

- a) Transcript of Record certified as true copy by the foreign school (with English translation as applicable) and duly authenticated by a Philippine Foreign Service Post with jurisdiction over the foreign school;
- b) Certification on the honors received and baccalaureate degree earned, duly signed by the authorized official/registrar of the foreign school/college/university bearing the seal of the college/university, and duly authenticated by a Philippine Foreign Service Post. The Certification must state/indicate the equivalent Latin honor in cases of honors with name/title different from the Latin honors summa cum laude, magna cum laude, or cum laude. (This certification is not the Diploma and is separate from the Transcript of Record);
- c) Certification from the Commission on Higher Education (CHED) on the comparability/equivalency of the course/degree taken abroad with a course/degree earned in the Philippines duly signed by the authorized CHED official, affixed with CHED official dry-seal, and printed on CHED official letterhead (agency to agency); and
- d) Certification from the Department of Foreign Affairs (DFA) on the status of operation of the foreign school duly signed by authorized DFA official, affixed with DFA official dry-seal, and printed on DFA official letterhead (agency to agency).

Duration: 1 hour

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

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
STAGE 1: Evaluation of Application						
1	File duly accomplished form and documentary requirements at the CSC Regional Office thru the Examination Services Division (ESD)	Require the applicant to pay the evaluation fee at the Cashier	1 minute	1 st Processor		Appropriate Application Form
2	Pay the evaluation fee* at the CSC Cashier	Process payment and issue Official Receipt	1 minute	Cashier	P200.00	CSC Official Receipt
3	Return to ESD and present O.R. and application form to the attending 1 st Processor for evaluation	<div>Receive the O.R. (evaluation fee) and application form</div> <div>Evaluate qualification of applicant for the grant of eligibility applied for and check completeness of general and specific documentary requirements and completeness and accurateness of information in the application form</div> <div>Verify and validate photocopies of the general and specific documentary requirements against the originals</div>	10 minutes	1 st Processor		

**The evaluation fee shall be paid by the applicant upon filing of application.*

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
		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				
		Fill out the <i>jurat</i> , if applicable				
		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 1 st Processo				
		Review the application and documentary requirements, affix initials on the masterlist, make final evaluation on validness of the application's approval, and affix signature over printed name and date on space provided for 2 nd Processor on application form	7 minutes	2 nd Processor		

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form*
4	Pay the processing fee* at the Cashier	Give the duly evaluated and approved application form and instruct the client to pay the processing fee at the Cashier	1 minute	1 st Processor; Cashier	P300.00	CSC Official Receipt
STAGE 2: Processing of Certificate of Eligibility (COE)						
5	Return to ESD and submit the original O.R. and approved application form to the attending 1 st Processor	Receive the O.R. (processing fee) and the approved application form	10 minutes	1 st Processor;		
		Encode personal and eligibility data of the applicant in the transaction database of the Special Eligibility Information System (SPELS)				
		Print the Proofing Report and affix signature on corresponding space thereof				
		Endorse to the 2 nd Processor the Proofing Report, together with the application form and other documents				
		Review the Proofing Report and affix signature over printed name and date on appropriate space thereof	5 minutes	2 nd Processor		

*The processing fee shall be paid by the applicant upon approval of application.

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form*
		Post the transaction data in the SPELS eligibility database and affix signature over printed name and date on appropriate space in the Proofing report after posting	2 minutes	1 st Processor		
		Print the COE draft on paper				
6	Review the draft COE (particularly as to his/her name and date and place of birth) and affix signature on the draft COE and signature over printed name and the date on the "Checked by" portion	Stamp the draft COE with "Checked by" and present the same to the applicant for review	5 minutes	1 st Processor		Security Form
		Print the COE on security form				
7	Paste picture and affix signature on appropriate spaces on the security form	Check proper and accurate printing of the COE on security form and endorse the same, together with the rest of the documents, to the Directors for signature	2 minutes	2 nd Processor		
		Review the approved application documents, the Proofing Report and the COE, and affix signature on appropriate space on the security form and initials/date in the masterlist	3 minutes	Director III/ Authorized Signatory		

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form*
		Make final review of the application documents, the Proofing Report and the COE, and affix signature on appropriate space on the security form and initials/date in the masterlist	3 minutes	Director IV/ Authorized Signatory		
		Photocopy the fully accomplished COE and ORs, and affix the CSC dry seal on the original and photocopies of the COE	5 minutes	1 st Processor		
		Record the application data on the corresponding Logbook, and prepare the receiving photocopies of the COE				
8	Receive the original COE and ORs and sign the receiving copies and the Logbook	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	5 minutes	1 st Processor		
END OF TRANSACTION						

