OFFICE OF THE SOLICITOR GENERAL

CITIZEN'S CHARTER
2026 (9th Edition)

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I. MANDATE

The OSG represents the Government of the Philippines, its agencies and instrumentalities, and its officials and agents in any litigation, proceeding, investigation, or matter requiring the services of lawyers. When authorized by the President or head of the office concerned, it shall also represent government-owned or controlled corporations. The Office of the Solicitor General shall discharge duties requiring the services of lawyers. It shall have the following specific powers and functions:

1. Represent the Government in the Supreme Court and the Court of Appeals in all criminal proceedings; represent the Government and its officers in the Supreme Court, the Court of Appeals, and all other courts or tribunals in all civil actions and special proceedings in which the Government or any officer thereof in his official capacity is a party.

2. Investigate, initiate court action, or in any manner proceed against any person, corporation or firm for the enforcement of any contract, bond, guarantee, mortgage, pledge or other collateral executed in favor of the Government. Where proceedings are to be conducted outside of the Philippines the Solicitor General may employ counsel to assist in the discharge of the aforementioned responsibilities.

3. Appear in any court in any action involving the validity of any treaty, law, executive order or proclamation, rule or regulation when in his judgment his intervention is necessary or when requested by the Court.

4. Appear in all proceedings involving the acquisition or loss of Philippine citizenship.

5. Represent the Government in all land registration and related proceedings. Institute actions for the reversion to the Government of lands of the public domain and improvements thereon as well as lands held in violation of the Constitution.

6. Prepare, upon request of the President or other proper officer of the National Government, rules and guidelines for government entities governing the preparation of contracts, making investments, undertaking of transactions, and drafting of forms or other writings needed for official use, with the end in view of facilitating their enforcement and insuring that they are entered into or prepared conformably with law and for the best interests of the public.

7. Deputize, whenever in the opinion of the Solicitor General the public interest requires, any provincial or city fiscal to assist him in the performance of any function or discharge of any duty incumbent upon him, within the jurisdiction of the aforesaid provincial or city fiscal. When

so deputized, the fiscal shall be under the control and supervision of the Solicitor General with regard to the conduct of the proceedings assigned to the fiscal, and he may be required to render reports or furnish information regarding the assignment.

8. Deputize legal officers of government departments, bureaus, agencies and offices to assist the Solicitor General and appear or represent the Government in cases involving their respective offices, brought before the courts and exercise supervision and control over such legal Officers with respect to such cases.

9. Call on any department, bureau, office, agency or instrumentality of the Government for such service, assistance and cooperation as may be necessary in fulfilling its functions and responsibilities and for this purpose enlist the services of any government official or employee in the pursuit of his tasks.

10. Represent, upon the instructions of the President, the Republic of the Philippines in international litigations, negotiations or conferences where the legal position of the Republic must be defended or presented.

11. Act and represent the Republic and/or the people before any court, tribunal, body or commission in any matter, action or proceedings which, in his opinion affects the welfare of the people as the ends of justice may require; and

12. Perform such other functions as may be provided by law.

II. VISION

The Office of the Solicitor General as the principal law officer and legal defender of the Government and People's Tribune, secures justice for the nation through excellence in legal advocacy.

III. MISSION

The Office of the Solicitor General shall continuously provide excellent legal services to the Republic of the Philippines, for the good of the people and the country.

IV. SERVICE PLEDGE

The officials and employees of the Office of the Solicitor General commit to deliver the agency's mandate with efficiency, competence, and above all, integrity.

For the love of country and of God, trust that the OSG will adhere to its mission to promote and protect the interest of the Republic of the Philippines.

The OSG assures that all applicants or requesting parties who are within the premises of the OSG prior to the end of official working hours and during lunch break shall be attended to.

PRIVACY NOTICE

The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive personal information as may be needed in the course of your transaction/s.

In all instances, the OSG shall ensure that processing your personal data shall strictly comply with the provisions of the Data Privacy Act and its Implementing Rules and Regulations and shall be consistent with the general data privacy principles of transparency, legitimate purpose, and proportionality.

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External Services

Docket Management Service
External Services

1. Request for Certification of the Date of Receipt of Court Issuances (Walk-In)

This walk-in service covers the receipt of the request, processing, and release of a certification confirming the date on which the Office of the Solicitor General received a **Decision**, **Order**, **Judgment**, or **Resolution** from the court for a specific case.

Office or Division:	Docket Management Service Cash Division, Financial Management Service
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	The parties to the case, their duly authorized counsel, or an authorized representative acting on their behalf

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Parties or Their Counsel	
• **Valid Identification** - One (1) photocopy of the Philippine Identification or any valid Philippine government-issued identification card. • **Verification Slip** - One (1) original copy of the duly accomplished verification slip.	Requesting Party OSG Public Assistance and Complaints Desk OSG Website
For Authorized Representatives: In addition to the above, the representative must submit:	
• **Authorization Letter** - One (1) original copy of the authorization letter from the party or counsel. • **Valid Identification** - One (1) photocopy of Philippine Identification or any valid Philippine government-issued identification card.	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit verification slip 1.1. Secure verification slip from the Officer of the Day (Window 3) and fill out the required information.	1. Receive and review verification slip 1.1. Provide the verification slip to the client.	None	1 minute	Public Assistance Officer (PAO) / Office of the Day (OD) Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Submit the accomplished verification slip to the Officer of the Day (Window 3).	1.2. Receive the accomplished verification slip and check if all required fields are filled out.			
2. Processing of the request and payment.	2. Process verification request and payment.			
2.1. Wait while the Officer of the Day verifies the request.	2.1. Verify the information in the eCMT. Once verified, inform the client to proceed to Window 2 to pay the certification fee.	None	3 minutes	Officer of the Day (Window 3) Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2.2. Pay the required certification fee at Cash Window (Window 2).	2.2. Process the payment and issue the Official Receipt (O.R.).	₱100.00	5 minutes	Collecting Officer, Cash Division, Financial Management Service Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
2.3. Present the Official Receipt to the Officer of the Day (Window 3).	2.3. Receive the Official Receipt.	None	2 minutes	Officer of the Day (Window 3) Immediate Supervisor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.4. Wait while the Officer of the Day processes the request.	2.4. Prepare the certification.	None	8 minutes	Responsible for Personnel Designation – Director IV, DMS Officer of the Day (Window 3)
3. Receive the requested certification.	3. Release the requested certification.	None	1 minute	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
	TOTAL	**₱100.00**	**20 minutes**	

2. Request for Certification of the Date of Receipt of Court Issuances (Mail)

This service includes the receipt, processing, and issuance of a certification confirming the date on which the Office of the Solicitor General received a **Decision**, **Order**, **Judgment**, or **Resolution** from the court for a specific case.

Office or Division:	Docket Management Service Cash Division, Financial Management Service
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	The parties to the case, their duly authorized counsel, or an authorized representative acting on their behalf

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Parties or Their Counsel:	
Letter Request for Certification *(Please indicate whether you are a party to the case, counsel, or an authorized representative)* The letter should include the following information: • **Case Number** • **Case Title** (Name of Parties) • **Date and Type of the Document** (e.g. Decision, Order, Judgment, or Resolution) • **Contact Details** (e-mail address, mobile number, landline, and/or home/office address) Addressed to: **Docket Management Service** Office of the Solicitor General 134 Amorsolo Street, Legaspi Village, Makati City 1229	Requesting Party
Valid Identification - One (1) photocopy of Philippine Identification or any valid Philippine government-issued identification card	Requesting Party
Proof of Payment - One (1) original copy of proof of payment for any of the following payment channels: • **Postal Money Order** ○ **Payee:** Office of the Solicitor General	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **Deposit to:** ○ **Account Name:** Office of the Solicitor General ○ **Account Number:** 1802-1016-23 ○ **Bank:** Land Bank of the Philippines – Paseo de Roxas Branch • **Electronic Transfer (InstaPay, PESONet, or similar)** ○ **Account Name:** Office of the Solicitor General ○ **Account Number:** 1802-1016-23 ○ **Bank:** Land Bank of the Philippines – Paseo de Roxas Branch	
For Authorized Representatives: In addition to the above, the representative must submit:	
• **Authorization Letter** - One (1) original copy of the authorization letter from the party or counsel.	Requesting Party
• **Valid Identification** - One (1) photocopy of Philippine Identification or any valid Philippine government-issued identification card.	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter and proof of payment via PHLPost or a reputable courier to the Docket Management Service, Office of the Solicitor General. Include a prepaid pouch if using a private courier.	• Receive and review the request and attached proof of payment.	None	1 minute	Docket Management Service Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Wait while the Docket Management Service	• Processing of the request:			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
processes the request.	.1. Verify the record in the eCMT.	None	1 minute	Docket Management Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
	.2. Validate the payment and issue the Official Receipt (O.R.).	₱100.00	1 day	Collecting Officer, Cash Division, Financial Management Service Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	.3. Evaluation of the Request and Payment: ○ **If complete**: Prepare the requested certification. ○ **If incomplete information or payment issue:** notify the requester to provide the missing information or correct the payment before processing.	None	1 minute	Docket Management Service Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive notification of the status of the request and the requested certification via mail or courier.	3. Notify the requester of the status and release the certification.	None	1 minute	Docket Management Service Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
	TOTAL	**₱100.00**	**1 day and 4 minutes**	

3. Request for Certification of the Date of Receipt of Court Issuances (Email/Online Request Form)

This service includes receiving email requests, processing them, and releasing, via postal mail or courier, a certification confirming the date on which the Office of the Solicitor General received a **Decision**, **Order**, **Judgment**, or **Resolution** from the court for a specific case.

Office or Division:	Docket Management Service Cash Division, Financial Management Service
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	The parties to the case, their duly authorized counsel, or an authorized representative acting on their behalf

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Parties or Their Counsel:	
Letter Request for Certification *(Please indicate whether you are a party to the case, counsel, or an authorized representative)* The letter should include the following information: • **Case Number** • **Case Title** (Name of Parties) • **Date and Type of the Document** (e.g. Decision, Order, Judgment, or Resolution) • **Contact Details** (e-mail address, mobile number, landline, and/or home/office address) Addressed to: **Docket Management Service** Office of the Solicitor General 134 Amorsolo Street, Legaspi Village, Makati City 1229	Requesting Party
Valid Identification - One (1) scanned copy of Philippine Identification or any valid Philippine government-issued identification card	Requesting Party
Proof of Payment - One (1) original copy of proof of payment for any of the following payment channels: • **Postal Money Order** ○ **Payee:** Office of the Solicitor General	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **Deposit to:** ○ **Account Name:** Office of the Solicitor General ○ **Account Number:** 1802-1016-23 ○ **Bank:** Land Bank of the Philippines – Paseo de Roxas Branch • **Electronic Transfer (InstaPay, PESONet, or similar)** ○ **Account Name:** Office of the Solicitor General ○ **Account Number:** 1802-1016-23 ○ **Bank:** Land Bank of the Philippines – Paseo de Roxas Branch	
For Authorized Representatives: In addition to the above, the representative must submit:	
• **Authorization Letter** - One (1) original copy of the authorization letter from the party or counsel	Requesting Party
• **Valid Identification** - One (1) scanned copy of Philippine Identification or any valid Philippine government-issued identification card	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request via: 1.1. **Email:** Send the request to certifications@osg.gov.ph with the attached letter request, along with a scanned copy of Philippine Identification or any valid Philippine government-issued identification	1. Receipt of the request 1.1. Monitor inbox for email. 1.2. Receive and review the request for completeness.	None	1 minute	Docket Management Service Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
card and proof of payment. 1.2. Online Request Form				
2. Wait while the Docket Management Service processes the request.	2. Processing of the request: 2.1. Verify the record in the eCMT.	None	1 minute	Docket Management Service Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
	2.2. Validate the payment and issue the Official Receipt (O.R.).	₱100.00	1 day	Collecting Officer, Cash Division, Financial Management Service Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	2.3. Evaluation of the Request and Payment: ○ **If complete**: Prepare the requested certification. ○ **If incomplete or payment issue:**	None	1 minute	Docket Management Service Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Notify the requester to provide the missing information or correct the payment before processing.			
3. Receive notification of the status of the request and the requested certification via mail or courier.	3. Notify the requester of the status and release the certification.	None	1 minute	Docket Management Service Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
	TOTAL	**₱100.00**	**1 day and 4 minutes**	

Special Committee on Naturalization Secretariat External Service

4. Petition for Administrative Naturalization

This service facilitates the submission and processing of petitions under Republic Act (R.A.) No. 9139 for Philippine citizenship of aliens born and residing in the Philippines.

The Special Committee on Naturalization (SCN) oversees the administrative naturalization process and has authority to grant or deny applications based on the evidence submitted. The SCN is chaired by the Solicitor General, with the Secretary of Foreign Affairs (DFA) or his/her representative, and the National Security Adviser (NSA), as members. The Committee is supported by the SCN Secretariat and the Technical Working Group (TWG) composed of Naturalization Review Officers (NROs).

Office or Division:	Special Committee on Naturalization (SCN), Special Committee on Naturalization Secretariat (SCN Secretariat), and Special Committee on Naturalization Technical Working Group (SCN TWG) and Cash Division, Financial Management Service, Office of the Solicitor General
Classification:	Highly Technical; Quasi-Judicial
Type of Transaction:	Government to Citizen
Who may avail:	Aliens applying for Filipino citizenship, provided they possess the following qualifications: 1. The petitioner must have been born in the Philippines. 2. The petitioner must have been residing in the Philippines since birth. 3. The petitioner must be at least eighteen (18) years of age at the time of filing his/her petition. 4. The petitioner must be of good moral character. 5. The petitioner must believe in the underlying principles of the Constitution. 6. The petitioner must have conducted himself/herself in a proper and irreproachable manner throughout his/her entire period of residence in the Philippines, in relation to the duly constituted government as well as the community in which he/she lives. 7. The petitioner must have received his/her primary and secondary education in any public or private educational institution duly recognized by the Department of Education, Culture and Sports (DECS) or the Department of Education (DepEd), where Philippine history, government, and civics are taught and prescribed as part of the school curriculum, and where enrollment is not limited to any race or nationality.