- Note: 1. Application Form is available FREE OF CHARGE at any CSC office, or may be downloaded from the CSC website www.csc.gov.ph
2. Full decentralization of grant of special eligibilities
- a. Transition period for the decentralization of the following eligibilities will be until December 31, 2014:
- Electronic Data Processing Specialist Eligibility (EDPSE)
 - Scientific and Technological Specialist Eligibility (STSE)
 - Veteran Preference Rating Eligibility (VPRE)
 - Foreign School Honor Graduate Eligibility (FSHGE)
- b. During the said transition period, the following process shall take place:
- 1) Applicants of EDPSE, STSE, VPRE and FSHGE shall file their applications at the CSC Regional Office (RO)/Field Office (FO) nearest the place where they are based.
 - 2) The CSC RO/FO concerned shall evaluate applications upon receipt of complete requirements. (N.B. Applications filed at the CSC FO shall be forwarded to the CSC RO for final evaluation.)
 - 3) Approved applications shall be forwarded by the CSC RO to the CSC Central Office, through the Examination, Recruitment and Placement Office (ERPO), for the printing of the Certificate of Eligibility (COE).
 - 4) Upon printing of the COE, ERPO shall send to the CSC RO concerned the duly printed COE for signature of the regional directors, then for release to the grantee.
- c. Approximate time to complete the process cycle shall be from 45 to 60 days, including leeway for transmittal/mailing.

ISSUANCE OF CERTIFICATE OF ELIGIBILITY (CAREER SERVICE EXAMINATION-PAPER AND PENCIL TEST)

Schedule of Availability of Service:

Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

Those who pass the CS Professional and Subprofessional Examinations and will claim the certificate for the first time

What are the Basic Requirements:

- 1. Valid I.D.
- 2. Picture with complete nametag (preferably the picture used at the time of examination)

Duration: 30 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill-out the Client Logbook.	Inform the client to wait for his/her name to be called.	1 minute	ESD Personnel	None	
2	Present valid I.D. and picture with complete nametag (preferably the picture used at the time of examination).	Verify identity of the client by comparing the valid ID and the picture presented with the picture and signature appearing on the Picture Seat Plan accomplished during the exam. After evaluation, ask the client to indicate the serial number of COE and sign the copy of the Register of Eligibles.	15 minutes 1 minute	ESD Personnel		

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
3	Paste picture on the Certificate of Eligibility and affix signature on the space provided for in the Certificate of Eligibility.	<p>Photocopy Certificate of Eligibility together with the valid I.D.</p> <p>Ask the client to sign the photocopy of the Certificate of Eligibility as proof of receipt and affix the official seal of CSC on the original copy of the Certificate. Request client to accomplish E-6 form.</p>	<p>5 minutes</p> <p>7 minutes</p>	<p>ESD Personnel</p> <p>ESD Personnel</p>		E-6 Form (Profile of Eligibles)
4	Receive Certificate of Eligibility.	Release the Certificate of Eligibility to the client Accept the accomplished E-6 Form.	1 minute	ESD Personnel		
END OF TRANSACTION						

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

Schedule of Availability of Service:

Monday to Friday

8:00 a.m. to 5:00 p.m. without noon break

Who may avail of the Service:

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

What are the Basic Requirements:

1. Properly accomplished Eligibility/Examination Records Request Form (ERRF) and Declaration Form (DF)
2. One piece 1 inch by 1 inch picture with full name tag and signature affixed prior to having the photograph taken
 - Signature must be on top of the printed name.
 - Photograph should have been taken within three (3) months prior to filing of request for Certification of Eligibility.
 - Scanned, computer-generated photo/name/signature will not be accepted.

3. Certification fee: Php 100.00 per copy
 4. Two (2) valid Identification (ID) Cards or
- } duly authenticated by the Philippine Embassy or Consular Office

If the requesting party works/lives abroad:

1. Copy of Passport; and
2. Copy of one (1) Identification Card

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

Special Requirement:

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

What are the Additional Requirements if request if filed thru a representative:

1. Authorization Letter or Special Power of Attorney (SPA); and
2. One (1) valid Identification Card of the representative

Duration: 30 minutes

How to Avail of the Service:

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

Note: Forms are available at the CSC Regional Office and CSC website www.csc.gov.ph.

The 30-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.

AUTHENTICATION OF CERTIFICATE OF ELIGIBILITY (WALK-IN)

Schedule of Availability of Service:

Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

Who May Avail of the Service:

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

What are the Basic Requirements:

- 1. Properly accomplished Eligibility/Exam Records Request Form (ERRF)
 - 2. Original Certificate/Certification of Eligibility or Report of Rating
 - 3. Certification fee: Php 50.00 per copy
 - 4. Two (2) valid Identification (ID) Cards
- If the requesting party works/lives abroad:
- 1. Copy of Passport; and
 - 2. Copy of one (1) Identification Card
- } duly authenticated/validated by the Philippine Embassy or Consular Office

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

Special Requirement:

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

What are the Additional Requirements if request is filed through a representative:

- 1. Authorization Letter or Special Power of Attorney (SPA);
- 2. One (1) valid Identification Card of the Representative

Duration: 25 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill-out Eligibility/Exam Records Request Form (ERRF).	Receive/review accomplished ERRF; issue Order of Payment; and advise client to pay to the Cashier.	1 minute	ESD Personnel		ERRF (revised 100312); and Order of Payment

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
2	Wait for the request to be processed	<p>Verify/validate data and information based on the records</p> <p>15 minutes</p> <p>ESD Personnel</p> <p>If record is accurate, photocopy the certificate/certification of eligibility (COE) or Report of Rating (ROR) and Identification Card</p> <p>2 minutes</p> <p>ESD Personnel</p> <p>Review data/findings and authenticate</p> <p>3 minutes</p> <p>Supervisor/ Sr. Personnel</p> <p>Issue Order of Payment and advise client to pay at the Cashier</p> <p>1 minute</p> <p>ESD Personnel</p>				
3	Pay to the Cashier	Process payment and issue Official Receipt (OR)	1 minute	Cashier	P50.00/ copy	Official Receipt
4	Affix signature on the release portion of the ERRF or file copy	Release the authenticated copy of the COE or ROR to client	2 minutes	ESD Personnel		Authenticated copy
END OF TRANSACTION						

Note: Form is available at the CSC Regional Office and CSC website www.csc.gov.ph.

The 25-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.

ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE

Schedule of Availability of Service:

Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

Who May Avail of the Service:

Government officials and employees and other authorized individual/officer

What are the Requirements:

Accomplished Customer Information Sheet (CIS) and Request for Certificate of No Pending Administrative Case Form

Duration: 20 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit accomplished Customer Information Sheet (CIS) and request form.	Assess the request form. Issue charge slip and advise client to pay to the Cashier while request is being processed.	10 minutes 1 minute	Action Officer		CIS and Request for Certification of No Pending Administrative Case Form
2	Pay to the Cashier.	Process payment and issue OR.	4 minutes	Cashier	P100.00	
3	Present receipt and get the Certificate.	Release the Certificate.	5 minutes	Action Officer		
END OF TRANSACTION						

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

Schedule of Availability of Service:

Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

Who May Avail of the Service:

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

What are the Requirements:

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

Duration: 25 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplished Personnel Records Request Form.	Receive and review the accomplished form.	2 minutes	Action Officer		PRRF
2	Wait while the requested documents are being retrieved.	Retrive the requested records, issue order of payment, and advise client to pay corresponding fee if records are available. If records are not available, inform the client that requested records are not available.	19 minutes	Action Officer		

FILING OF PLEADINGS

Schedule of Availability of Service:

Monday – Friday

8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:

Any person may file an administrative complaint against any non-presidential appointee in the government

What are the Requirements:

Filing of Cases

Complaint

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

Filing of Appeals

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

Filing of Motions for Reconsideration

1. Motion for Reconsideration

Duration: Filing of Cases/Appeals – 6 minutes

Filing of Motions for Reconsideration - 3 minutes

How to Avail of the Service:**Filing of Cases/Appeals**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the complaint/appeal along with the requirements at Legal Services Division.	Review the complaint/appeal and other documents, if any, and require the client to pay the filing fee.	2 minutes	LSD Action Officer		
2	Pay to the cashier.	Process payment and issue Official Receipt (O.R.) and Notice of Payment.	2 minutes	Cashier	P500.00*	
3	Return to the receiving counter. Present O.R. and Notice of Payment.	Receive Notice of Payment and the complaint/appeal.	1 minute	LSD Action Officer		
4	Receive the receiving copy of the complaint/appeal.	Issue the receiving copy to the client.	1 minute	LSD Action Officer		
END OF TRANSACTION						

Filing of Motion for Reconsideration

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the motion for reconsideration at the Legal Services Division.	Receive the motion for reconsideration and issue the receiving copy to the client.	3 minutes	LSD Action Officer	None	
END OF TRANSACTION						

*Filing fee for Complaints is temporarily suspended Per OM No. 92, s. 2012

COUNSELING/RESPONSE TO QUERIES/ASSISTANCE ON CIVIL SERVICE MATTERS (WALK-IN)

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service: General Public

What are the Requirements: None

Duration: 5 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Accomplish and submit Customer Information Sheet.	<p>Provide reply to simple queries.</p> <p>For complex queries or concerns, request client to fill-out <i>Aksyon Para sa Taumbayan</i> Form and advise him/her that the matter will be referred to appropriate office.</p>	5 minutes	PALD Action Officer		<p>Aksyon Agad Para sa Taumbayan Forms:</p> <p>Form 1 - For commendation (pink)</p> <p>Form 2 - For request for Assistance (blue)</p> <p>Form 3 - For complaint (white)</p> <p>Form 4 - For suggestion (yellow)</p>
END OF TRANSACTION						

PROCESSING OF APPOINTMENTS

Schedule of Availability of Service:

Monday – Friday

8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:

Human Resource Management Offices of agencies or appointees who submitted the appointment for attestation.