	8. If the petitioner has minor children, he/she must have enrolled them in similar schools. 9. The petitioner must have a known trade, business, profession, or lawful occupation from which he/she derives income sufficient for his/her support and, if he/she is married and/or has dependents, also that of his/her family. This requirement shall not apply to petitioners who are college degree holders but are unable to practice their profession because they are disqualified from doing so by reason of their citizenship. 10. The petitioner must be able to read, write, and speak Filipino or any of the dialects of the Philippines. 11. The petitioner must have mingled with Filipinos and must show a desire to learn and embrace the customs, traditions, and ideals of the Filipino people.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR ORIGINAL PETITION WITH ANNEXES AND FIVE (5) SIMILAR PHOTOCOPIED SET	
1. Completed, signed, and notarized Petition for Naturalization.	1. SCN Secretariat, 2nd Floor, APMC Building
2. Supplemental Documents	
a. **Birth Certificate** - One (1) authenticated copy and five (5) photocopies of the petitioner's birth certificate.	a. Philippine Statistics Authority (PSA)
b. **Alien Certificate of Registration (ACR)** - One (1) certified true copy and five (5) photocopies of the petitioner's Alien Certificate of Registration (ACR).	b. Bureau of Immigration (BI)
c. **Native-Born Certificate of Residence (NBCR)** - One (1) certified true copy and five (5) photocopies of the petitioner's NBCR, if applicable.	c. BI
d. **Immigrant Certificate of Residence (ICR)** – One (1) certified true copy and five (5) photocopies of the petitioner's Immigrant Certificate of Residence (ICR), if applicable.	d. BI

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
e. **Marriage Certificate -** One (1) authenticated copy and five (5) photocopies of the petitioner's marriage certificate, if applicable.	e. PSA
f. **Spouse's Death Certificate** – One (1) authenticated copy and five (5) photocopies of the death certificate of his/her spouse, if applicable.	f. PSA
g. **Court Decree** – One (1) certified true copy and five (5) photocopies of the court decree annulling his/her marriage or granting legal separation, if applicable.	g. Regional Trial Court (RTC)
h. **Minor Children's Birth Certificates** – One (1) authenticated copy and five (5) photocopies of the birth certificate(s) of the petitioner's minor child(ren).	h. PSA
i. **Minor Children's ACRs –** One (1) certified true copy and five (5) photocopies of the ACRs of the petitioner's minor child(ren).	i. BI
j. **Minor Children's NBCRs** – One (1) certified true copy and five photocopies of the NBCRs of the petitioner's minor child(ren).	j. BI
k. **Affidavit of Financial Capacity/Support** – One (1) original copy and five (5) photocopies of duly notarized affidavit executed by the petitioner or supporting parent/legal guardian. This affidavit must be supported by bank certifications, passbooks, stock certificates, certificate of employment, proof of income and ownership of other properties. For each supporting document, submit one (1) original copy and five (5) photocopies.	k. Petitioner, Banks, Corporations, Employer
l. **Affidavits of Credible Witnesses** – One (1) original copy and five (5) photocopies of duly notarized affidavits	l. Petitioner National Bureau of Investigation (NBI) Local Civil Registrar (LCR)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
of at least two (2) credible witnesses who are Filipino citizens and of good reputation in their place of residence. This affidavit must be supported by the witnesses' NBI clearance, photocopy of Philippine Identification or any valid government-issued identification card and proof of Filipino citizenship. For each supporting document, submit one (1) original copy and five (5) photocopies.	Department of Foreign Affairs (DFA) PSA
m. **Medical Certificate** – One (1) original and five (5) photocopies of the medical certificate issued by a government hospital stating that the petitioner is not suffering from mental alienation, is not a user of prohibited drugs nor otherwise drug-dependent, and is not afflicted with acquired immune deficiency syndrome (AIDS) or any incurable contagious disease. The certificate must include the results of the Drug Test, HIV/AIDS Test, and Neuro-Psychiatric Examination.	m. Government Hospitals
n. **Educational Documents (Petitioner)** – One (1) certified true copy, with school seal, and five (5) photocopies of the petitioner's diploma and transcript of records from the school(s) attended in the Philippines. **NOTE:** In case the transcript of records or diploma is lost, or if the school has already closed, a certification from the school or from the Department of Education, Culture and Sports (DECS)/Department of Education (DepEd) having jurisdiction over the school must be submitted.	n. Institution recognized by the Department of Education, Culture and Sports (DECS)/Department of Education (DepEd)
o. **Educational Documents (Minor Children)** – One (1) certified true copy and five (5) photocopies of the diploma, transcript of records, and certification from the school of the petitioner's minor	o. Institution recognized by the DECS/DepEd

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
child(ren) stating that the child(ren) are enrolled in public schools or private educational institutions duly recognized by the (DECS)/(DepEd), where Philippine history, government, and civics are taught as part of the prescribed curriculum, and where enrollment is not limited to any race or nationality.	
p. **Petitioner's or Supporting Parent(s)' /Legal Guardian's Income Tax Returns** – One (1) certified true copy and five (5) photocopies of the income tax returns of petitioner or supporting parent(s)/legal guardian for the past three (3) years.	p. Bureau of Internal Revenue (BIR)
q. **Income Tax Payment Receipts** – Six (6) photocopies of the receipts evidencing payment of income tax of the petitioner or supporting parent(s)/legal guardian for the past three (3) years.	q. BIR
r. **Clearances** – One (1) original and five (5) photocopies of clearances from the following institutions: • National Bureau of Investigation (NBI) • Regional Trial Court (RTC)in the place of residence • Metropolitan/Municipal Trial Court (MeTC/MTC) in the place of residence • Prosecutor's Office in the place of residence • Philippine National Police (PNP) • Barangay in the place of residence	r. NBI RTC MeTC/MTC Prosecutor's Office PNP Barangay
s. **Other Relevant Documents** – One (1) original and five (5) photocopies of each document that the petitioner may wish to attach in support of the petition, such as Special Investor's Resident Visa Certificate, proof of affiliations and photographs, Community Tax Certificate, and naturalization documents of relatives.	s. Petitioner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
NOTE: Submission of the above documents does not guarantee approval of the petition. Additional documents may be required to determine the sufficiency of the petition. All originals must be presented upon submission.	
FOR DERIVATIVE PETITION (WIFE)	
1. Completed, signed, and notarized Petition for Naturalization.	1. SCN Secretariat, 2nd Floor, APMC Building
2. Supplemental Documents	
a. **Birth Certificate** - One (1) authenticated copy and five (5) photocopies of the petitioner's birth certificate.	a. PSA
b. **Alien Certificate of Registration (ACR)** - One (1) certified true copy and five (5) photocopies of the petitioner's Alien Certificate of Registration (ACR).	b. BI
c. **Native-Born Certificate of Residence (NBCR)**- One (1) certified true copy and five (5) photocopies of the petitioner's Native-Born Certificate of Residence (NBCR), if applicable.	c. BI
d. **Immigrant Certificate of Residence (ICR)** – One (1) certified true copy and five (5) photocopies of the petitioner's Immigrant Certificate of Residence (ICR), if applicable.	d. BI
e. **Marriage Certificate -** One (1) authenticated copy and five (5) photocopies of the petitioner's marriage certificate.	e. PSA
f. **Passport** – Six (6) photocopies of the petitioner's latest passport bio-page (page 2).	f. Embassies having jurisdiction over the petitioner
g. **Clearances** – One (1) original and five (5) photocopies of clearances from the following institutions:	g. NBI RTC MeTC/MTC/MCTC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• National Bureau of Investigation • Regional Trial Court in the place of residence • Metropolitan/Municipal Trial Court/Municipal Circuit Trial Court (MeTC/MTC/MCTC) in the place of residence • Prosecutor's Office in the place of residence • Philippine National Police • Barangay in the place of residence	Prosecutor's Office PNP Barangay
h. **Medical Certificate** - One (1) original and five (5) photocopies of the medical certificate issued by a government hospital stating that the petitioner is not suffering from mental alienation, is not a user of prohibited drugs or otherwise drug-dependent, and is not afflicted with acquired immune deficiency syndrome (AIDS) or any incurable contagious disease. The certificate must include the results of the Drug Test, HIV/AIDS Test, and Neuro-Psychiatric Examination	h. Government Hospital
i. **Minor Children's Birth Certificates** – One (1) authenticated and five (5) photocopies of the birth certificate(s) of the petitioner's minor child(ren).	i. PSA
j. **Other Relevant Documents** – One (1) original and five (5) photocopies of each document that the petitioner may wish to attach in support of the petition, such as Special Investor's Resident Visa Certificate, proof of affiliations and photographs, Community Tax Certificate, and naturalization documents of relatives.	j. Petitioner
NOTE: Submission of the above documents does not guarantee approval of the petition. Additional documents may be required to determine the sufficiency of the petition. All	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
originals must be presented upon submission.	
FOR DERIVATE PETITION (CHILDREN)	
1. Completed, signed, and notarized Petition for Naturalization.	1. SCN Secretariat, 2nd Floor, APMC Building
2. Supplemental Documents	
a. **Birth Certificate** - One (1) authenticated copy and five (5) photocopies of the petitioner's birth certificate.	a. PSA
b. **Alien Certificate of Registration (ACR)** - One (1) certified true copy and five (5) photocopies of the petitioner's Alien Certificate of Registration (ACR).	b. BI
c. **Native-Born Certificate of Residence (NBCR)** - One (1) certified true copy and five (5) photocopies of the petitioner's Native-Born Certificate of Residence (NBCR), if applicable.	c. BI
d. **Immigrant Certificate of Residence (ICR)** – One (1) certified true copy and five (5) photocopies of the petitioner's Immigrant Certificate of Residence (ICR), if applicable.	d. BI
e. **Passport** – Six (6) photocopies of the petitioner's latest passport bio-page (page 2).	e. Embassies having jurisdiction over the petitioner.
f. **Medical Certificate** - One (1) original and five (5) photocopies of the medical certificate issued by a government hospital.	f. Government Hospital
g. **Educational Documents (Minor Children)** – One (1) certified true copy and five (5) photocopies of the diploma, transcript of records, and certification from the school of the minor petitioner stating he or she is enrolled in public schools or private educational	g. Institution recognized by the DECS/DepEd

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
institutions duly recognized by the DECS/DepEd, where Philippine history, government, and civics are taught as part of the prescribed curriculum, and where enrollment is not limited to any race or nationality. **NOTE: Submission of the above documents does not guarantee approval of the petition. Additional documents may be required to determine the sufficiency of the petition. All originals must be presented upon submission.**	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the SCN Office through any of the following means: 1.1. In person at the 2nd floor, APMC Building 1.2. Via telephone at (02) 8988-1674 local 663 1.3. Via email at scn@osg.gov.ph.	1. Ask first whether the inquirer was born in the Philippines. 1.1. If yes, provide the requested information. 1.2. If no, promptly refer the inquirer to the Docket Management Service.	None	1 hour 45 minutes 15 working days	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
2. If the client decides to file a petition, proceed to the SCN Office, 2nd Floor, APMC Building to procure the Petition form.	2. Inform the client that payment of the Petition form fee is required before the form is provided.	None	15 minutes	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Responsible for Personnel Designation – Executive Director, SCN
2.1. Receive the Order of Payment and proceed to Window 2, Lobby, OSG Main Building, to pay the Petition form fee.	2.1. Issue an Order of Payment to the client and instruct him or her to proceed to Window 2, Lobby, OSG Main Building, to pay the Petition form fee.	None	30 minutes	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
2.2. Pay the Petition form fee.	2.2. Process the payment and issue the Official Receipt (O.R.).	₱1000	10 minutes	Collecting Officer, Cash Division, Financial Management Service Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
2.3. Return to the SCN Office and present the OR to the SCN staff.	2.3. Receive and verify the OR, affix the "PAID" stamp, and photocopy it.	None	15 minutes	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
2.4. Receive the Petition Form, the list of required supporting documents, the original OR, and note that the filing fee shall be paid through Manager's Check.	2.4. Provide the Petition Form, list of required supporting documents, and the original OR, and inform the client that the filing fee shall be paid through Manager's Check.	None	10 minutes	Senior Administrative Assistant III / Administrative Assistant III, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
3. Once the required supporting documents are complete, file the petition with the supporting documents at the SCN Office, 2nd Floor, APMC Building and wait while the SCN staff reviews the Petition and supporting documents.	3. Conduct pre-evaluation of the Petition and the submitted supporting documents to determine its sufficiency.	None	1 hour	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
3.1. If the Petition is sufficient: a. Give the Manager's	3.1. If the Petition is sufficient: a. Photocopy the	None	30 minutes	Senior Administrative Assistant III / Administrative Assistant III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Check, receive the Order of Payment, and proceed to Window 2, Lobby, OSG Main Building, to pay the filing fee.	Manager's Check, issue the Order of Payment, and advise the client to proceed to Window 2, Lobby, OSG Main Building, to pay the filing fee.			(or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
b. Pay the filing fee.	b. Process the payment and issue the Official Receipt (O.R.).	₱39,000	10 minutes	Collecting Officer, Cash Division, Financial Management Service Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
c. Return to the SCN Office and present the OR to the SCN staff.	c. Receive and verify the OR, affix the "PAID" stamp and the machine-applied receipt date/ petitioner number on the submitted documents and	None	1 hour	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	photocopy the OR.			
d. Receive the original OR and the receiving copy.	d. Return the original OR and provide the client's receiving copy.	None	10 minutes	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
3.2. If the Petition is insufficient, receive the returned Petition and comply with the required corrections or submit the lacking supporting documents.	3.2. If the Petition is insufficient, return it to the client and provide instructions for compliance.	None	30 minutes	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
4. Wait for feedback and further instructions.	4. Assign the Petition to the Naturalization Review Officer.	None	3 working days	Senior Administrative Assistant III / Administrative Assistant III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				(or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
5. Wait while the Petition is evaluated. 5.1. If sufficient, wait for feedback and further instructions. 5.2. If insufficient, submit the required additional documents.	5. Evaluate the Petition for sufficiency in form and substance. 5.1. If sufficient, endorse it to SCN Secretariat for publication and transmittal to the concerned agencies. 5.2. If insufficient or defective, inform the petitioner and require them to submit additional requirements or to rectify the Petition.	None	10 working days	Naturalization Review Officer Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
6. Wait for feedback and further instructions.	6. Assign the Petition on a rotational basis to an accredited newspaper publisher for publication by the petitioner.	None	5 working days	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare the Notice of Publication and referral letters to the concerned government agencies for verification.			Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
7. Wait for feedback and further instructions.	7. Send the referral letters to the concerned government agencies (NBI, LRA, PSA, NICA, DFA, BI) and Notice of Publication to the petitioner.	None	1 day	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
8. Cause the Petition to be published through an accredited newspaper publisher.	8. Await the petitioner's compliance with the publication of the Petition and the submission of verification reports from the concerned government agencies.	None	Approximately one (1) year from the dispatch of the referral letters and the issuance of the notice of publication *(subject to the agencies' and petitioner's respective compliance periods)*	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Wait while the reports from the concerned government agencies and the petitioner's compliance with the publication requirement are evaluated.	9. Evaluate the reports from the concerned government agencies and the petitioner's compliance with the publication requirement:	None	5 working days *(The interview will be conducted within two months from the date of the interview notice or the most recent compliance)*	Naturalization Review Officers
9.1. If the reports and compliance are satisfactory, receive the schedule for the written and oral evaluation/ interview for the petitioner and his/her witnesses.	9.1. If the reports and compliance are satisfactory, send a notice of interview to the petitioner and his/her witnesses for the written and oral evaluation/ interview.	None	5 working days	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
9.2. If not satisfactory, comply with the requirements or instructions provided.	9.2. If the reports and compliance are not satisfactory, require further compliance from the petitioner or the concerned government agency, as applicable.	None	5 working days	
10. Attend the written and oral evaluation/ interview as scheduled.	10. Conduct the required interviews and require additional documents from the petitioner, if necessary.	None	**Total of 8 hours**	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	10.1. Administer the written examination to the petitioner.	None	*2 hours*	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat
	10.2. Conduct the interview of the petitioner.	None	*3 hours*	Naturalization Review Officer
	10.3. Conduct the interviews of the petitioner's witnesses.	None	*1.5 hours per interviewee*	Naturalization Review Officer Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
11. Wait for feedback and further instructions.	11. Prepare the evaluation and recommendation report.	None	Within 90 calendar days from the interview/ re-interview or from the complete and compliant submission of the last required document.	Naturalization Review Officer Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
12. Wait for feedback and further instructions.	12. Review the evaluation and recommendation report.	None	Within 30 calendar days from the submission of the evaluation and recommendation report.	Executive Director, SCN No immediate supervisor designated, as this function is exclusively performed by the Special

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Committee on Naturalization
13. Wait for feedback and further instructions.	13. Schedule the reviewed evaluation and recommendation reports for deliberation by the Committee.	None	Within 90 calendar days from the review of the evaluation and recommendation report or subject to the availability of the Committee Members	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
14. Wait for feedback and further instructions.	14. Conduct deliberation on the petitions for final evaluation and decision.	None	4 hours	Special Committee on Naturalization No immediate supervisor designated, as this function is exclusively performed by the Special Committee on Naturalization
15. Receive the notice of approval or denial of the petition. 15.1. Receive the Notice of Approval, Notice of Payment for the naturalization	15. Send notice of approval or denial of the petition. 15.1. Send the Notice of Approval, Notice of Payment for the naturalization	None	Within 15 working days from the Committee's deliberation	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
fees, the oathtaking requirements and note that the naturalization fee shall be paid through Manager's Check. 15.2. Receive the notice of disapproval of the petition.	fee, the oathtaking requirements and inform the client that payment shall be made through Manager's Check. 15.2. Send notice of disapproval of the petition.			Responsible for Personnel Designation – Executive Director, SCN
16. Proceed to the SCN Office, 2nd Floor, APMC Building to submit the oathtaking requirements and to pay the naturalization fee.	16. Receive the submitted oathtaking requirements and check for completeness.	None	45 minutes	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
16.1. If the oathtaking requirements are complete: a. Give the Manager's Check, receive the Order of Payment, and	16.1. If the oathtaking requirements are complete: a. Photocopy the Manager's Check, issue the Order of Payment, and advise	None	30 minutes	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
proceed to Window 2, Lobby, OSG Main Building, to pay the naturalization fee.	the client to proceed to Window 2, Lobby, OSG Main Building, to pay the naturalization fee.			Personnel Designation – Executive Director, SCN
b. Pay the naturalization fee.	b. Process the payment and issue the Official Receipt (O.R.).	₱100,000	10 minutes	Collecting Officer, Cash Division, Financial Management Service Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
c. Return to the SCN Office and present the OR to the SCN staff.	c. Receive and verify the OR, affix the "PAID" stamp, and photocopy it.	None	15 minutes	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
d. Receive the original OR from	d. Return the original OR to the client.	None	10 minutes	Senior Administrative Assistant III / Administrative Assistant III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the SCN staff.				(or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
16.2. If the oathtaking requirements are incomplete, comply with the instructions of the SCN staff.	16.2. If the oathtaking requirements are incomplete, receive the submitted documents and require compliance with the lacking requirements.	None	10 minutes	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
17. Receive the notice of the oathtaking ceremony.	17. Send the notice of the oathtaking ceremony and prepare the Certificate of Naturalization and the Oath of Allegiance.	None	Two (2) months after deliberation, subject to the availability of the SCN Committee members	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation –

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Executive Director, SCN
18. Appear for the oathtaking ceremony and sign the Certificate of Naturalization and the Oath of Allegiance.	18. Administer the oath of successful petitioners at the OSG office.	None	3 hours	Solicitor General SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
19. Wait for feedback and further instructions.	19. Sign the Certificate of Naturalization and the Oath of Allegiance.	None	10 working days from oathtaking	Solicitor General Executive Director SCN Secretariat Immediate Supervisor Responsible for Personnel Designation – Executive Director, SCN
20. Receive the original copies of the Certificate of Naturalization and Oath of Allegiance.	20. Send the original Certificate of Naturalization and Oath of Allegiance to the petitioner and provide certified copies to the Bureau of Immigration (BI) and the concerned Local Civil Registrar (LCR) for appropriate action.	None	5 working days	Senior Administrative Assistant III / Administrative Assistant III (or any designated SCN staff, SCN Secretariat Immediate Supervisor Responsible for Personnel Designation –

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Executive Director, SCN
		₱140,000	**Approximately two (2) years**	

Legal Service
External Services

5. Request for Certified True Copy of Filed Notice of Appearance (Walk-in)

This covers the receipt of the request, processing, and release of a certified true copy of the Office of the Solicitor General's Notice of Appearance that has already been filed in court for a specific case.