What are the Requirements:

Common Requirements for Regular Appointments

3 copies of CS Form 33 (Revised 1998) for regular employees

Plantilla Form No. 001 for casuals

Personal Data Sheet (CS Form 212, Revised 2005)

Requirements for Specific Cases Requirements for Specific Cases

a) Erasures or alterations on appointments

Appointments and other documents with erasures or alterations should be duly initialed by authorized officials and accompanied by a communication specifying and authenticating all changes made.

b) Appointee with Decided Administrative/Criminal Case

Certified true copy of the decision rendered

Appointment by promotion of an employee found guilty in an administrative case - certification of the appointing official as to when the decision rendered became final

c) Discrepancy in Name, Date/Place of Birth

Correct name, date/place of birth shall be ascertained in accordance with the following requirements:

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

d) COMELEC Ban

If appointment to be issued is covered by prohibition, prior exemption from the COMELEC shall be secured and attached to the appointment

e) LGU Appointment

Appointment in local government units for submission to the Commission shall be accompanied, in addition to the common requirements, by the following:

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

f) Non-Disciplinary Demotion

Appointment involving demotion which is not disciplinary in nature:

1. Certification of the agency head that the demotion is not the result of an administrative case
2. Written consent by the employee that he/she interposes no objection to his/her demotion

g) Licenses

When a license is required by special law for the exercise of a profession or vocation, an appointee must possess the necessary license before he/she may be appointed.

Example: licenses issued by the Professional Regulations Commission and the Supreme Court.

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

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit the duly accomplished KSS Form 33 (appointment form) together with the complete supporting documents/attachments	<p>If the appointment is within the jurisdiction cluster of the CSFO. Conduct initial evaluation.</p> <ul style="list-style-type: none">• If complete, record receipt of appointment using the time stamping machine/stamp receipt on the original, duplicate, and triplicate copies of appointment• If incomplete, issue letter to the concerned agency to comply with the requirements <p>If not within the jurisdictional cluster of the CSCFO, return the appointment and refer the agency's liaison officer to the concerned CSRO/FO</p>		Staff/ Director		KSS Form 33
		Record appointment in the Logbook	18 minute per appointment	Staff		
		Retrieve S-Card or prepare a new S-Card for original appointments				

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
		Review/process appointment and recommend approval/disapproval	20 minutes per appointment	Action Officer		KSS Form 33
		Review and sign the approved/disapproved appointment (Proceed to Step 2)	17 minutes per appointment	CSC RO Directors - SG 28 & above CS FO Directors - SG 26 & below CSCFO Staff with SG 19 & above - in accordance with CSC Resolution No. 1300980 dated 17 May 2013		
		If appointment is Disapproved, draft letter informing the agency of the reason/s for disapproval	10 minutes per appointment	Action Officer		
		Review draft letter for disapproved appointment, Return to the drafter for revision (if necessary) and finalization. Letter to be signed by the Director.	10 minutes per appointment	Action Officer/ Director		

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
2	Receive processed/ reviewed appointment and letter (if disapproved)	Release the agency copy of the appointment and/ or Letter of disapproval to the authorized representative		Staff		
END OF TRANSACTION						

*Form is available FREE of Charge

FEEDBACK FORM

(Pananaaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

(Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring I-tsek lamang ang kahong naaayon.)

COMPLIMENT (Papuri)	COMPLAINT (Reklamo)	SUGGESTION (Mungkahi)

Person(s)/Unit/Office Concerned or Involved: _____
(Mga tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi)

Facts or Details Surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)

Recommendation(s)/Suggestion(s)/Desired Action from our Office
(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)

Name [OPTIONAL]: _____ Office/Agency: _____
(Pangalan) (Tanggapan/Ahensya)

Address: _____
(Tirahan)

Contact Number(s) (if any): _____ E-mail Address (if any) _____
(Telepono)

Signature: _____ Date: _____
(Lagda) (Petsa)

Directory

CENTRAL OFFICE DIRECTORY

The Commission

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

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BUREAU OF INTERNAL REVENUE

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

National Transmission Corporation
Philippine Children's Medical Center
Power Sector Assets and Liabilities Management

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Division of City Schools - Malabon
Division of City Schools - Navotas
Division of City Schools - Valenzuela City
Philippine National Railways
CGO - Kalookan
CGO - Malabon
CGO - Valenzuela
CGO - Navotas
City of Malabon University

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COMMISSION ON AUDIT

Career Executive Service Board
Commission on Audit
Department of Social Welfare and Development
House of Representative Electoral Tribunal
Inter-Country Adoption Board
Senate Electoral Tribunal

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Bureau of Agricultural Fisheries Product and Standards
Bureau of Agricultural Research
Bureau of Animal Industry

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

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DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES

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 Department of Environment and Natural Resources - CO
 Department of Environment and Natural Resources - NCR
 Ecosystems Research & Development Bureau
 Environmental Management Bureau - CO
 Environmental Management Bureau-NCR
 Forest Management Bureau
 Minerals Development Council
 Mines & Geosciences Bureau
 Natural Resources Development Council
 Philippine Information Agency
 Philippine Institute of Volcanology & Seismology
 Protected Areas & Wildlife Bureau
 National Broadcasting Network (PTV-4)

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 Congressional Committee on Anti-Money Laundering Act
 Congressional Oversight Committee on Agriculture & Fisheries
 Modernization
 Congressional Oversight Committee on Comprehensive Tax
 Reform Program
 Congressional Oversight Committee on Labor & Employment
 Civil Aviation Authority of the Philippines (formerly ATO)
 Department of Foreign Affairs
 Division of City Schools - Pasay City
 Foreign Service Institute
 Joint Congressional Power Commission
 Legislative Oversight Visiting Forces Agreement
 Office of the Vice-President
 Senate of the Philippines
 Special Oversight Committee on Climate Change
 Special Oversight Committee on Economic Affairs
 Technical Cooperation Council of the Philippines
 UNESCO National Commission of the Philippines
 Nayong Pilipino Foundation of the Philippines
 CGO - Pasay City
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 Batanes General Hospital
 Bureau of Food & Drugs
 Center for Health Development (DOH-NCR)
 Department of Health - CO
 Dr. Jose Fabella Memorial Hospital
 East Avenue Medical Center
 Jose N. Rodriguez Memorial Hospital
 Jose R. Reyes Memorial Medical Center
 Las Piñas General Hospital and Satellite Trauma Center
 National Center for Mental Health
 National Children's Hospital
 Philippine Institute for Traditional and Alternative Health Care

Philippine Orthopedic Center
Quirino Memorial Medical Center
Research Institute for Tropical Medicine
Rizal Medical Center
San Lazaro Hospital
San Lorenzo Ruiz Women's Hospital
Tondo Medical Center
Valenzuela General Hospital

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AFP Philippine Air Force
AFP Philippine Army
AFP Philippine Military Academy
AFP Philippine Navy
AFP Medical Center
Agricultural Credit Policy Council
Commission on Higher Education - CO
Commission on Higher Education - NCR
Commission on Human Rights
Department of National Defense
Department of Transportation & Communications
Development Academy of the Philippines
Energy Regulatory Commission
Maritime Training Council
Metro Rail Transit III
National Defense College of the Philippines
National Economic and Development Authority
Office for Civil Defense
Office for Transportation Security
Office of the Presidential Advisers on the Peace Process
Philippine Coast Guard - Civilian
Philippine Overseas Employment Administration
Philippine Veterans Affairs Office
Presidential Commission on Good Government
The Government Arsenal
Toll Regulatory Board
Veterans Memorial Medical Center
Securities and Exchange Commission

CGO - San Juan

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DEPARTMENT OF SCIENCE AND TECHNOLOGY

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

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Bureau of Fire Protection - NCR
Bureau of Jail Management & Penology - NHQ
Bureau of Jail Management & Penology - NCR
Department of the Interior & Local Government - CO
Department of the Interior & Local Government - NCR
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Department of Trade and Industry - NCR
Division of City Schools - Makati
Film Development Council of the Philippines
Games and Amusement Board
National Mapping and Resource Information Authority
National Police Commission - CO
National Statistical Coordination Board
Office of the Solicitor General
Philippine Institute for Development Studies
Philippine Racing Commission
Al-Amanah Islamic Investment Bank of the Philippines
Bases Conversion Development Authority
Board of Investments
Cagayan Economic Zone Authority
Construction Industry Authority of the Philippines
Construction Manpower Development Foundation
Development Bank of the Philippines
Employees Compensation Commission
Home Development Mutual Fund
Home Guaranty Corporation
Housing and Urban Development Coordinating Council
Intellectual Property Office
National Development Company
National Home Mortgage Finance Corporation
National Livelihood Development Corporation
Philippine Deposit Insurance Corporation
Philippine International Trading Corporation
Philippine Retirement Authority

Philippine National Oil Company
Privatization Management Office
Phillipine Reclamation Authority
Small Business Guaranty and Finance Corp.
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Trade and Investment Development Corporation of the
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CGO - Makati
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Bureau of Immigration
Commission on the Settlement of Land Problems
Court of Appeals
Court of Tax Appeals
Department of Justice
Division of City Schools - Manila
National Bureau of Investigation
Sandiganbayan
Supreme Court of the Philippines (Proper)
Lower Courts
Government Service Insurance System
Philippine Postal Corporation - CO
Philippine Postal Corporation - NCR
CGO - Manila
City Council of Manila

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

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OFFICE OF THE PRESIDENT

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 Bureau of Communications Services
 Commission on the Filipino Language
 Cooperative Development Authority
 Council for the Welfare of Children
 DBM-Procurement Service
 Department of Budget and Management - CO
 Department of Budget and Management - NCR
 Dept. of Social Welfare and Development - NCR
 Movie and TV Review and Classification Board
 National Anti-Poverty Commission
 National Commission for Culture and the Arts
 National Labor Relations Commission

National Printing Office
 National Statistics Office
 National Youth Commission
 News and Information Bureau
 Office of the President
 Presidential Communications Operations Office (formerly
 Office of the Press Secretary)
 Optical Media Board
 Pasig River Rehabilitation Commission
 Philippine Commission on Women
 Presidential Broadcast Staff (RTVM)
 Presidential Commission for the Urban Poor
 Presidential Legislative Liaison Office
 Presidential Management Staff
 Professional Regulation Commission
 Telecommunications Office - CO
 Telecommunications Office - NCR
 National Tobacco Administration
 Philippine Charity Sweepstakes Office
 Eulogio "Amang" Rodriguez Inst. of Science & Technology
 Polytechnic University of the Philippines