Office or Division:	Docket Management Service, Legal Service and Cash Division, Financial Management Service
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	The parties to the case, their duly authorized counsel, or an authorized representative acting on their behalf

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Parties or Their Counsel	
• **Valid Identification** - One (1) photocopy of the Philippine Identification or any valid Philippine government-issued identification card. • **Case Documents** - One (1) photocopy of the petition or complaint filed in court, court orders, or any issuance indicating the case number and case title.	Requesting Party
For Authorized Representatives	
• **Authorization Letter** - One (1) original copy of the authorization letter from the party or counsel. • **Valid Identification** - One (1) photocopy of Philippine Identification or any valid Philippine government-issued identification card. • **Case Documents** - One (1) photocopy of the petition or complaint filed in court, court orders, or any issuance indicating the case number and case title.	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 3, Lobby, OSG Main Building, and submit the above-mentioned requirements to	1. Ensure the client presents proper identification and written authorization, receive the documents, and	None	5 minutes	Public Assistance Officer (PAO) / Office of the Day (OD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the Officer of the Day (OD).	verify their completeness.			Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Processing of the request and payment.	2. Processing of the request and payment.			
2.1. Wait while the OD verifies the handling division and lawyer.	2.1. Check the assigned handling division and lawyer in the eCMT.	None	5 minutes	Public Assistance Officer (PAO) / Office of the Day (OD)
2.2. Wait while the request is being coordinated with the handling legal division.	2.2. Coordinate with the concerned legal division regarding the request and obtain the number of pages of the Notice of Appearance.	None	15 minutes	Public Assistance Officer (PAO) / Office of the Day (OD)
2.3. Receive information on the number of pages and the amount of certification fee.	2.3. Advise the client of the page count and CTC fee, and direct them to Window 2 for payment.	None	5 minutes	Public Assistance Officer (PAO) / Office of the Day (OD) Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2.4. Pay the certification fee at Window 2.	2.4. Process the payment and issue the Official	₱15.00 per page	10 minutes	Collecting Officer, Cash Division, Financial

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receipt (O.R.).			Management Service Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
2.5. Present the OR to the OD (Window 3).	2.5. Receive and check the OR and inform the Legal Secretary that payment has been made.	None	5 minutes	Public Assistance Officer (PAO) / Office of the Day (OD) Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2.6. Wait while the requested document is being prepared and certified.	2.6. Review the case records for the requested document, prepare the necessary copies and sign each page of the document to be certified.	None	15 minutes	Legal Secretary Immediate Supervisor Responsible for Personnel Designation in the Legal Division – Assistant Solicitor General
3. Receive the certified true copy of the Filed Notice of Appearance and sign the receiving copy.	3.1. Release the certified true copy of the Filed Notice of Appearance to the client.	None	5 minutes	Public Assistance Officer (PAO) / Office of the Day (OD)
	3.2. Have the client sign the receiving copy and attach the	None	5 minutes	Public Assistance Officer (PAO) / Office of the Day

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	photocopy of identification and/or authorization.			(OD) Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
	3.3. File the receiving copy of the Certification, together with the ID/authorization, in the case folder.	None	5 minutes	Legal Secretary Immediate Supervisor Responsible for Personnel Designation in the Legal Division – Assistant Solicitor General
	TOTAL	**₱15.00 per page**	**1 hour and 15 minutes**	

6. Request for OSG Assistance in the Transmittal of a Child Support Claim under the United Nations (UN) Convention on the Recovery Abroad of Maintenance

This service covers the receipt, processing, and transmission of child support applications filed by Filipino citizens with children whose other parent is a foreign national. The OSG acts as the central authority, ensuring that applications are transmitted to the relevant foreign authorities under the United Nations (UN) Convention on the Recovery Abroad of Maintenance.

Following the Philippines' ratification of the 2007 Hague Child Support Convention on 22 June 2022, the Supreme Court issued the "Rules on Action for Support and Petition for Recognition and Enforcement of Foreign Decisions or Judgments on Support (A.M. No. 21-03-02-SC)," allowing the Public Attorney's Office (PAO) to file petitions to recognize and enforce foreign support decisions.

For cases involving countries that are not parties to the 2007 Convention but are members of the earlier UN Convention, the OSG remains the designated Central Authority, and all applications must be processed through it.

Office or Division:	Docket Management Service, Secretariat, and Legal Service
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Filipino citizens with children whose other parent is a foreign national

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. **Letter Request** - One (1) original copy of the Letter of Request containing the following information: • Applicant's contact details (mobile number and email address) • Local bank account information for deposit, including account number and SWIFT/routing code	Requesting Party
2. **Birth Certificate** – One (1) original copy of the child's birth certificate.	Philippine Statistics Authority (PSA)
3. **Proof of Acknowledgment of Filiation** – Affidavit of Acknowledgment, photographs showing the parent with the child, and/or testimony of witnesses.	Requesting Party
4. **Proof of Identification of the Foreign Putative Parent** – Supporting documents may include proof of previously remitted support to the claimant, an itemized list of	Requesting Party

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
the child's maintenance expenses (including food, education, and medical or hospital costs), the amount of support requested, the basis for the child support claim, and school records. 5. **Other Relevant Documents** – Any additional documents that may support the child support application. **NOTE: The documents and information requested are generally required by the counterpart agency to substantiate the claimant's relationship with the child and to support the total amount requested for child support.**	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File a request at the Docket Management Service (DMS), Ground Floor, OSG Main Building, for assistance in transmitting a child support application.	1. Receive the request and forward it to the OSG Secretariat for assignment to a Legal Division.	None	1 working day	Docket Management Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
Processing of the request. 2.1. None	Processing of the request. 2.1. Assign the case to a Legal Division.	None	1 working day	Executive Assistant VI, New Case Unit Secretariat Immediate Supervisor Responsible for Personnel Designation – Chief of Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2. None.	2.2. Assign the case to a Solicitor.	None	1 working day	Assistant Solicitor General
2.3. None.	2.3. Evaluate the propriety and merits of the case. a. If complete, prepare and submit a draft letter addressed to the appropriate embassy, attaching the complete set of documents, for the Solicitor General's consideration.	None	7 working days	Solicitor Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General
Consult with the Solicitor regarding the completion of the child support application.	b. If incomplete, confer with the applicant to address missing requirements. If not complied, prepare and submit a draft denial letter to the Assistant Solicitor General for consideration.			
	2.4. Review the letters a. Review the letter	None	7 working days	Solicitor General Chief of Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	addressed to the appropriate embassy			Secretariat Reviewer Immediate Supervisor Responsible for Personnel Designation – Chief of Staff
	b. Review the letter denying the request for assistance due to non-completion of requirements.	None		Assistant Solicitor General
3. Receive a copy of the transmittal of the application for child support to the appropriate foreign embassy or receive the denial letter.	3. Transmit the endorsed application for child support to the appropriate foreign embassy or the denial letter to the applicant.	None	1 working day	Docket Management Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
	TOTAL	**None**	**18 working days**	
NOTE: Processing time is suspended pending submission of complete requirements by the applicant.				

7. Request for Deputation of Government Agency Lawyers as Special Attorneys or for OSG Conformity to the Hiring of Private Lawyers

This service covers the receipt, processing, and issuance of a deputation to government agency lawyers as Special Attorneys, thereby allowing the requesting agency to handle cases that require the OSG's participation. It also includes the evaluation and issuance of the OSG's conformity to the engagement of private lawyers as special counsel, subject to the submission of periodic reports on the cases handled.

This service does not cover requests for deputation of government lawyers as collaborating counsel for a specific hearing or proceeding.

Office or Division:	Docket Management Service, Legal Service, Secretariat
Classification:	Highly Technical
Type of Transaction:	Government to Government
Who may avail:	National Government Agencies and Their Instrumentalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR NEW DEPUTATION	
1. **Letter Request** - One (1) original copy of the letter request from the client agency stating the justification for the deputation or the necessity of engaging private counsel.	Request Agency
2. Supplemental Documents	
a. **Contract of Service** – One (1) photocopy of the proposed contract for legal services.	Requesting Agency
b. **MCLE Compliance Certificate** – One (1) photocopy of the MCLE Compliance Certificate.	Mandatory Continuing Legal Education (MCLE) Office
c. **IBP Certificate of Good Standing** – One (1) photocopy of the IBP Certificate of Good Standing.	Integrated Bar of the Philippines
FOR RENEWAL OF DEPUTATION	
1. **Letter Request** - One (1) original copy of the letter request from the client agency stating the justification for the deputation or the necessity of engaging private counsel.	Request Agency
2. Supporting Documents	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. **Contract of Service** – One (1) photocopy of the proposed contract for legal services.	Requesting Agency
b. **Status Report** – One (1) photocopy of the status report on previously handled cases.	Requesting Agency
c. **MCLE Compliance Certificate** – One (1) photocopy of the MCLE Compliance Certificate.	Mandatory Continuing Legal Education (MCLE) Office
d. **IBP Certificate of Good Standing** – One (1) photocopy of the IBP Certificate of Good Standing.	Integrated Bar of the Philippines

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents at the Docket Management Service (DMS), Ground Floor, OSG Main Building.	1. Receive the request for deputation of agency lawyers as Special Attorneys, including all supporting documents.	None	5 minutes	Docket Management Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Wait while the request is being evaluated.	2. Evaluate submitted documents: 2.1. If complete, proceed with review and verification of justification for deputation or engagement of private lawyers, and if deemed in order, prepare the letter indicating the	None	13 working days	Handling Solicitor Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	period and conditions of the Special Attorney's deputation. 2.2. If incomplete, contact the requesting agency and provide instructions for compliance.			
3. Receive the Letter of Deputation for Special Attorneys.	3. Send the Letter of Deputation to the requesting agency.	None	1 working day	Docket Management Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
	TOTAL	**None**	**14 working days and 5 minutes**	
NOTE: The grant deputation or conformity is discretionary and subject to evaluation by the OSG, and that the issuance of a Letter of Deputation does not divest the OSG of its authority over the case. ***Processing time excludes system downtime and force majeure events.***				

8. Request for Case Status Updates

This service covers the receipt, processing, and provision of case status updates to requesting client agencies regarding ongoing or existing cases in which the client agency is a party. It ensures that client agencies are kept informed of the progress, developments, and outcomes of their cases in a timely and accurate manner.

Office or Division:	Docket Management Service, Legal Service
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	National Government Agencies and Their Instrumentalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request – One (1) original copy of the letter request, signed by the Head of Agency or its authorized representative to ensure proper authorization and prevent unauthorized disclosure of information, containing the following information: • Case Title • Docket Number • Court where the case is docketed • Client agency's role or involvement in the case • Mailing address • Email address • Contact number	Requesting Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request at the Docket Management Service (DMS), Ground Floor, OSG Main Building.	1. Receive the letter request, record and scan/barcode it, identify the responsible division, and notify the ASG Secretary.	None	20 minutes	Docket Management Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Wait for the OSG to process the letter request and prepare the case status report.	2. Process the request. 2.1. Review the letter request	None	2 working days	Assistant Solicitor General

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and instruct the handling lawyer on the required action.			
	2.2. Prepare the draft report on the latest case status or a denial letter, as appropriate.	None	2 working days	Handling Solicitor Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General
	2.3. Review and approve the draft, making corrections if needed.	None	2 working days	Assistant Solicitor General
	2.4. Forward the approved or corrected response for finalization and dispatch to the client.	None	1 hour	ASG Secretary, Legal Secretary Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General
3. Receive the letter regarding the latest case status report.	3. Send a scanned copy of the approved response to the client's provided email address and arrange for dispatch via registered mail.	None	2 hours	Legal Secretary Docket Management Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	**None**	**6 days, 3 hours and 20 minutes**	
NOTE: Processing time excludes system downtime and force majeure events.				

9. Request for Case Records

This service covers the receipt and processing of requests from client agencies and the provision of the requested case records for cases in which the agency is a party.

Office or Division:	Docket Management Service, Legal Service, Human Resource Management and Administrative Service
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	National Government Agencies and Their Instrumentalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. **Letter Request** – One (1) original copy of the letter request, signed by the Head of Agency or its authorized representative to ensure proper authorization and prevent unauthorized disclosure of information, containing the following information: a. Case Title b. Docket Number c. Court where the case is docketed d. Client agency's role or involvement in the case e. Mailing address f. Email address g. Contact number	Requesting Agency
2. Supplemental Documents	
a. **Authorization Letter** - One (1) original copy indicating the person authorized to claim the case records.	Requesting Agency
b. **Signatory's ID** – One (1) photocopy of the official ID of the agency head or authorized representative.	Requesting Agency
c. **Authorized Representative's ID** – One (1) photocopy of the official ID of the person claiming the records.	Requesting Agency
d. **Printing Paper** – Sufficient paper for printing the requested case records.	Requesting Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request at the Docket Management Service (DMS), Ground Floor, OSG Main Building.	1. Receive the letter request, record and scan/barcode it, identify the responsible division, and notify the ASG Secretary.	None	20 minutes	Docket Management Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Wait while the request is being processed.	2. Process the request. **Review and Notify**			
2.1. Wait for feedback or instructions.	2.1. Receive and review the scanned letter-request.	None	1 hour	Legal Secretary Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General
2.2. Receive an email with instructions, including the documents to bring and the schedule and office to visit.	2.2. Email the requesting agency to advise the authorized representative on the documents to bring, the schedule, and the office where the case records can be retrieved for photocopying. **Prepare Case Record**	None	1 hour	
2.3. Wait until the scheduled date to go to the handling division's office.	2.3. Notify HRMAS – General Services, Reproduction Division, of the records request.	None	1 hour	Legal Secretary Immediate Supervisor Responsible for Personnel Designation –

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare the case folder and ensure all documents are complete. **Coordinate and Supervise Reproduction**	None	1 hour	Assistant Solicitor General
2.4. Proceed to the handling division's office with the required documents to claim the case records for photocopying.	2.4. Check the submitted documents, and if satisfactory, accompany the authorized representative and endorse the case record to the Reproduction Officer.	None	50 minutes	Legal Secretary Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General
2.5. Photocopy the case records.	2.5. Supervise and assist in printing or photocopying the case records.	None	2 working days	Reproduction Officer Immediate Supervisor Responsible for Personnel Designation – Administrative Officer V
3. Return the case records to the handling division after photocopying.	3. Receive and secure the returned case records from the authorized representative.	None	5 minutes	Legal Secretary Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	**None**	**2 working days, 4 hours and 75 minutes**	
NOTE: The processing time may be extended based on voluminous record to be reproduced or case record status being immediately				

10. Freedom of Information Request

This service covers the receipt, processing, and action on request for information from the OSG, in accordance with Executive Order No. 2, s. 2016. Through this service, any member of the public may request access to public records and documents, supporting the principles of transparency and accountability.