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Philippine National Police

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

Rizal Technological University

Director Eva F. Olmedillo

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SOCIAL SECURITY SYSTEM

Fertilizer & Pesticide Authority

Land Registration Authority

Land Registration Authority - CARP

Land Transportation Franchising and Regulatory Board - CO

Land Transportation Franchising and Regulatory Board - NCR

Land Transportation Office

National Security Council

National Water Resources Board

National Commission on Filipino Muslims

Office of the Government Corporate Counsel

Parole & Probation Administration - CO

Parole & Probation Administration - NCR

Philippine National Volunteer Service Coordinating Agency

Public Attorney's Office - CO

Public Attorney's Office- NCR

Tariff Commission

Lung Center of the Philippines

National Electrification Administration

National Irrigation Administration

National Kidney & Transplant Institute

Philippine Crop Insurance Corporation

Philippine Heart Center

Director Claudia A. Tan

concurrent DPWH/DENR Field Director

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Advanced Science & Technology Institute

National Computer Center

Commission on Information and Communications Technology

National Book Development Board

Philippine Nuclear Research Institute

Cottage Industry Technology Center

Local Water Utilities Administration

Metropolitan Waterworks and Sewerage System - Regulatory Office

Metropolitan Waterworks and Sewerage System - Corporate Office

CGO-Marikina

Pamantasan ng Lungsod ng Marikina

University of the Philippines - Diliman

University of the Philippines - Los Baños

University of the Philippines - Manila

University of the Philippines - Open University

University of the Philippines - Philippine

General Hospital

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CSC La Union Field Office
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CSC Lingayen Field Office
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CSC Urdaneta Field Office
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☎ (078) 846-2076

CSC Isabela Field Office
Alibagu, Ilagan, Cagayan
☎ (078) 622-2581

CSC Nueva Vizcaya Field Office
Bayombong, Nueva Vizcaya
☎ (078) 321-2781

CSC Quirino Field Office
Diffun, Quirino
☎ (078) 694-7039

CSRO III

CSC Aurora Field Office
Provincial Capitol Compound
Brgy. Suklayin, Baler, 3200 Aurora
☎ (0920) 613-2224

CSC Bataan Field Office
Provincial Capitol Compound
Balanga City, 2100 Bulacan
☎ (047) 791-4707

CSC Bulacan Field Office
Provincial Capitol Compound
City of Malolos, 3000 Bulacan
☎ (044) 791-4940

CSC Nueva Ecija Field Office
Old Provincial Capitol Compound
Cabanatuan City, 3100 Nueva Ecija
☎ (044) 463-4666

CSC Pampanga Field Office
Old Provincial Capitol Compound
Sto. Niño
City of San Fernando, 2000 Pampanga
☎ (045) 961-3741

CSC Tarlac Field Office
Romulo Blvd., San Vicente
2300 Tarlac City
☎ (045) 982-0455

CSC Zambales Field Office
Balili, Iba, 2201 Zambales
☎ (047) 811-1007

CSRO IV

CSC Batangas Field Office
Old Provincial Capitol Compound
☎ (043) 723-2894

CSC Cavite Field Office
LTO Compound, E. Aguinaldo Highway
Palico IV, Imus, Cavite
☎ (046) 471-9288

CSC Laguna Field Office
Provincial Capitol Compound
Sta. Cruz, Laguna
☎ (049) 501-3324

CSC Marinduque Field Office
Provincial Capitol Compound
Boac, Marinduque
☎ (042) 332-2539

CSC Occidental Mindoro Field Office
Provincial Capitol Compound
Mamburao, Occidental Mindoro
☎ (043) 711-7957

CSC Oriental Mindoro Field Office
Provincial Capitol Compound
Calapan City, Oriental Mindoro
(043) 286-7019

CSC Palawan Field Office
PEO Compound, Banca-Banca
Puerto Princesa City, Palawan
☎ (048) 434-6344

CSC Quezon Field Office
Provincial Capitol Compound
Lucena City, Quezon
☎ (042) 710-5905

CSC Rizal Field Office
3/F Old Municipal Bldg of Taytay, Rizal
Barangay Dolores, Taytay, Rizal
☎ (02) 510-1909

CSC Romblon Field Office
Municipality of San Agustin
Province of Romblon
☎ (0920) 894-2957

CSRO V

CSC Albay Field Office
BU Compound, Legazpi City
☎ (052) 480-2332

CSC Camarines Norte Field Office
Camambugan, Daet, Camarines Norte
☎ (054) 440-0695

CSC Camarines Sur Field Office
Capitol Compound, Pili, Camarines Sur
☎ (054) 475-3429

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

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

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

CSRO VI

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

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

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

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

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

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

CSRO VII

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

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

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

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

CSRO VIII

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

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

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

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

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

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

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

CSRO IX

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

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

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

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

CSRO X

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

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

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

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

CSRO XI

CSC Davao City
PGES Compound, Quirino, Davao City
☎ (082) 221-5551

CSC Davao del Norte Field Office
Capitol Compound, Mankilan
Tagum City
☎ (084) 217-3674