The OSG endeavors to provide requested information whenever possible, but access is not absolute. All requests are subject to exceptions under EO No. 2, s. 2016, other applicable laws, and the OSG FOI People's Manual, and may be denied or partially granted if the requested information is exempt from disclosure.

Office or Division:	Legal Service and Administrative Services
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Any Member of the Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. **FOI Request Form** – One (1) original copy of the FOI Request Form.	Officer of the Day (Window 3), Lobby, OSG Main Building
2. **Valid Identification** – One (1) photocopy of a Philippine Identification or any valid government-issued ID for verification purposes.	Requesting Party
3. **Undertaking** – One (1) original copy of a signed undertaking stating the following: 3.1. The information will be used only for the purposes stated in the request. 3.2. The information will not be released unless the requesting party pays the reasonable expenses incurred in producing it, such as photocopying, printing, use of office resources, or transmission costs.	Requesting Party
For Authorized Representatives: In addition to the above, the representative must submit:	
1. Authorization Letter – One (1) original copy of a signed authorization letter if a representative will file the request on behalf of the requesting party.	Request Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the FOI request through any of the following means: 1.1. In person at the Docket Management Service (DMS), Ground Floor, OSG Main Building. 1.2. By email at lvvillostas@osg.gov.ph, hcong@osg.gov.ph, ebzapanta@osg.gov.ph, kbbuquing@osg.gov.ph, jmignacio@osg.gov.ph, ecamazo@osg.gov.ph or through the eFOI platform.	1. Steps taken for each submission method: 1.1. Receive the request along with the supporting documents and verify that all required information and valid identification are provided. 1.2. Monitor the email inbox, receive the request and attachments, verify required information and valid identification, and send a confirmation of receipt.	None	1 working day	FOI Receiving Officer Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Wait for evaluation and processing of request.	2. Process the request. 2.1. Determine if the request is within the custody of the OSG. 2.1.1. If not, forward to the concerned	None	4 working days	Point Person (PP) Immediate Supervisor Responsible for Personnel Designation in

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	agency or transmit a notice if information is available online or similar to a previous request.			the Legal Division – Assistant Solicitor General Immediate Supervisor Responsible for Service Personnel Designation – Point Person – Director IV
	2.1.2. If yes, forward the request to the Point Person (PP) for review and recommendation to the Internal Decision Maker (IDM)			FOI Receiving Officer Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS Point Person (PP) Immediate Supervisor Responsible for Personnel Designation in the Legal Division – Assistant Solicitor General Immediate Supervisor Responsible for Service Personnel Designation – Point Person – Director IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Evaluate the recommendation. If with comments, return recommendation for revision. If without comments, forward the approved recommendation to the Solicitor General. 2.3. Approve or deny the request.	None None	2 working days 3 working days	Internal Decision Maker (IDM) or Head of the Legal Division or Service Immediate Supervisor for Assistant Solicitors General and Directors – Solicitor General Solicitor General No Immediate Supervisor Responsible for Personnel Designation
3. Receive the requested information or decision.	3. Send the requested information or the decision.	None	5 working days	FOI Receiving Officer Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
	TOTAL	**None**	**15 working days**	

Human Resource Management and Administrative Service
External Services

11. Request for Employment-Related Certifications and Records (Via Walk-In)

This service provides the receipt, processing, and issuance of employment-related certifications and personnel records of separated officials and employees of the Office of the Solicitor General.

These include certificates of employment (with or without salary details, with job description, and with Judicial rank), service records, leave-related certifications, performance ratings, certificates of incumbency, certified true copies or photocopies of documents contained in the employee's 201 files, and other certifications required by government agencies.

Office or Division:	Human Resource Management Division (HRMD), Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Separated OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished request form (HRMAS-HRMD-TPR-F-20-00)	Leave Administration and Personnel Records Section and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the request form at the HRMD Front Desk, 2nd Floor, OSG Main Building, Amorsolo Wing.	1.1. Receive the request form. 1.2. Record the request in the logbook.	None	5 minutes	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
2. Wait while the HRMD personnel prepares the requested document(s).	2.1. Forward the logged request to the designated personnel.	None	4 hours (after the cut-off time for receiving all requests)	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Prepare the requested document(s). 2.3. Submit the document(s) to the Service Director for signature. 2.4. Affix the office dry seal, if necessary	None None None	1 day 15 minutes 5 minutes	Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
3. Pick up the requested document(s) at the HRMD Front Desk, 2nd Floor, OSG Main Building, Amorsolo Wing.	3.1. Notify the client that the document(s) are ready. 3.2. Release the document(s) to the client.	None	20 minutes	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
	TOTAL	**None**	**1 day, 4 hours, and 45 minutes**	

12. Request for Employment-Related Certifications and Records (Via Email)

This service provides the receipt, processing, and issuance of employment-related certifications and personnel records of separated officials and employees of the Office of the Solicitor General.

These include certificates of employment (with or without salary details, with job description, and with Judicial rank), service records, leave-related certifications, performance ratings, certificates of incumbency, certified true copies or photocopies of documents contained in the employee's 201 files, and other certifications required by government agencies.

Office or Division:	Human Resource Management Division (HRMD), Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Separated OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form – One (1) duly accomplished request form (HRMAS-HRMD-TPR-F-20-00)	OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the downloaded request form and email it to personnel.records@osg.gov.ph.	1.1. Monitor the email inbox 1.2. Send acknowledgment of receipt.	None	5 minutes	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
2. Wait while the HRMD personnel prepares the requested document(s).	2.1. Forward the email request to the designated personnel.	None	4 hours (after the cut-off time for receiving all requests)	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Prepare the requested document(s). 2.3. Submit the document(s) to the Service Director for signature. 2.4. Affix the office dry seal, if necessary	None None None	1 day 15 minutes 5 minutes	Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
3. Pick up the requested document(s) at the HRMD Front Desk, 2nd Floor, OSG Main Building, Amorsolo Wing.	3.1. Notify the client that the document(s) are ready. 3.2. Release the document(s) to the client.	None	20 minutes	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
	TOTAL	**None**	**1 day and 40 minutes**	

13. Request for Certificate of Performance

This service covers the receipt, processing, and issuance of a Certificate of Performance to service providers who have successfully completed a contract with the OSG. The certificate serves as an official document confirming satisfactory fulfillment of contractual obligations and can be used by the service provider for future bidding, references, or verification purposes.

Office or Division:	General Services Section & Security, Ground and Building Maintenance Section, Administrative Division, Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	Suppliers with Completed Contracts with the OSG

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request – One (1) original copy of the letter request.	Requesting Service Provider

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request at the HRMAS Front Desk, 2nd Floor, OSG Main Building, Amorsolo Wing.	1.1. Receive the Letter Request.	None	5 minutes	Administrative Aide VI (or any designated Administrative staff)
	1.2. Check that all required information is complete and accurate, then forward the letter request to the Director for review and approval.	None	10 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
2. Wait while the concerned unit in the HRMAS verifies the request and processes the preparation of the certificate.	2.1. Evaluate the request, then forward it to the Administrative Division for appropriate action.	None	1 day	Director IV, HRMAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Review the request and assigned it to the concerned section for appropriate action.	None	10 minutes	Chief Administrative Officer
	2.3. Verify the completed contract and the service provider's satisfactory performance based on available records.	None	1 hour	Administrative Officer V of the concerned section
	2.4. Prepare the Certificate of Performance corresponding to the completed contract.	None	15 minutes	Administrative Officer V of the concerned section
	2.5. Route the prepared Certificate of Performance for review and approval of the Chief Administrative Officer and HRMAS Director.	None	5 minutes	Administrative Officer V of the concerned section
	2.6. Approve and sign the Certificate of Performance.	None	1 day	Director IV and Chief Administrative Officer Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pick up the signed Certificate of Performance from the Administrative Division Front Desk, 6th Floor, OSG Main Building, Adelantado Wing.	3. Release the signed Certificate of Performance to the requesting supplier.	None	15 minutes	Administrative Officer V of the concerned section
	TOTAL	**None**	**2 days and 120 minutes**	

Financial Management Service
External Services

14. Request for Certificate of Remittances

This service covers the receipt, processing, and issuance of certifications for separated Office of the Solicitor General (OSG) officials and employees reflecting contributions, including both employee and employer shares, and, when applicable, loan payments remitted to the Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG), and the Philippine Health Insurance Corporation (PhilHealth) during the requester's last twelve (12) months of employment with the OSG, unless a longer period is requested. Requests covering periods outside the requester's tenure with the OSG are not included.

A. PhilHealth Contributions and Pag-IBIG Contributions and/or Loan Payments

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Separated OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished original request form	Financial Management Service and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing.	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Via email at fms@osg.gov.ph.	1.2. For requests submitted via Email: 1.2.1. Monitor the inbox and review incoming requests. 1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form. 1.2.3. If incomplete, notify the sender of missing requirements.	None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
2. Wait for confirmation that the requested certificate of remittances is ready for pick-up or release.	2.1. Transmit the client's request to the Administrative Aide VI or Administrative Aide IV. 2.2. Retrieve all required documents for the period, including Official Receipts of Contributions/Loan Payments and the List of Members' Contributions Remittances.	None None	10 minutes 5 hours	Frontline Personnel / Administrative Aide VI Administrative Aide VI / Administrative Aide IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Prepare the Certificate of Remittances.	None	2 hours	Administrative Aide VI / Administrative Aide IV
	2.4. Submit the draft Certificate to the Chief Accountant for review and approval.	None	10 minutes	Administrative Aide VI / Administrative Aide IV
	2.5. Review the draft Certificate. 2.5.1. If it is in order, sign it. 2.5.2. Otherwise, return it to the drafter for revision.	None	4 hours	Chief Accountant Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
3. Claim the Certificate of Remittances at the FMS Receiving Window, 2nd Floor, OSG Main Building.	Forward the certificate as follows: 3.1. For requests received in hard copy, forward the certificate to the frontline personnel and then proceed as follows: 3.1.1. Call the client at the provided number to inform them that their request has been processed. 3.1.2. Release the certificate and have the recipient sign	None None	10 minutes 15 minutes	Chief Accountant Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the receiving portion of the request form.	None	10 minutes	Chief Accountant
	3.2. For requests submitted via email, forward them to the Administrative Aide VI, then proceed as follows: 3.2.1. Scan and save the signed Certificate of Remittances. 3.2.2. Email the scanned certificate to the client. 3.2.3. Indicate the appropriate remarks and date on the request form.	None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	TOTAL	**None**	**12 hours**	

B. GSIS Contributions and/or Loan Payments

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Separated OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished original request form	Financial Management Service and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing.	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
1.2. Via email at fms@osg.gov.ph.	1.2. For requests submitted via Emai: 1.2.1. Monitor the inbox and review incoming requests.	None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form. 1.2.3. If incomplete, notify the sender of missing requirements.			
2. Wait for confirmation that the requested certificate of remittances is ready for pick-up or release.	2.1. Transmit the client's request to the Administrative Aide VI or Administrative Aide IV, if applicable. 2.2. Retrieve all required documents for the period, including Official Receipts of Contributions/Loan Payments and the List of Members' Contributions/ Remittances. 2.3. Prepare the Certificate of Remittances. 2.4. Submit the draft Certificate to the Chief Accountant for review and approval.	None None None None	10 minutes 12 hours 6 hours 10 minutes	Frontline Personnel / Administrative Aide VI Administrative Aide VI / Administrative Aide IV Administrative Aide VI / Administrative Aide IV Administrative Aide VI / Administrative Aide IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5. Review the draft Certificate. 2.5.1. If it is in order, sign it. 2.5.2. Otherwise, return it to the drafter for revision.	None	5 hours	Chief Accountant Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
3. Claim the Certificate of Remittances at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing.	Forward the certificate as follows: 3.1. For requests received in hard copy, forward the certificate to the frontline personnel and then proceed as follows: 3.1.1. Call the client at the provided number to inform him or her that their request has been processed. 3.1.2. Release the certificate and have the recipient sign the receiving portion of the request form.	None None	10 minutes 15 minutes	Chief Accountant Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. For requests submitted via email, forward them to the Administrative Aide VI, then proceed as follows:	None	10 minutes	Chief Accountant
	3.2.1. Scan and save the signed Certificate of Remittances.	None	15 minutes	Administrative Aide VI
	3.2.2. Email the scanned certificate to the client.			Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	3.2.3. Indicate the appropriate remarks and date on the request form.			
	TOTAL	**None**	**24 hours**	
NOTE: The processing period may be extended if the requested Certification covers a period beyond five (5) years.				

15. Request for Certificate of Last Salary and Other Benefits

This service covers the receipt, processing, and issuance of a certification on the last salary and benefits received by a separated OSG officials and employees, reflecting the employee's last payroll details, including Basic Salary, Representation and Transportation Allowance (RATA), Personnel Economic Relief Allowance (PERA), personal contributions to the Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG), and Philippine Health Insurance Corporation (PhilHealth), and other personnel benefits received during the year.

Requests may be made only after the employee's last salary and benefits have been released.

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Separated OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. **Request Form** - One (1) duly accomplished original request form 2. **Clearance** - Approved clearance	Financial Management Service and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing.	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Via email at fms@osg.gov.ph.	1.2. For requests submitted via Email: 1.2.1. Monitor the inbox and review incoming requests. 1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form. 1.2.3. If incomplete, notify the sender of missing requirements.	None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
2. Wait for confirmation that the requested certificate of last salary and other benefits is ready for pick-up or release.	2.1. Transmit the client's request to the Administrative Officer IV or Administrative Officer II of the Payroll and Accounts Management Section. 2.2. Review the request and retrieve all required documents.	None None	5 minutes 5 hours	Frontline Personnel / Administrative Aide VI Administrative Officer IV / Administrative Officer II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Prepare the Certificate of Last Salary and Other Benefits.	None	3 hours	Administrative Officer IV / Administrative Officer II
	2.4. Submit the draft certificate, together with a copy of the signed final salary computation, to the Chief Accountant for review and approval.	None	15 minutes	Administrative Officer IV / Administrative Officer II
	2.5. Review the draft Certificate. 2.5.1. If it is in order, sign it. 2.5.2. Otherwise, return it to the drafter for revision.	None	3 hours	Chief Accountant Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
3. Claim the Certificate of Last Salary and Benefits at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing.	Forward the certificate as follows: 3.1. For requests received in hard copy, forward the certificate to the frontline personnel and then proceed as follows: 3.1.1. Call the client at the provided number to inform them that their request is ready for personal pick-up. 3.1.2. Release the certificate	None None	10 minutes 15 minutes	Chief Accountant Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and have the recipient sign the receiving portion of the request form.			
	3.2. For requests submitted via email, forward them to the Administrative Aide VI, then proceed as follows:	None	10 minutes	Chief Accountant
	3.2.1. Scan and save the signed Certificate of Remittances.	None	15 minutes	Administrative Aide VI
	3.2.2. Email the scanned certificate to the client.			Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	3.2.3. Indicate the appropriate remarks and date on the request form.			
	TOTAL	**None**	**12 hours**	

16. Request for Other Compensation-Related Documents

A. Bureau of Internal Revenue (BIR) Form 2316 for Separated Employees (Year of Separation)

This service covers the receipt, processing, and issuance of BIR Form 2316 for separated OSG officials and employees, reflecting the computation of taxable and non-taxable income, taxes withheld, and other compensation and benefits corresponding to the employee's actual period of service during the year of separation.

Requests may be made only after the employee's last salary and benefits have been released.

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Separated OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. **Request Form** - One (1) duly accomplished original request form 2. **Clearance** - Approved clearance	Financial Management Service and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing.	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Via email at fms@osg.gov.ph.	1.2. For requests submitted via Email: 1.2.1. Monitor the inbox and review incoming requests. 1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form. 1.2.3. If incomplete, notify the sender of missing requirements.	None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
2. Wait for confirmation that the requested BIR Form 2316 is ready for pick-up or release.	2.1. Transmit the client's request to the Accountant III. 2.2. Review the request and retrieve all required data (e.g. annualized tax computation). 2.3. Encode the finalized tax computation in the BIR Alpha list Data Entry Module.	None None None	5 minutes 8 hours 3 hours	Frontline Personnel / Administrative Aide VI Accountant III Accountant III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Generate and print three (3) copies of BIR Form 2316.	None	1 hour	Accountant III
	2.5. Submit the draft BIR Form 2316, together with all supporting documents and required attachments to the Supervising Administrative Officer (SAO) for review.	None	3 hours	Accountant III
	2.6. Review the draft BIR Form 2316. 2.6.1. If the form is in order, endorse it to the Chief Accountant. 2.6.2. If the form is not in order, return it to the preparer for revision.	None	2 hours	Supervising Administrative Officer
	2.7. Review the draft BIR Form 2316. 2.7.1. If the form is in order, sign it. 2.7.2. If the form is not in order, return it to the preparer for revision.	None	2 hours	Chief Accountant Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim BIR Form 2316 at the FMS Receiving Window, 2nd Floor, OSG Main Building.	3.1. Notification 3.1.1. Transmit the signed BIR Form 2316 to frontline personnel. 3.1.2. Inform the client, through the provided contact details, that the BIR Form 2316 is ready for personal pick-up.	None	25 minutes	Frontline Personnel
	3.2. Review and Signing Instructions 3.2.1. Advise the client to review and confirm the accuracy of all information (e.g. Name, TIN, and other personal details. 3.2.2. Instruct the client where to sign (e.g., Line 52 and/or Line 54, if availing of substituted filing.	None	45 minutes	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3. Release, Acknowledgment, and Filing 3.3.1. Release two (2) copies to the client. 3.3.2. Have the client sign the receiving portion of the request form. 3.3.3. Retain one (1) copy and give it to the Accountant III for proper filing.	None	45 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	TOTAL	**None**	**21 hours and 15 minutes**	

B. Certified True Copy of BIR Form 2316 (Previous Years) and Payslips

This service covers the receipt, processing, and issuance of Certified True Copies of BIR Form 2316 and/or payslips for separated OSG officials and employees, based on records retrieved from the payroll system or scanned files maintained by the Financial Management Service.

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Separated OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished original request form	Financial Management Service and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing.	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
1.2. Via email at fms@osg.gov.ph.	1.2. For requests submitted via Emai: 1.2.1. Monitor the inbox and review incoming requests.	None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form. 1.2.3. If incomplete, notify the sender of missing requirements.			
2. Wait for confirmation that the requested document is ready for pick-up or release.	2.1. Transmit the client's request to the Accountant III, Administrative Officer IV or Administrative Officer II of the Payroll and Accounts Management Section.	None	10 minutes	Frontline Personnel / Administrative Aide VI
	2.2. Review the request.	None	2 hours	Accountant III / Administrative Officer IV / Administrative Officer II
	2.3. Retrieve and print the requested document.	None	5 hours	Accountant III / Administrative Officer IV / Administrative Officer II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Submit the requested document to the Chief Accountant for certification as a true copy.	None	15 minutes	Accountant III / Administrative Officer IV / Administrative Officer II
	2.5. Affix the "Certified True Copy" stamp on the requested document and sign it.	None	3 hours	Chief Accountant Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
3. Claim the requested document at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing.	3.1. Forward the certificate to the frontline personnel.	None	10 minutes	Chief Accountant
	3.2. Call the client at the provided number to inform them that their request has been processed.	None	15 minutes	Frontline Personnel
	3.3. Release the certificate and have the recipient sign the receiving portion of the request form.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	TOTAL	**None**	**11 hours and 20 minutes**	
NOTE: The processing period may be extended if the requested Certification covers a period beyond five (5) years.				

Internal Services

Docket Management Service
Internal Services

1. Request for Filing and Delivery of Court and Other Outbound Documents

This service covers the receipt, processing, and dispatch of pleadings and other court-related documents for filing with the Supreme Court (SC), the Court of Appeals (CA), the Court of Tax Appeals (CTA), the Sandiganbayan, the Regional Trial Courts (RTC), the Metropolitan Trial Courts (MeTC), and the Municipal Trial Courts (MTC), as well as the delivery of other outbound documents to the Civil Service Commission and other public or private entities.

A. SERVICE AND FILING OF COURT DOCUMENTS (PERSONAL SERVICE OR REGISTERED MAIL)

Office or Division:	Document Management Division (DMD), Docket Management Service (DMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Legal Service Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
The pleading, motion, and other court submissions must be complete and accompanied by the necessary supporting documents and filing requirements as prescribed by the court, including the **affidavits of service and filing**, **annexes**, and verified declaration, as the case may be. **Moreover, the envelopes must have the complete and correct address of the recipients.** The pleading must be submitted with the **required number of copies** as indicated below.	
SUPREME COURT[1]	
Supreme Court *(En Banc)* • **Pleadings/Submission (with Annexes)** - One (1) original copy and fourteen (14) photocopies, with complete annexes • **File Copy** - One (1) office file copy • **Receiving Copy** - One (1) receiving copy for the legal division • **Copy Furnished** – Additional copies for the concerned parties	Concerned Legal Division
Supreme Court (Division) • **Pleadings/Submission (with Annexes)** - One (1) original copy and four (4) photocopies, with complete annexes • **File Copy** - One (1) office file copy • **Receiving Copy** - One (1) receiving copy for the legal division • **Copy Furnished** – Additional copies for the concerned parties	Concerned Legal Division

[1] Requirement for Filing of Initiatory Cases. https://sc.judiciary.gov.ph/requirement-for-filing-of-initiatory-cases/.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
COURT OF APPEALS	
• **Pleadings/Submission (with Annexes)** - One (1) original copy and two (2) photocopies, with complete annexes • **File Copy** - One (1) office file copy • **Receiving Copy** - One (1) receiving copy for the legal division • **Copy Furnished** – Additional copies for the concerned parties	Concerned Legal Division
COURT OF TAX APPEALS[2]	
Court of Tax Appeals *(En Banc)* • **Pleadings/Submission (with Annexes)** - One (1) original copy and nine (9) photocopies, with complete annexes • **File Copy** - One (1) office file copy • **Receiving Copy** - One (1) receiving copy for the legal division • **Copy Furnished** – Additional copies for the concerned parties	Concerned Legal Division
Court of Tax Appeals (Division) • **Pleadings/Submission (with Annexes)** - One (1) original copy and five (5) photocopies, with complete annexes for initiatory pleadings • **Pleadings/Submission (with Annexes)** - One (1) original copy and three (3) photocopies, with complete annexes for subsequent pleadings • **File Copy** - One (1) office file copy • **Receiving Copy** - One (1) receiving copy for the legal division • **Copy Furnished** – Additional copies for the concerned parties	Concerned Legal Division
SANDIGANBAYAN	
• **Pleadings/Submission (with Annexes)** - One (1) original copy and (4) photocopies, with complete annexes • **Pleadings/Submission (with Annexes)** - One (1) copy for the Sandiganbayan docket	Concerned Legal Division

[2] Guidelines on Submission of Electronic Copies of Pleadings and Other Court Submissions Before the Court of Tax Appeals Pursuant to A.M. No. 10-3-7-SC and A.M. 11-9-4-SC, CTA En Banc Resolution No. 8-2024, [September 1, 2024].

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **File Copy** - One (1) office file copy • **Receiving Copy** - One (1) receiving copy for the legal division • **Copy Furnished** – Additional copies for the concerned parties	
REGIONAL TRIAL COURTS AND MUNICIPAL TRIAL COURTS	
• **Pleadings/Submission (with Annexes)** - One (1) original copy and one (1) photocopy with complete annexes • **File Copy** - One (1) office file copy • **Receiving Copy** - One (1) receiving copy for the legal division • **Copy Furnished** – Additional copies for the concerned parties	Concerned Legal Division
CONSTRUCTION INDUSTRY ARBITRATION COMMISSION[3]	
• **Pleadings/Submission (with Annexes)** - One (1) copy for each party • **Pleadings/Submission (with Annexes)** - One (1) copy for each Arbitrator • **Pleadings/Submission (with Annexes)**- One (1) copy for the Secretariat • **File Copy** - One (1) office file copy • **Receiving Copy** - One (1) receiving copy for the legal division • **Copy Furnished** – Additional copies for the concerned parties	Concerned Legal Division
CIVIL SERVICE COMMISSION AND OTHER ADMNISTRATIVE AGENCIES	
• **Pleadings/Submission (with Annexes)** - One (1) original copy and (2) photocopies, with complete annexes • **File Copy** - One (1) office file copy • **Receiving Copy** - One (1) receiving copy for the legal division • **Copy Furnished** – Additional copies for the concerned parties	Concerned Legal Division

[3] Revised Rules of Procedure Governing Construction Arbitration *(As amended by CIAC Resolution Nos. 15-2006, 16-2006, 18-2006, 19-2006, 02-2007, 07-2007, 13-2007, 02-2008, 03-2008, 11-2008, 01-2010, 04-2010, 07-2010, 08-2014, 07-2016, 06-2017, 01-2019, 04-2019, and 05-2019),* [January 1, 2023].

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the pleading together with the complete documentary requirements at the DMD, Ground Floor, OSG Main Building, Adelantado Wing or 7th Floor, Convergys One Building.	1. Receive and review the pleading and accompanying documents for completeness.	None	10 seconds	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. None	2. Sort, record, and prepare the pleadings for dispatch.	None		
	a. Sort and Collate Collate and segregate the pleadings according to the court concerned (e.g. Supreme Court or Court of Appeals, etc.) and the type of service (personal service or registered mail).	None	4 minutes	Docket Management Division Personnel
	b. Encode and Record Encode all the pleadings for filing according to	None	1 minutes	Docket Management Division Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the type of service: Personal service (SC and CA) or registered mail (copy furnished and lower court pleadings with mail bill and Registry Return Cards as needed). **c. Prepare for Dispatch** Countercheck and prepare pleadings for dispatch, including envelope insertion, stapling of Registry Return Cards (if applicable, and bundling with mail bill.)	None	10 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
3. Await confirmation of filing or receipt of the receiving copy, if requested,	3. Dispatch of pleadings. a. Deliver copies to the SC and CA at 2:30 PM. b. Turn over furnished copies to PHLPost for pickup (3:30-4:00 PM).	None None	1 hour 1 hour	Document Management Division Personnel Document Management Division Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request or pick up the receiving copies from the DMD drop box	c. Announce via PA that the receiving copies are available at the DMS or deliver them to the concerned Legal Division.	None	30 minutes	Document Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
		TOTAL	**1 hour, 46 minutes and 10 seconds**	

B. PERSONAL DELIVERY OF NON-COURT DOCUMENTS

Office or Division:	Document Management Division (DMD), Docket Management Service (DMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Legal Service Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **File Copy** - One (1) office file copy • **Receiving Copy** – One (1) receiving copy for the Legal Division	Concerned Legal Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents along with all supporting annexes at the DMD Ground Floor, OSG Man Building, Adelantado Wing or 7th Floor, Convergys One Building.	1. Receive and check the submitted documents and annexes, if any, for completeness.	None	10 seconds	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. None	2. Sort, record, and assign the documents for dispatch. a. Segregate the documents by area: • Makati • Manila • Mandaluyong / Pasig • San Juan • Quezon City • Pasay • Parañaque (DFA only) • Las Piñas • Taguig	None	20 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. Record the person and their assigned area in the logbook. c. Assign the documents to the designated process servers for each area.	None None	5 minutes 5 minutes	Docket Management Division Personnel Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
3. Await confirmation of filing or receipt of the receiving copy, if requested.	3. Dispatch of documents. a. Deliver the documents to the assigned areas. b. Deliver the receiving copies to the concerned Legal Division.	None	1 hours 30 minutes	Docket Management Division Personnel Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
		TOTAL	**2 hours and 10 seconds**	

C. COURIER DELIVERY OF DOCUMENTS

Office or Division:	Document Management Division (DMD), Docket Management Service (DMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Legal Service Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Receiving Copy – One (1) receiving copy for the Legal Division	Concerned Legal Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents at the DMD, Ground Floor, OSG Main Building, Adelantado Wing or 7th Floor, Convergys One Building and log the following information for LBC delivery: • Envelope details • Recipient • Document type • Originating Solicitor and Division	1. Cross-check the logged entries against the enclosed documents.	None	1 minute	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. None	2. Ensure the courier service picks up the documents between 3:00 PM and 3:30 PM.	None	5 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Await confirmation of delivery and request the LBC manifest.	3. Provide the LBC manifest to the requesting legal division.	None	30 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
		TOTAL	**36 minutes**	

2. Request for Case Records from the Court of Appeals – Manila

This involves the receipt, processing, and digital release of the requested case records from the Court of Appeals – Manila, which are crucial for preparing timely responsive pleadings.

Office or Division:	Document Management Division (DMD), Docket Management Service (DMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Legal Service Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished request form	Document Management Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requests in person at the Document Management Division, Ground Floor, OSG Main Building, Adelantado Wing or 7th Floor, Convergys Building.	1. Receive the request and verify it by checking the case numbers, case titles, and completeness of required information.	None	10 seconds	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Wait while the request is being processed at the Court of Appeals – Manila.	2.1. Sort the requests by the Court of Appeals location (Manila, Cebu, or Cagayan de Oro) and by the date of receipt.	None	5 minutes	Docket Management Division Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Prepare and forward all CA Manila requests to the DMD personnel assigned to the Court of Appeals - Manila.	None	1 minute	Docket Management Division Personnel
	2.3. Submit the requests to the Court of Appeals Judicial Records Division (JRD) and/or the Division Clerk of Court (DCC).	None	1 minute	Docket Management Division Personnel
	2.4. Await the release of records from the JRD and DCC.	None	1 day	Docket Management Division Personnel
	2.5. Scan the released records according to the date of receipt and/or court-designated urgency.	None	45 minutes (regular) 3 days (for voluminous records with 10 or more bundles)	Docket Management Division Personnel
	2.6. Upload the scanned records to Outlook OneDrive and eCMT.	None	25 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive and review the requested court records.	3. Send the link to the scanned court records via email to the handling lawyer and legal secretary, or upload it to the eCMT, as the case may be.	None	10 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
		TOTAL	**1 day, 1 hour, 27 minutes and 10 seconds**	
NOTE: For voluminous records consisting of 10 or more bundles, processing may take approximately 4 days, 42 minutes, and 10 seconds. In addition, processing time may vary depending on the volume of requests and/or the time required to receive the requested materials from the concerned CA office.				

3. Request for Case Records from the Court of Appeals – Cebu

This involves the receipt, processing, and digital release of the requested case records from the Court of Appeals – Cebu, which are crucial for preparing timely responsive pleadings.

Office or Division:	Document Management Division (DMD), Docket Management Service (DMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Legal Service Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished request form	Document Management Division and Request Form for Court Records

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requests: a. In person at the Document Management Division, Ground Floor, OSG Main Building, Adelantado Wing or 7th Floor, Convergys One Building. b. Through the online request form for court records.	1. Receive the request and verify it by checking the case numbers, case titles, and completeness of required information.	None	10 seconds	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Wait while the request is being processed at the Court of Appeals – Cebu.	2.1. Sort the requests by the Court of Appeals location (Manila, Cebu, or Cagayan de Oro) and by the date of receipt.	None	5 minutes	Docket Management Division Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Email all CA Cebu requests to docket_cebu@osg.gov.ph.	None	5 minutes	Docket Management Division Personnel
	2.3. Submit the requests to the Court of Appeals Judicial Records Division (JRD) and/or the Division Clerk of Court (DCC).	None	1 minute	Docket Management Division Personnel
	2.4. Await the release of records from the JRD and DCC.	None	1 day	Docket Management Division Personnel
	2.5. Scan the released records according to the date of receipt and/or court-designated urgency.	None	45 minutes (regular) 3 days (for voluminous documents with 10 or more bundles)	Docket Management Division Personnel
	2.6. Upload the scanned records to Outlook OneDrive and eCMT.	None	25 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive and review the requested court records.	3. Send the link to the scanned court records via email to the handling lawyer and legal secretary, or upload it to the eCMT, as the case may be.	None	10 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
		TOTAL	**1 day, 1 hour, 31 minutes and 10 seconds**	
NOTE: For voluminous records consisting of 10 or more bundles, processing may take approximately 4 days, 42 minutes, and 10 seconds. In addition, processing time may vary depending on the volume of requests and/or the time required to receive the requested materials from the concerned CA office.				