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

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

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

CSRO XII

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

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

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

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

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

CSRO CARAGA

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

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

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

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

CSRO ARMM

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

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

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

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

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

CSRO CAR

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

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

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

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

CSC Mt. Province-Ifugao Field Office
CSC Ifugao Field Office
Lagawe, Ifugao
CSC Mt. Province Field Office
Bontoc, Mt. Province
☎ (074) 382-074



CIVIL SERVICE COMMISSION

Client's Feedback Form

Date: _____ Time: _____

Name of CSC Service Office: _____

Name of Action Officer: _____

Client's Name: _____

Contact Number: _____

Position/Designation: _____

Office Name & Address: _____

SEX: ☐ Male ☐ Female

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

Purpose of Visit:

Secure Records

- ☐ Appointment
☐ Authentication
☐ Certification of Eligibility
☐ Service Record

Examination/Eligibility

- ☐ Inquire on exam
☐ File application for exam
☐ Inquire about special eligibility
☐ Conversion of eligibility

Legal Service

- ☐ Appeal
☐ Cert of No Pending Admin Case
☐ Correction of personal data
☐ File case/complaint
☐ File Motion for Recon
☐ Legal Counseling
☐ Case Adjudication

Other Services

- ☐ Extension of service
☐ Purchase of publication/Photocopy
☐ Research/Interview
☐ Request for assistance/follow-up
☐ Union registration/accreditation
☐ Appointments Processing
☐ Others _____

Part I: Customer Satisfaction Rating

How do you rate our service?

- ☐ 5- Outstanding ☐ 2- Unsatisfactory
☐ 4- Very Satisfactory ☐ 1- Poor
☐ 3- Satisfactory

Part II: Customer Feedback

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

☐ Compliment ☐ Suggestion ☐ Complaint

2. Facts or details of the incident:

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

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

**INTEGRATED RECORDS MANAGEMENT OFFICE
RECORDS CENTER AND ARCHIVES DIVISION**

REQUEST FOR CSC ISSUANCES/RESOLUTIONS

DATE : _____

REQUESTED BY :

NAME : _____

OFFICE : _____

PURPOSE :

1. CSC MEMORANDUM CIRCULAR :

YEAR : _____

NCL : _____

YEAR : _____

NCL : _____

YEAR : _____

NCL : _____

YEAR : _____

NCL : _____

2. CSC RESOLUTIONS :

YEAR : _____

NCL : _____

YEAR : _____

NCL : _____

YEAR : _____

NCL : _____

YEAR : _____

NCL : _____

YEAR : _____

NCL : _____

ACTION TAKEN BY RCAD :

FILING FEE

MEMORANDUM CIRCULAR _____

RESOLUTIONS _____

TOTAL AMOUNT _____

OFFICIAL RECEIPT NO. _____

RECEIVED BY : _____

PRINT NAME & SIGNATURE

ATTENDED BY : _____

RCAD STAFF



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

Form No. 1- COMMENDATION (Papuri)

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

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

Signature (Lagda)

PAIO
Sept 2011



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

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

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

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

Signature (Lagda)

PAIO
Sept 2011



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

Form No. 3- COMPLAINT (*Reklamo*)

Name of Complainant: _____ Date (*Petsa*) _____
(*Pangalan ng Nagreklamo*) Tel./Fax/Cellphone No. _____
(*Telepono*)
Office/Address: _____
(*Tanggapan/Lugar*)
Residence Address: _____ E-mail Address: _____
(*Tirahan*)
Name of Person Being Complained of: _____
(*Pangalan ng Inireklamo*)
Position/Office: _____
(*Posisyon/Tanggapan*)
Particulars of Complaint (*Detalye ng Reklamo*)* _____

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

Signature (*Lagda*)

PAIO
Sept 2011



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

Form No. 4- SUGGESTION (*Mungkahi*)

Name of Suggesting Party: _____ Date (*Petsa*) _____
(*Pangalan ng Humihingi ng Tulong*) Tel./Fax/Cellphone No. _____
(*Telepono*)
Office/Address: _____
(*Tanggapan/Lugar*)
Residence Address: _____ E-mail Address: _____
(*Tirahan*)
Recommendation/Suggestion (*Mungkahi/Suhestyon*): _____

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

Signature (*Lagda*)

PAIO
Sept 2011

Date

CIVIL SERVICE COMMISSION

Subject: Request for Certificate of No Pending Administrative Case

Sir/Madam:

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

- a. _____ promotion
b. _____ retirement
c. _____ others (pls. specify) _____.

Your immediate attention on this matter will be greatly appreciated.

To be filled up by CSC Personnel

OLA/LSC

Verified by: _____

Payment for Certificate of No Pending Administrative Case= P500.00

Cashier

O.R. No. _____

Date: _____

Issued by: _____

Certificate No. : _____

Very truly yours,

Signature

Last Name First Name M.L.