4. Request for Case Records from the Court of Appeals – Cagayan de Oro

This involves the receipt, processing, and digital release of the requested case records from the Court of Appeals – Cagayan de Oro, which are crucial for preparing timely responsive pleadings.

Office or Division:	Document Management Division (DMD), Docket Management Service (DMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Legal Service Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished request form	Document Management Division and Request Form for Court Records

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requests: a. In person at the Document Management Division, Ground Floor, OSG Main Building, Adelantado Wing. b. Through the online request form for court records.	1. Receive the request and verify it by checking the case numbers, case titles, and completeness of required information.	None	10 seconds	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Wait while the request is being processed at the Court of Appeals – Cagayan de Oro.	2.1. Sort the requests by the Court of Appeals location (Manila, Cebu, or Cagayan de Oro) and by the date of receipt.	None	5 minutes	Docket Management Division Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Email all CA Cagayan de Oro requests to docket_cdo@osg.gov.ph.	None	5 minutes	Docket Management Division Personnel
	2.3. Submit the requests to the Court of Appeals Judicial Records Division (JRD) and/or the Division Clerk of Court (DCC).	None	1 minute	Docket Management Division Personnel
	2.4. Await the release of records from the JRD and DCC.	None	1 day	Docket Management Division Personnel
	2.5. Scan the released records according to the date of receipt and/or court-designated urgency.	None	45 minutes (regular) 3 days (for voluminous documents with 10 or more bundles)	Docket Management Division Personnel
	2.6. Upload the scanned records to Outlook OneDrive and eCMT.	None	25 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive and review the requested court records.	3. Send the link to the scanned court records via email to the handling lawyer and legal secretary, or upload it to the eCMT, as the case may be.	None	10 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
		TOTAL	**1 day, 31 minutes and 10 seconds**	
NOTE: For voluminous records consisting of 10 or more bundles, processing may take approximately 4 days, 42 minutes, and 10 seconds. In addition, processing time may vary depending on the volume of requests and/or the time required to receive the requested materials from the concerned CA office.				

Human Resource Management and Administrative Service
Internal Services

5. Request for Employment-Related Certifications and Records (Via Walk-In)

This service provides the receipt, processing, and issuance of employment-related certifications and personnel records of active officials and employees of the Office of the Solicitor General.

These include, but are not limited to, certificates of employment (with or without salary details, with job description, and with Judicial rank), service records, leave-related certifications, performance ratings, certificates of incumbency, certified true copies or photocopies of documents contained in the employee's 201 files, and other certifications required by government agencies.

Office or Division:	Human Resource Management Division (HRMD), Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Active OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished request form (HRMAS-HRMD-TPR-F-20-00)	Leave Administration and Personnel Records Section, OSG Intranet, and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the request form at the HRMD Front Desk, 2nd Floor, OSG Main Building, Amorsolo Wing.	1.1. Receive the request form. 1.2. Record the request in the logbook.	None	5 minutes	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
2. Wait while the HRMD personnel prepares the requested document(s).	2.1. Forward the logged request to the designated personnel.	None	4 hours (after the cut-off time for receiving all requests)	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Prepare the requested document(s). 2.3. Submit the document(s) to the Service Director for signature. 2.4. Affix the office dry seal, if necessary	None None None	1 day 15 minutes 5 minutes	Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
3. Pick up the requested document(s) at the HRMD Front Desk, 2nd Floor, OSG Main Building, Amorsolo Wing.	3.1. Notify the client that the document(s) are ready. 3.2. Release the document(s) to the client.	None	20 minutes	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
	TOTAL	**None**	**8 hours and 45 minutes**	

6. Request for Employment-Related Certifications and Records (Via Email)

This service provides the receipt, processing, and issuance of employment-related certifications and personnel records of active officials and employees of the Office of the Solicitor General.

These include, but are not limited to, certificates of employment (with or without salary details, with job description, and with Judicial rank), service records, leave-related certifications, performance ratings, certificates of incumbency, certified true copies or photocopies of documents contained in the employee's 201 files, and other certifications required by government agencies.

Office or Division:	Human Resource Management Division (HRMD), Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Separated OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished request form (HRMAS-HRMD-TPR-F-20-00)	OSG Intranet and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the downloaded request form and email it to personnel.records@osg.gov.ph.	1.1. Monitor the email inbox 1.2. Send acknowledgment of receipt.	None	5 minutes	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
2. Wait while the HRMD personnel prepares the requested document(s).	2.1. Forward the email request to the designated personnel.	None	4 hours (after the cut-off time for receiving all requests)	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Prepare the requested document(s). 2.3. Submit the document(s) to the Service Director for signature. 2.4. Affix the office dry seal, if necessary	None None None	1 day 15 minutes 5 minutes	Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
3. Pick up the requested document(s) at the HRMD Front Desk, 2nd Floor, OSG Main Building, Amorsolo Wing.	3.1. Notify the client that the document(s) are ready. 3.2. Release the document(s) to the client.	None	20 minutes	Administrative Officer III and Administrative Assistant III (or any designated HRMD staff Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
	TOTAL	**None**	**1 day and 40 minutes**	

7. Request for Office Supplies

This service covers the receipt, processing, and issuance of requests for office supplies and other work-related materials needed by OSG officials and employees in the performance of their duties.

These include commonly used office supplies such as bond paper, pens, folders, envelopes, printer ink or toner, paper clips, binder clips, staplers, staple wires, scissors, and other items regularly used in the office.

Office or Division:	Property and Supply Section, Administrative Division, Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requisition and Issue Slip (RIS) - One (1) duly accomplished Requisition and Issue Slip (RIS)	Property and Supply Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, accomplish and submit the Requisition and Issue Slip (RIS) at the Administrative Division Front Desk, 6th Floor, OSG Main Building, Adelantado Wing or 6th Floor, Supply Room, Convergys One Building, every Monday and Wednesday.	1. Receive and review the accomplished RIS. Check that all required information in the form is complete and correct.	None	2 minutes	Process Server / Administrative Aide IV (or any designated Administrative Division staff Immediate Supervisor Responsible for Personnel Designation – Chief Administrative Officer (CAO), HRMAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait while the Administrative Personnel checks the availability and prepares the requested common supplies.	2. Check the availability of the requested common supplies in the Stock Card/Stock Room. a. Place a (✓) mark in the "No" column of the RIS if the requested supplies are not available and endorse the request to the Procurement Section. b. Place a (✓) mark in the "Yes" column of the RIS if the requested supplies are available and prepare the requested items for issuance.	None	1 hour	Process Server / Administrative Aide IV (or any designated Administrative Division staff Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS
3. Receive feedback or the requested item. a. Receive feedback.	3. Provide feedback or deliver the requested item. a. Provide feedback on unavailable items: i. Inform the requesting employee if the requested item is not available.	None	2 days	Process Server / Administrative Aide IV (or any designated Administrative Division staff Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ii. Explain the process to procure the item, including timelines or next steps.			
b. Check the delivered items against the RIS. i. If items are incorrect, or damaged, coordinate with the supply staff to resolve the issue. ii. If items are complete and correct, sign the RIS and receive the requested item.	b. Deliver the requested item to the requesting employee. i. Verify the reported discrepancy and replace, complete, or correct the items, as necessary. ii. Secure the signature of the requesting employee on the RIS and release the item. iii. File and record the accomplished RIS.			Administrative Aide II (or any designated Administrative Division staff Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS
TOTAL		**None**	**2 days, 1 hour and 2 minutes**	

8. Request for Office Property

This service covers the receipt, processing, and issuance of office property and other work-related items needed by OSG officials and employees to ensure a properly organized and functional office.

These include office furniture and fixtures, such as chairs, tables, cabinets, and other movable items, as well as other items appropriate for a government office.

Office or Division:	Property and Supply Section, Administrative Division, Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request – One (1) original copy of the letter request	Requesting employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request at the HRMAS Front Desk, 2nd Floor, OSG Main Building, Amorsolo Wing or 7th Floor, Convergys One Building.	1.1. Receive the letter request.	None	5 minutes	Administrative Aide III (or any designated HRMAS staff
	1.2. Check that all required information is complete and accurate, then forward the letter to the Director for review and approval.	None	10 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait while the HRMAS personnel evaluate the request, check availability, and prepare the requested property.	2.1. Review and approve the request, then forward it to the Administrative Division for appropriate action.	None	1 day	Director IV
	2.2. Review the request and assigned it to the Property and Supply Section for appropriate action. a. Endorse the request to the Procurement Section if the items are not available. b. Prepare the Property Acknowledgment Receipt (PAR) or Inventory Custodian Slip (ICS) if the items are available.	None	1 hour	Chief Administrative Officer Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff) Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS
3. Receive feedback or the requested property. a. Receive feedback.	3. Provide feedback or deliver the requested property. a. Provide feedback on unavailable property:	None	1 day	Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	i. Inform the requesting employee if the requested property is not available. ii. Explain the process to procure the item, including timelines or next steps.			
b. Check the delivered items against the request letter. i. If items are incorrect, or damaged, coordinate with the property staff to resolve the issue. ii. If items are complete and correct, sign the PAR/ICS and receive the property.	b. Deliver the requested item to the requesting employee. i. Verify the reported discrepancy and replace, complete, or correct the items, as necessary. ii. Secure the signature of the requesting employee on the PAR/ICS and release the property.			Administrative Aide II (or any designated Administrative Division staff Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	iii. File and record the accomplished PAR / ICS form.			
	TOTAL	**None**	**2 days, 1 hour and 15 minutes**	

9. Request for Information and Communications Technology (ICT) Equipment

This service covers the receipt, processing, and issuance of requests for IT equipment needed by OSG officials and employees to support their work and ensure efficient office operations.

These include Information and Communications Technology (ICT) equipment, such as laptops, desktop computers, scanners, and other similar devices used for office operations.

Office or Division:	Property and Supply Section, Administrative Division, Human Resource Management and Administrative Services (HRMAS)
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request – One (1) original copy of the letter request	Requesting employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request at the HRMAS Front Desk, 2nd Floor, OSG Main Building, Amorsolo Wing or 7th Floor, Convergys One Building.	1.1. Receive the letter request.	None	5 minutes	Administrative Aide III (or any designated HRMAS staff
	1.2. Check that all required information is complete and accurate, then forward it to the Director for review.	None	10 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
2. Wait while the HRMAS Director reviews the request, the Administrative Division checks the availability of the equipment,	2.1. Review the request, then forward it to the Administrative Division for appropriate action.	None	1-2 days	Director IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and the CMS inspects and configures the device for use and approval of the Secretariat.	2.2. Review the request and assigned it to the Property and Supply Section for appropriate action.	None	30 minutes	Chief Administrative Officer
	2.3. Check the availability of the requested ICT equipment. a. Endorse the request to the Procurement Section if the items are not available. b. If available, i. Forward the request to the CMS. ii. Recommend the distribution or reissuance of the equipment to the Secretariat. iii. Evaluate and approve the recommendation of the CMS.	None	2 days	Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff CMS Personnel CMS Staff Immediate Supervisor for Personnel Designation – Director IV, CMS Secretariat Immediate Supervisor for Personnel Designation -

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Chief of Staff
	2.4. Inspect, configure, and set up the equipment for use, then return it to the Administrative Division.	None	1-2 days	CMS Staff Immediate Supervisor for Personnel Designation – Director IV, CMS
	2.5. Return the equipment to the Administrative Division for the preparation of the Property Acknowledgment Receipt (PAR) or Inventory Custodian Slip (ICS.	None	1 hour	Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS
3. Receive feedback or the requested property. a. Receive feedback.	3. Provide feedback or deliver the requested property. a. Provide feedback on unavailable property: i. Inform the requesting employee if the requested property is not available. ii. Explain the process to	None	5 minutes	Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	procure the item, including timelines or next steps.			
b. Check the delivered items against the request letter. i. If items are incorrect, or damaged, coordinate with the property staff to resolve the issue. ii. If items are complete and correct, sign the PAR/ICS and receive the property.	b. Deliver the requested item to the requesting employee. i. Verify the reported discrepancy and replace, complete, or correct the items, as necessary. ii. Secure the signature of the requesting employee on the PAR/ICS and release the property. iii. File and record the accomplished PAR / ICS form.	None	2 days	Administrative Aide II (or any designated Administrative Division staff Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS
	TOTAL	**None**	**8 days, 1 hour and 40 minutes**	

10. Request for Transfer of Property Accountability

This service covers the receipt, processing, and approval of requests to transfer the accountability of government property from one employee or unit to another. It ensures that all property records are accurately updated to reflect the change in property accountability.

Office or Division:	Property and Supply Section, Administrative Division, Human Resource Management and Administrative Service (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **Property Transfer Report (PTR)** – One (1) copy of the PTR • **Inventory Transfer Report (ITR)** – One (1) copy of the ITR	OSG Intranet (Under Administrative Service, Property and Supply Section)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the PTR and ITR at the Administrative Division Front Desk, 6th Floor, OSG Main Building, Adelantado Wing or Supply Room, 6th Floor, Convergys One Building.	1. Receive the PTR and ITR and check that all fields have been completed.	None	5 minutes	Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS
2. Wait while the Administrative Division processes the transfer request.	2.1. Verify the records and physical condition of the property to be transferred.	None	1 day	Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Stamp "CANCELLED" on the original copy of the PAR/ICS. 2.3. Update the inventory records and reports to reflect the transfer. 2.4. Secure the signatures of the authorized signatories in the PTR/ITR.			Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS
3. Receive feedback on the request or, if everything is in order, receive the property.	3.1. Provide feedback on the request. a. Inform the requesting employee if the request cannot be approved and explain the reason or required corrections. b. Inform the requesting employee of the status of the request and any further actions needed, if any. If everything is in order, release the property.	None	1 day	Administrative Officer II / Administrative Assistant I (or any designated Administrative Division staff Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. Scan and file the accomplished PTR/ITR for documentation and record-keeping.			
	TOTAL	**None**	**2 days and 5 minutes**	

11. Request for Gate Pass

This service covers the receipt, processing, and issuance of gate passes for items or properties being brought into or taken out of the OSG premises, whether personal or office-owned. It ensures that all movements of items are properly monitored, authorized, and documented in compliance with OSG property management and security policies.

Office or Division:	Security, Ground, Building, and Maintenance Section, Administrative Division, Human Resource Management and Administrative Division
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter Request – One (1) original copy of the letter request, including the list of items to be brough in or out	OSG Intranet (Under Administrative Service)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request, including a list of items to be brought in or out, at the HRMAS Front Desk, 2nd Floor, OSG Main Building, Amorsolo Wing.	1.1. Receive the letter request, including the list of items to be brought into and out of the OSG.	None	5 minutes	Administrative Aide VI (or any designated HRMAS staff
	1.2. Check that all required information, including the list of items, is complete and accurate, then forward the letter to the Director for review and approval.	None	10 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – CAO, HRMAS
2. Wait while the HRMAS and the concerned unit verify, evaluate and process the request.	2.1. Review and approve the request, then forward it to the Administrative Division for appropriate action.	None	2 days	Director IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide additional information or clarification if requested by the concerned unit.	2.2. Prepare the gate pass, ensuring all details of the items and the requesting employee are complete.	None	30 minutes	Security Officer (In-House)
	2.3. Approve and sign the gate pass for official release.	None	30 minutes	Chief Administrative Officer or Supervising Administrative Officer Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
3. Receive the gate pass and verify that the items listed in the gate pass match the items to be brought in or out.	3.1. Release the gate pass to the concerned security personnel and provide a copy to the requesting employee.	None	10 minutes	Security Officer (In-House)
	3.2. Validate and record the items to be brought in or out as specified in the gate pass.	None	10 minutes	Security Officer (In-House) Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
	TOTAL	**None**	**2 days and 120 minutes**	

12. Request for Minor Building Repairs

This service covers the receipt, processing, and completion of requests for minor building repairs in OSG facilities to ensure a safe, functional, and comfortable office space. It includes repairs to electrical systems, plumbing, air-conditioning, and carpentry.