Home Address

Present Position

Name of Agency/Address

Received by: _____

Republic of the Philippines
Integrated Records Management Office
CIVIL SERVICE COMMISSION
REQUEST FOR PERSONNEL RECORDS

☐ Appointment

☐ Service Card

Others: _____

NAME OF REQUESTING PARTY (Please print)

Employee/Retiree:

Surname _____

First Name _____

Middle Name _____

Maiden Name for married woman: _____

Date of Birth: _____

Place of Birth: _____

Mailing Address: _____

Purpose of Request: _____

Accomplished By: _____

Employee / Retiree

Signature over Printed Name

Authorized Representative

Signature over Printed Name

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

PERSONNEL DATA (Please print. Please use back portion, if necessary)

POSITION / STATUS	EFFECTIVITY / DATE OF APPOINTMENT/S	OFFICE / AGENCY

RELEASE OF REQUEST/S

Issued/Released By: _____

(Printed Name & Signature)

RICAD Personnel

Received By: _____

Date: _____

Signature of Requesting Party

Fee _____

O.R. No./Date: _____

ACTION TAKEN

☐

Available Records

☐

No Available Records

☐

Photocopy

☐

Printout copy

Receiving Officer _____

1st Verifier _____

Date/Time _____

2nd Verifier _____

Date/Time _____

Relieved To _____

Approved By _____

Issued/Released By _____

RICAD Personnel

Eligibility/Exam Records Request Form (ERRF) (Revised 100312)		Republic of the Philippines CIVIL SERVICE COMMISSION OFFICE NAME _____		Date Accomplished by Client: _____ Time Accomplished by Client: _____ Time Rec'd by ESD/ERS Personnel: _____ Initials of ESD/ERS Personnel: _____													
REQUEST FOR ELIGIBILITY/EXAMINATION RECORDS																	
Certification of Eligibility (no/lost original certificate; attach Declaration)		Authentication of Eligibility (attach original certificate)		Others, pls. specify _____													
PERSONAL INFORMATION (Please print.)																	
Name Used at the Time of Issuance/Exam: _____ Last Name _____ First Name _____ Middle Name _____				Gender: _____ Civil Status: _____													
Current Name: _____ Address Used at the Time of Issuance/Exam: _____ Current Address: _____				Presently employed? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please specify: _____ Company: _____ Address: _____													
Date of Birth: _____		Place of Birth: _____		Purpose/s of Request: <input type="checkbox"/> Employment <input type="checkbox"/> Promotion <input type="checkbox"/> Replacement of Lost Certificate <input type="checkbox"/> Replacement of Old/Torn/Worn-out Certificate <input type="checkbox"/> Did Not Receive Original Certificate Others _____													
ELIGIBILITY/EXAMINATION DATA (Please print.)																	
Title of Eligibility/Exam: _____ Date of Issuance/Exam: _____ Place of Issuance/Exam: _____ Requested By: _____				Rating Obtained: _____ Date of Effectivity: _____ Registration/Certificate/Card/Resolution No.: _____ Registration/Certificate/Card/Resolution Date: _____													
Signature of the Eligible/Examinee _____ Contact No. _____		Signature at the Time of Issuance/Exam _____ (Right Thumb Print of Eligible)		Authorized Representative (Printed Name & Signature) _____ Contact No. _____													
ACTION TAKEN																	
<input type="checkbox"/> CHECKED DATA AGAINST THE ML Book No. _____ Page No. _____ Seq./Line No. _____ School Code/Batch No. _____ Examinee/Reg. No. _____ Date Issued/Released: _____ <input type="checkbox"/> NO AVAILABLE RECORD			<input type="checkbox"/> CHECKED DATA AGAINST THE PSP <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">In Order</th> <th style="text-align: center;">Not In Order</th> </tr> </thead> <tbody> <tr> <td>Photo/Picture</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Signature</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Date of Birth</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </tbody> </table>				In Order	Not In Order	Photo/Picture	<input type="checkbox"/>	<input type="checkbox"/>	Signature	<input type="checkbox"/>	<input type="checkbox"/>	Date of Birth	<input type="checkbox"/>	<input type="checkbox"/>
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Signature	<input type="checkbox"/>	<input type="checkbox"/>															
Date of Birth	<input type="checkbox"/>	<input type="checkbox"/>															
REMARKS																	
Name/Signature/Initials: _____ 1st Verifier: _____ Date: _____ 2nd Verifier: _____ Date: _____			1st Validator: _____ Date: _____ 2nd Validator: _____ Date: _____														
RELEASE OF REQUEST/S																	
Fee: _____ O.R. No.: _____ Date: _____		Released by _____ Action Officer		Received by _____ Signature of Eligible/Representative _____ Date: _____ Time: _____													

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

DECLARATION

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

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

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

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

_____ theft _____ flood/typhoon _____ other reason/s
_____ fire _____ transfer of residence _____
_____ termites _____ misplacement/negligence _____

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

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

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

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

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

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

(Signature of Eligible/Examinee)

(Date)

(Right Thumb Print)

Identification Cards presented:

Issued by: Issued at: Date of issuance:
1 _____
2 _____

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

*e.g. Career Service Professional/Subprofessional
Police Officer/Police Officer I
Professional Board Examinations for Teachers
Fire Officer/ Penology Officer

PO 907
Barangay Official
Stenographer
Agricultural Officer

RA 1080 (Professional/Subprofessional/Teacher)
MC 11 (Data Encoder/Printer/Carpenter, etc.)
Res. 435 (Security Guard, Messenger, etc.)
Others