Office or Division:	Security, Ground, Building, and Maintenance Section, Administrative Division, Human Resource Management and Administrative Division
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Service Request Form - One (1) original copy of the Service Request Form	Security, Ground, Building, and Maintenance Section and OSG Intranet (Under Administrative Service)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit service request form at the Administrative Division Front Desk, 6th Floor, OSG Main Building, Adelantado Wing or 6th Floor, Supply Room, Convergys Building.	1.1. Receive and record the request in the maintenance logbook. 1.2. Coordinate with the requesting office, if necessary.	None	15 minutes	Carpenter, Plumber, Electrician, Technician Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
2. Provide access to the area requiring repair and coordinate with maintenance personnel during inspection of repair work.	2.1. Conduct an onsite inspection to assess the materials and labor required. 2.2. Prepare cost estimate and request funding for the materials needed.	None None	1 hour 1 day	Carpenter, Plumber, Electrician, Technician Carpenter, Plumber, Electrician, Technician

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Secure the necessary funds from the Petty Cash Custodian, if applicable.	None	20 minutes	Carpenter, Plumber, Electrician, Technician
	2.4. Perform the requested repair work.	None	30 minutes to 1 day	Carpenter, Plumber, Electrician, Technician Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
3. Inspect the repaired area and confirm completion of the repair.	3.1. Verify completion of the repair work and ensure functionality and safety. 3.2. Inform the requesting official or employee of the completion or status of the repair.	None	30 minutes	Carpenter, Plumber, Electrician, Technician Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
	TOTAL	**None**	**2 days and 125 minutes**	

13. Request for Driver and/or Vehicle

This covers the receipt, processing, and approval of requests for drivers and/or vehicle use for authorized official trips of the Office of the Solicitor General.

It is intended to facilitate the transportation needs of OSG officials and employees in the performance of official duties, such as attending court hearings, meetings, official events, and other work-related activities requiring travel outside the office.

Office or Division:	General Services Section, Administrative Division, Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. **Letter Request** - One (1) original copy of the letter request	1. Requesting Employee
2. **Driver/Vehicle Request Form** - One (1) original copy of the Driver/Vehicle Request Form	2. OSG Intranet (Under Administrative Service)
3. **Notice of Hearing** – One (1) copy of the Notice of Hearing, if applicable	3. Concerned Court
4. **Invitation** - One (1) copy of the invitation, if applicable	4. Event Organizer
5. **Travel Order/Authority** - One (1) copy of the Travel Order or Authority, if applicable	5. Division/Service Head

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request, accomplished Driver and Vehicle Request Form (DVRF), and corresponding attachments at the HRMAS Front Desk, 2nd Floor, Amorsolo Wing, OSG Main Building or 7th Floor, One Stop Shop,	1. Receive the Letter Request, accomplished DVRF, and supporting documents. a. Check that all required information is complete and accurate, then forward the letter request, DVRF, and supporting documents to	None	5 minutes 10 minutes	Administrative Aide VI (or any designated Officer of the Day) Administrative Aide VI (or any designated HRMAS staff) Immediate Supervisor Responsible for Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Convergys Building.	the Director for review and approval.			Designation – Director IV, HRMAS
2. Wait while HRMAS and the concerned units verify, evaluate, and process the request. Provide additional information or clarification if requested by the concerned unit.	2.1. Evaluate the request, then forward it to the Administrative Division for appropriate action.	None	1 day	Director IV
	2.2. Review the request and assign it to the General Services Section for appropriate action.	None	1 hour	Chief Administrative Officer
	2.3. Evaluate the request and determine who will shoulder the transportation expenses. Then, endorse the request to the Dispatcher.	None	15 minutes	Administrative Officer V
	2.4. Assign the driver and/or vehicle, as required by the requesting employee. Then, endorse the request to the Chief Administrative Officer (CAO) for approval.	None	10 minutes	Dispatcher
	2.5. Sign and endorse the request for approval of the HRMAS Director.	None	1 hour	Chief Administrative Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6. Approve the request and forward the same to the GSS Dispatcher.	None	1 day	Director Immediate Supervisor Responsible for Personnel Designation – Director IV, HRMAS
3. Receive confirmation of the approved request and coordinate with the assigned driver regarding the schedule and details of the official trip.	3. Inform the requesting office or employee of the approved trip schedule and the corresponding driver and/or vehicle assignment.	None	10 minutes	Dispatcher
	TOTAL	**None**	**2 days and 170 minutes**	

14. Request for Major Vehicle Repair

This service covers the receipt, processing, and completion of requests for major repair or replacement of parts in government vehicles under the Office of the Solicitor General's motor pool. Major vehicle repairs include, but are not limited to, engine overhauls, transmission repairs, brake system replacements, tire replacements, and other significant mechanical or electrical repairs that require specialized attention or external service providers.

Office or Division:	General Services Section (GSS), Administrative Division, Human Resource Management and Administrative Services (HRMAS)
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees with assigned service vehicle

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vehicle Service Request Form (VSRF) - One (1) original copy of the VSRF	OSG Intranet (Under Administrative Service)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished VSRF at the General Services Section, Administrative Division, 6th Floor, Adelantado Wing, OSG Main Building or 6th Supply Room, Convergys One Building	1. Receive the VSRF and check completeness of the form.	None	5 minutes	Administrative Aide II (or any designated General Services Section staff) Immediate Supervisor Responsible for Personnel Designation – Administrative Officer V, General Services Section
2. Wait while the GSS evaluates the request and conducts check-up/diagnostics of the vehicle. Provide additional information if	2.1. Conduct check-up/diagnosis of the vehicle subject for repair. 2.2. Evaluate the VSRF together with the vehicle's machine history file and endorse the same to the	None None	1 hour 5 minutes	Mechanic Administrative Officer V, General Services Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
requested by GSS.	Chief Administrative Officer.			
	2.3. Sign and endorse the VSRF to the HRMAS Director for review and approval.	None	15 minutes	Chief Administrative Officer
	2.4. Approve the VSRF and forward it back to the GSS.	None	1 day	Director
	2.5. Conduct canvass of parts and services required and secure eligibility requirements from prospective suppliers.	None	5 days	Administrative Aide II (or any designated General Services Section staff)
	2.6. Prepare Abstract of Canvass and Purchase Request (PR).	None	30 minutes	Administrative Aide II
	2.7. Review quotations, supplier requirements, Abstract of Canvass, and PR, then forward to the Procurement Section if it is in order.	None	30 minutes	Administrative Officer V, General Services Section
	2.8. Evaluate PR and proceed with procurement under the appropriate Alternative Mode:	None	60 days (depending on the mode of procurement)	Administrative Officer V, Procurement Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Small Value Procurement or Direct Contracting.			
Bring the vehicle to the office or to the service center as the case maybe.	2.9. Deliver the vehicle to the service center once the Purchase Order (PO) has been issued and the service schedule has been confirmed and pick up the vehicle once the repair has been completed.	None	1-14 days (Depending on the nature of repair)	Process Server (or any designated driver) Immediate Supervisor Responsible for Personnel Designation – Administrative Officer V, General Services Section
3. Receive the vehicle and report observations, if any.	3. Return the vehicle to the end-user upon completion of repair.	None	35 minutes	Process Server, Administrative Aide (or designated driver)
	TOTAL	**None**	**67-80 working days and 180 minutes**	

15. Request for Minor Vehicle Repair

This service covers the receipt, processing, and completion of requests for minor repairs of service vehicles issued to employees of the Office of the Solicitor General. Minor vehicle repairs refer to maintenance or repair work that does not require extensive downtime or major parts replacement and is necessary to keep vehicles safe, operational, and efficient for official use.

Office or Division:	General Services Section, Administrative Division, Human Resource Management and Administrative Services (HRMAS)
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vehicle Service Request Form (VSRF) - One (1) original copy of the VSRF	OSG Intranet (Under Administrative Service)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished VSRF at the General Services Section, Administrative Division, 6th Floor, Adelantado Wing, OSG Main Building or 6th Floor, Supply Room, Convergys One Building.	1. Receive the VSRF and check completeness of the form.	None	15 minutes	Administrative Aide II (or any designated General Services Section staff) Immediate Supervisor Responsible for Personnel Designation – Administrative Officer V, General Services Section
2. Wait while the GSS evaluates the request and conducts check-up/diagnostics of the vehicle. Provide additional information if requested by GSS.	2.1. Conduct check-up/diagnosis of the vehicle subject for repair. 2.2. Evaluate the VSRF together with the vehicle's machine history file and endorse to the Chief	None None	1 hour 5 minutes	Mechanic Administrative Officer V, General Services Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Administrative Officer.			
	2.3. Sign and endorse the VSRF to the HRMAS Director for review and approval.	None	15 minutes	Chief Administrative Officer
	2.4. Approve the VSRF and forward it back to the GSS.	None	1 day	Director
	2.5. Prepare cost estimates and request funding for the materials needed and facilitate canvass and purchase of materials.	None	1-2 days	Mechanic
	2.6. Secure the necessary funds from the Petty Cash Custodian, if applicable.	None	10 minutes	Mechanic, Petty Cash Custodian
	2.7. Perform the repair and conduct a road test of the vehicle afterward.	None	1-2 days	Mechanic
3. Receive the vehicle and report observations, if any.	3. Return the vehicle to the end-user upon completion of repair.	None	30 minutes	Mechanic
	TOTAL	**None**	**3-5 days and 135 minutes**	

16. Request for Legal Research and Reference Assistance (Simple Request)

This service provides legal research and reference assistance to OSG officials and employees by processing requests for research support and access to legal information resources. It covers materials maintained in the OSG Library, including books, online legal databases, OSG issuances, government issuances, and news clippings.

Office or Division:	Library and Legal Resources Division (LLRD), Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Research Form - One (1) duly accomplished Research Form	Library and Legal Resources Division, OSG Intranet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished Legal Research Request Form: a. In person at the OSG Library and Legal Resources Division, 6th Floor, OSG Main Building, Adelantado Wing. b. Via email at osglibrary@osg.gov.ph.	a. Receive and review the request form, verifying that all required information is complete and accurate. b. Review the request form and verify that all required information is complete and accurate, then send an acknowledgment of receipt.	None	5 minutes	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for the LLRD personnel to conduct the legal research and gather the requested materials.	2.1. Conduct the legal research and compile the requested information from the Library resources. 2.2. Scan the requested materials to prepare them for electronic transmission.	None	20 minutes	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS
3. Receive the requested documents: a. In hard copy b. Via email	3. Document delivery options: • Personally deliver the requested documents in hard copy to the client. • Send the requested documents to the client via email.	None	30 minutes	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS
	TOTAL	**None**	**55 minutes**	

17. Request for Legal Research and Reference Assistance (Complex Request)

This service provides legal research and reference assistance to OSG officials and employees by processing requests for research support and access to legal information resources. It covers sourcing relevant materials from external government institutions.

Office or Division:	Library and Legal Resources Division (LLRD), Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **Letter Request with Research Form** – One (1) original copy of the letter request, including one (1) duly accomplished Research Form	Library and Legal Resources Division, OSG Intranet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request and a duly accomplished request form: a. In person at the OSG Library and Legal Resources Division, 6th Floor, OSG Main Building, Adelantado Wing.	• Receive and review the letter request and request form, • Verify that all required information is complete, and • Inform the client of the procedures for obtaining documents from external government agencies.	None	5 minutes	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. Via email at osglibrary@osg.gov.ph.	• Monitor the email inbox • Review the letter request and request form • Verify that all required information is complete • Send an acknowledgment of receipt and inform the client of the procedures for obtaining documents from the concerned government agency.	None	5 minutes	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS
2. Wait for the LLRD personnel to coordinate with the concerned government agency and obtain the requested materials.	2.1. Coordinate with the concerned government agency through phone or email to request the needed documents. 2.2. Personally obtain the documents from the concerned government agency if the materials are not available online.	None None	5 minutes ***The release of materials depends on the agency's response***	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the requested documents: a. In hard copy b. Via email	• Personally deliver the requested documents in hard copy to the client • Send the requested documents to the client via email.	None	30 minutes	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS
TOTAL		**None**	**40 minutes**	
NOTE: This excludes the period while the request is being processed by the concerned government agency.				

Financial Management Service
Internal Services

18. Request for Payroll Adjustment

This service covers the receiving, processing, and correcting or updating of information in the payroll system, including mandatory deductions (e.g., GSIS, Pag-IBIG, PhilHealth, Tax), court-ordered deductions, agreements between parties, and other personal data, but does not include the salary adjustments due to step increments, promotions, leave without pay, loan deductions, or other changes that require prior endorsement or approval from the Human Resource Management Division (HRMD), Human Resource Management and Administrative Service (HRMAS), or other authorized offices.

Office or Division:	Accounting Division, Financial Management Service
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Active OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished original request form	Financial Management Service, OSG Intranet, and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing or 7th Floor, Convergys One Building	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester.	None	15 minutes	Frontline Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Via email at fms@osg.gov.ph.	1.2. For requests submitted via Email: 1.2.1. Monitor the inbox and review incoming requests. 1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form. 1.2.3. If incomplete, notify the sender of missing requirements.	None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FM
2. Wait for the confirmation that the salary has been adjusted.	2.1. Transmit the client's request to the Administrative Officer IV or Administrative Officer II of the Payroll and Accounts Management Section. 2.2. Review the request.	None None	10 minutes 6 hours	Frontline Personnel / Administrative Aide VI Administrative Officer IV / Administrative Officer II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2.1. For corrections, update the employee's personal data, deductions, or association membership in the payroll system. 2.2.2. For requests involving loan deduction, promotions, or step increments, return the request to the employee for endorsement by appropriate authorities.			
	2.3. Inform the Chief Accountant of the request.	None	30 minutes	Chief Accountant / Administrative Officer IV / Administrative Officer II
	2.4. Save the adjustment in the payroll system.	None	30 minutes	Administrative Officer IV / Administrative Officer II Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive a notification once the salary adjustment request has been processed.	3.1. Call the client at the provided number to inform them that their request has been processed. 3.2. Indicate the appropriate remarks and the date the request was completed on the request form.	None	35 minutes	Administrative Officer IV / Administrative Officer II Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	TOTAL	**None**	**8 hours**	

19. Request for Certificate of Remittances

This service covers the receipt, processing, and issuance of certifications for active OSG officials and employees reflecting contributions, including both employee and employer shares, and, when applicable, loan payments remitted to the Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG), and the Philippine Health Insurance Corporation (PhilHealth) during the requester's last twelve (12) months of employment with the OSG, unless a longer period is requested. Requests covering periods outside the requester's tenure with the OSG are not included.

A. PhilHealth Contributions and Pag-IBIG Contributions and/or Loan Payments

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Active OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Research Form - One (1) duly accomplished original request form	Financial Management Service, OSG Intranet, and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing or 7th Floor, Convergys One Building.	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Via email at fms@osg.gov.ph.	1.2. For requests submitted via Email: 1.2.1. Monitor the inbox and review incoming requests. 1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form. 1.2.3. If incomplete, notify the sender of missing requirements.	None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
2. Wait for confirmation that the requested certificate of remittances is ready for pick-up or release.	2.1. Transmit the client's request to the Administrative Aide VI or Administrative Aide IV. 2.2. Retrieve all required documents for the period, including Official Receipts of Contributions/Loan Payments and the List of Members' Contributions Remittances.	None None	10 minutes 5 hours	Frontline Personnel / Administrative Aide VI Administrative Aide VI / Administrative Aide IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Prepare the Certificate of Remittances.	None	2 hours	Administrative Aide VI / Administrative Aide IV
	2.4. Submit the draft Certificate to the Chief Accountant for review and approval.	None	10 minutes	Administrative Aide VI / Administrative Aide IV
	2.5. Review the draft Certificate. 2.5.3. If it is in order, sign it. 2.5.4. Otherwise, return it to the drafter for revision.	None	4 hours	Chief Accountant Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
3. Claim the Certificate of Remittances at the FMS Receiving Window, 2nd Floor, OSG Main Building or 7th Floor Convergys One Building.	3.1. For requests received in hard copy, forward the certificate to the frontline personnel and then proceed as follows: 3.1.1. Call the client at the provided number to inform them that their request has been processed. 3.1.2. Release the certificate and have the recipient sign the receiving portion of the request form.	None None	10 minutes 15 minutes	Chief Accountant Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2. For requests submitted via email, forward them to the Administrative Aide VI, then proceed as follows:	None	10 minutes	Chief Accountant
	3.2.1. Scan and save the signed Certificate of Remittances.	None	15 minutes	Administrative Aide VI
	3.2.2. Email the scanned certificate to the client.			Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	3.2.3. Indicate the appropriate remarks and date on the request form.			
	TOTAL	**None**	**12 hours**	

B. GSIS Contributions and/or Loan Payments

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Active OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished original request form	Financial Management Service, OSG Intranet, and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing or 7th Floor Convergys One Building. 1.2. Via email at fms@osg.gov.ph.	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester. 1.2. For requests submitted via Emai: 1.2.1. Monitor the inbox and review incoming requests.	None None	15 minutes 15 minutes	Frontline Personnel, Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form. 1.2.3. If incomplete, notify the sender of missing requirements.			
2. Wait for confirmation that the requested certificate of remittances is ready for pick-up or release.	2.1. Transmit the client's request to the Administrative Aide VI or Administrative Aide IV, if applicable.	None	10 minutes	Frontline Personnel / Administrative Aide VI
	2.2. Retrieve all required documents for the period, including Official Receipts of Contributions/Loan Payments and the List of Members' Contributions/ Remittances.	None	12 hours	Administrative Aide VI / Administrative Aide IV
	2.3. Prepare the Certificate of Remittances.	None	6 hours	Administrative Aide VI / Administrative Aide IV
	2.4. Submit the draft Certificate to the Chief Accountant for review and approval.	None	10 minutes	Administrative Aide VI / Administrative Aide IV

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5. Review the draft Certificate. 2.5.3. If it is in order, sign it. 2.5.4. Otherwise, return it to the drafter for revision.	None	5 hours	Chief Accountant Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
3. Claim the Certificate of Remittances at the FMS Receiving Window, 2nd Floor, OSG Main Building or 7th Floor Convergys One Building.	3.1. For requests received in hard copy, forward the certificate to the frontline personnel and then proceed as follows: 3.1.1. Call the client at the provided number to inform them that their request has been processed. 3.1.2. Release the certificate and have the recipient sign the receiving portion of the request form.	None None	10 minutes 15 minutes	Chief Accountant Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	3.2. For requests submitted via email, forward them to the Administrative Aide VI, then proceed as follows:	None	10 minutes	Chief Accountant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2.1. Scan and save the signed Certificate of Remittance. 3.2.2. Email the scanned certificate to the client. 3.2.3. Indicate the appropriate remarks and date on the request form.	None	15minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	TOTAL	**None**	**24 hours**	
NOTE: The processing period may be extended if the requested Certification covers a period beyond five (5) years.				

20. Request for Certificate of Compensation

This service covers the receipt, processing, and issuance of a certification of an employee's annual salary and benefits, including but not limited to Basic Salary, Personnel Economic Relief Allowance (PERA), Representation and Transportation Allowances (RATA), Longevity Pay, Communication Allowance, Mid-Year Bonus, Year-End Bonus, Cash Gift, Clothing Allowance, and Productivity Enhancement Incentive (PEI), reflecting amounts estimated to be received within the year. For employees who choose to include agency allowances, the certification will indicate the actual allowances received from 01 January to the date of the request.

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Active OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished original request form	Financial Management Service, OSG Intranet, and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing or 7th Floor, Convergys One Building.	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Via email at fms@osg.gov.ph.	1.2. For requests submitted via Email: 1.2.1. Monitor the inbox and review incoming requests. 1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form. 1.2.3. If incomplete, notify the sender of missing requirements.	None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
2. Wait for confirmation that the requested certificate of compensation is ready for pick-up or release.	2.1. Transmit the client's request to the Administrative Aide VI, if applicable. 2.2. Retrieve all necessary data, including payslips and, if applicable, the list of agency allowances. 2.3. Prepare the Certificate of Compensation.	None None None	10 minutes 5 hours 2 hours	Frontline Personnel / Administrative Aide VI Administrative Aide VI Administrative Aide VI

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Submit the draft certificate to the Chief Accountant for review and approval.	None	10 minutes	Administrative Aide VI
	2.5. Review the draft Certificate. 2.5.1. If it is in order, sign it. 2.5.2. Otherwise, return it to the drafter for revision.	None	4 hours	Chief Accountant Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
3. Claim the Certificate of Compensation at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing or 7th Floor, Convergys One Building.	3.1. For requests received in hard copy, forward the certificate to the frontline personnel and then proceed as follows: 3.1.1. Call the client at the provided number to inform them that their request has been processed. 3.1.2. Release the certificate and have the recipient sign the receiving portion of the request form.	None None	10 minutes 15 minutes	Chief Accountant Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	3.2. For requests submitted via email, forward them to the Administrative Aide	None	10 minutes	Chief Accountant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	VI, then proceed as follows: 3.2.1. Scan and save the signed Certificate of Remittances. 3.2.2. Email the scanned certificate to the client. 3.2.3. Indicate the appropriate remarks and date on the request form.	None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	TOTAL	**None**	**12 hours**	

21. Request for Other Compensation-Related Documents

Certified True Copy of BIR Form 2316 (Previous Years) and Payslips

This service covers the receipt, processing, and issuance of Certified True Copies of BIR Form 2316 and/or payslips for active OSG officials and employees, based on records retrieved from the payroll system or scanned files maintained by the FMS.

The BIR Form 2316 for the preceding taxable year shall be available on or before 28 February of the succeeding year, or on the deadline prescribed by the Bureau of Internal Revenue (BIR) for its submission, whichever date is later.

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Active OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished original request form	Financial Management Service, OSG Intranet, and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing or 7th Floor, Convergys One Building.	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Via email at fms@osg.gov.ph.	1.2. For requests submitted via Email: 1.2.1. Monitor the inbox and review incoming requests. 1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form. 1.2.3. If incomplete, notify the sender of missing requirements	None	15 minutes	Administrative Aide VI
2. Wait for confirmation that the requested document is ready for pick-up or release.	2.1. Transmit the client's request to the Accountant III, Administrative Officer IV or Administrative Officer II of the Payroll and Accounts Management Section. 2.2. Review the request.	None None	10 minutes 2 hours	Frontline Personnel / Administrative Aide VI Accountant III / Administrative Officer IV / Administrative Officer II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Retrieve and print the requested document.	None	5 hours	Accountant III / Administrative Officer IV / Administrative Officer II
	2.4. Submit the requested document to the Chief Accountant for certification as a true copy.	None	15 minutes	Accountant III / Administrative Officer IV / Administrative Officer II
	2.5. Affix the "Certified True Copy" stamp on the requested document and sign it.	None	3 hours	Chief Accountant Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
3. Claim the requested document at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing or 7th Floor, Convergys One Building.	3.1. Forward the certificate to the frontline personnel.	None	10 minutes	Chief Accountant
	3.2. Call the client at the provided number to inform them that their request has been processed.	None	15 minutes	Frontline Personnel
	3.3. Release the certificate and have the recipient sign the receiving portion of the request form.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
	TOTAL	**None**	**11 hours and 20 minutes**	
NOTE: The processing period may be extended if the requested Certification covers a period beyond five (5) years.				

Case Management Service
Internal Service

22. Request for ICT Support Service

This service ensures operational continuity by providing the technical support essential for OSG employees to perform their official functions. It covers the receipt and processing of requests for Information and Communications Technology (ICT) support, including concerns related to network access, system access, hardware, and other IT-related services.

Office or Division:	System Development Division and Computer Operation and Maintenance Division, Case Management Service
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished online request form, limited to one request per concern	OSG Ticketing System Portal

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the issue: 1.1. Via phone at local 676, by email at cms@osg.gov.ph , or through Viber.	1. Receive, record, and monitor the concern. 1.1. Receive and log the concern in the OSG ticketing system portal. Ensure the system automatically sends an acknowledgment to the employee's registered email address.	None	5 minutes	Ticketing Administrator Immediate Supervisor Responsible for Personnel Designation – Director IV, CMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Via Ticketing System Portal.	1.2. Monitor newly submitted tickets in the OSG ticketing system portal. Ensure the system automatically sends an acknowledgment to the employee's registered email address.			
2. Wait for the ICT evaluation and assignment and provide necessary information to the IT personnel during troubleshooting or service implementation.	**Evaluation and Ticket Assignment** 2.1. Review the completeness of the submitted request and its attachments. 2.2. Provide an initial solution or direct the user to the Knowledge Base, if applicable. 2.3. Assign the ticket to the appropriate IT Support Personnel.	None	5 minutes	Ticketing Administrator / CMS Staff Immediate Supervisor Responsible for Personnel Designation – Director IV, CMS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Troubleshooting / Service Implementation 2.4. Review the assigned ticket and troubleshoot or provide the requested IT service, including guidance, configurations, provisioning, or onsite assistance. 2.5. Document all actions taken in the ticket. 2.6. Escalate complex issues to second-tier IT support, if necessary.	None	30 minutes* ***Processing time may vary on the complexity of the request.***	Designated CMS Staff / 2nd-Tier CMS Support Immediate Supervisor Responsible for Personnel Designation – Director IV, CMS
3. Acknowledge resolution or request further assistance if the issue persists.	3.1. Confirm the resolution with the user and mark the ticket as resolved in the Ticketing System Portal. 3.2. Keep the ticket open if the issue remains unresolved and continue monitoring until it is successfully resolved.	None	5 minutes	Designated CMS Staff Immediate Supervisor Responsible for Personnel Designation – Director IV, CMS
	TOTAL	**None**	**45 minutes**	

Feedback and Complaints Mechanisms

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Clients and stakeholders may submit feedback, suggestions, comments, or commendations through any of the following channels: ✓ Scan the QR Codes displayed in conspicuous areas ✓ Email: feedback@osg.gov.ph ✓ Mail: **Office of the Solicitor General** 134 Amorsolo St., Legaspi Village Makati City 1229 ✓ Accomplish Feedback Forms at the Frontline Service and Drop them in designated boxes. ✓ Talk to the Officer of the Day (OD) at the Public Assistance and Complaints Desk
How feedback is processed	All feedback received is logged and reviewed by the Internal Audit Division and forwarded to the concerned office for appropriate action and service improvement.
How to file a complaint	Clients and stakeholders may file complaints thrugh any of the following channels: ✓ Scan the QR Codes displayed in conspicuous areas ✓ Email: feedback@osg.gov.ph ✓ Mail: **Office of the Solicitor General** 134 Amorsolo St., Legaspi Village Makati City 1229 ✓ Accomplish Complaint Forms at the Frontline Service and Drop them in designated boxes. ✓ File a complaint with the Officer of the Day (OD) at the Public Assistance and Complaints Desk
How complaints are processed	All complaints are logged, evaluated, and processed by the Planning Division and forwarded to the concerned units for appropriate action, investigation, or resolution in accordance with applicable laws, rules, and regulations.

FEEDBACK AND COMPLAINTS MECHANISM	
Contact Information of External Complaints and Assistance Channels	**8888 CITIZEN'S COMPLAINT CENTER** • Email: 8888complaint@op.gov.ph • Address: 8888 Citizen's Complaint Center, J.P. Laurel Street San Miguel, Manila • Telephone Numbers: - 8888 - 8249-8310 (for Admin concern) **ANTI-RED TAPE AUTHORITY (ARTA)** • Email: info@arta.gov.ph, complaints@arta.gov.ph • Address: 4th & 5th Floor, NFA Building, NFA Compound, Visayas Avenue, Brgy. Vasra, Diliman, Quezon City, 1128 • Telephone Numbers: - 0928-690-4080 - 0969-257-7242 - 1-ARTA (2782) local 1040-1049 **CONTACT CENTER NG BAYAN (CCB)** • Email: email@contactcenterngbayan.gov.ph • Web: www.contactcenterngbayan.gov.ph • Telephone Numbers: - SMS – 0908-8816565 - CSC Hotline – 8932-0111

List of Offices

#	Office	Address	Contact Information
1	Office of the Solicitor General	9th Floor, OSG Main Building 134 Amorsolo St., Legaspi Village Makati City	8988-1-756
2	Gregorio S. Araneta Division	5th Floor APMC Building 136 Amorsolo St., Legaspi Village Makati City	8988-1-615
3	Alexander A. Reyes Division	6th Floor APMC Building 136 Amorsolo St., Legaspi Village Makati City	8988-1-619
4	Querube C Makalintal Division	3rd Floor APMC Building 136 Amorsolo St., Legaspi Village Makati City	8988-1-633
5	Ramon Q. Avanceña Division	8th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-635
6	Sixto Dela Costa Division	6th Floor APMC Building 136 Amorsolo St., Legaspi Village Makati City	8988-1-641
7	Antonio Barredo Division	7th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-657
8	Ramon S. Desuasido Division	6th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-649
9	Ricardo P. Galvez Division	8th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-605
10	Manuel Lim Division	8th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-629
11	Felix Q. Antonio Division	5th Floor APMC Building 136 Amorsolo St., Legaspi Village Makati City	8988-1-637
12	Felix Angelo Bautista Division	3rd Floor APMC Building 136 Amorsolo St., Legaspi Village Makati City	8988-1-639
13	Quintin Paredes Division	8th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-617

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14	Delfin J. Jaranilla Division	7th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-955
15	Raul I. Goco Division	8th Floor, Convergys One Building 6796 Ayala Avenue corner Salcedo St., Legaspi Village, Makati City	8988-1-952
16	Juan R. Liwag Division	6th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-643
17	Cesar C. Bengzon Division	8th Floor, Convergys One Building 6796 Ayala Avenue corner Salcedo St., Legaspi Village, Makati City	8988-1-611
18	Antonio Eduardo B. Nachura Division	6th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-653
19	Arturo A. Alafriz Division	4th Floor APMC Building 136 Amorsolo St., Legaspi Village Makati City	8988-1-958
20	Guillermo E. Torres Division	6th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-961
21	Francisco I. Chavez Division	7th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-989
22	Ignacio B. Villamor Division	6th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-625
23	Pompeyo Diaz Division	7th Floor, OSG Main Building 134 Amorsolo St., Legaspi Village, Makati City	8988-1-627
24	Lorenzo M. Tañada Division	7th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-607
25	Ambrosio B. Padilla Division	6th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-651
26	Felix V. Makasiar Division	8th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-613

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27	Antonio O. Villareal Division	8th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-623
28	Felicisimo R. Feria Division	Ground Floor, APMC Building 136 Amorsolo St., Legaspi Village Makati City	8988-1-631
29	Roman Ozaeta Division	8th Floor, OSG Main Building 134 Amorsolo St., Legaspi Village Makati City	8988-1-621
30	Sedfrey A. Ordoñez Division	4th Floor, OSG Main Building 134 Amorsolo St., Legaspi Village Makati City	8988-1-609
31	Pedro T. Tuazon Division	6th Floor, Convergys One Building 6796 Ayala Avenue cor. Salcedo St. Legaspi Village, Makati City	8988-1-647
32	Special Committee on Naturalization	4th Floor, APMC Building 136 Amorsolo St., Legaspi Village, Makati City	8988-1663
33	Human Resource Management Division, Human Resource Management and Administrative Service	2nd Floor, OSG Main Building 134 Amorsolo St., Legaspi Village Makati City	8988-1697
34	Administrative Division, Human Resource Management and Administrative Service	6th Floor, OSG Main Building 134 Amorsolo St., Legaspi Village Makati City	8988-1644 8988-1691
35	Library and Legal Resources Division	6th Floor, OSG Main Building 134 Amorsolo St., Legaspi Village Makati City	8988-1693
36	Financial Management Service	2nd Floor, OSG Main Building 134 Amorsolo St., Legaspi Village, Makati City	8988-1685 8988-1792
37	Docket Management Service	2nd Floor, APMC Building 136 Amorsolo St., Legaspi Village Makati City	8988-1666
38	Document Management Division	Ground Floor, OSG Main Building 134 Amorsolo St., Legaspi Village, Makati City	8988-1-673
39	Case Management Service	5th Floor, OSG Main Building 134 Amorsolo St., Legaspi Village, Makati City	8988-1676