



## **Caraga Region**

**CIVIL SERVICE COMMISSION  
CITIZEN'S CHARTER  
2023 (5th Edition)**



## **I. Mandate**

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

## **II. Vision**

By 2030, the CSC shall be the leader in empowering people and organizations in Human Resource (HR) and Organizational Development (OD), and in serving the public through streamlined and digitalized services.

## **III. Core Purpose**

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

## **IV. Service Pledge**

We, the officials and employees of the CSC, commit to a responsive, accessible, courteous, and effective public service by:

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

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

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

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

Empowering the public through 24/7 access to information on our policies, programs, activities, and services through our official website ([www.csc.gov.ph](http://www.csc.gov.ph)). For Regional Office (RO) or Field Office (FO) contact details, please refer to the Directory on pages 98 to 99.

All these we pledge because YOU deserve no less.



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## **CSC Regional Office Services**



## 1. Publication of Vacant Positions in the Government

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

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

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FO submits CS Form 9 in electronic copy to CSC RO through email (cscrocaraga@gmail.com).	1.1 Download and review the CS Form 9. 1.2 Publish the same in the CSC Bulletin of Vacant Positions in the Government in the CSC website.			Action Officer, Public Assistance and Liaison Division

TOTAL	None	One (1) working day upon receipt of complete documents.  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i>	
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\*1) Prior to the lapse of the processing time the client is notified in writing of the reason for the extension and final date of release of request. 2) To serve as proof, the written notice shall be signed by the client which can be in the form of electronic or scanned signature.3) In the event, that securing a written notification and acknowledgement from the client is not feasible, other means of communication such as, but not limited to, emails and/or short message service (SMS) can be done to ensure that client is properly notified.





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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>By concerned parties involved</u>	
1. Accomplished LSD Request Form	<ul style="list-style-type: none"> <li>LSD, CSC RO</li> </ul>
2. <b>Scanned copy of</b> at least one ID card ( <b>front and dorsal side</b> ) of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit LSD request form and documentary requirements as indicated above.	<p>1.1 Receive request and documentary requirements.</p> <p>1.2 Preliminarily assess completeness of request form and supporting document/s if:</p> <ul style="list-style-type: none"> <li>• <b>Incomplete</b> - Inform requesting party of any deficiency by issuing a Compliance letter enumerating the missing requirements.</li> <li>• <b>Complete</b> – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt.</li> </ul>			Action Officer
	1.3 Retrieve the requested documents and issue order of payment and advice client to pay corresponding fee; if the requested documents are not available, inform the clients.			Action Officer
2. Pay to the cashier.	2.1 Process payment and issue OR.			Cashier
	2.2 Record the OR No.			Action Officer

	<p>2.3 Photocopy/ reproduce and certify the requested documents.</p> <p>2.4 Scan and redact personal information (if request is for research/reference purposes).</p>			
3. Receive the CTC of CSC Decisions/ Resolutions	<p>3.1. Release the CTC of CSC Decisions / Resolutions to client .</p> <p><i>*in person, upon verification of the identity of the requesting party</i></p>			Action Officer
TOTAL		<p>PHP10.00 per page for CTC</p> <p>PHP3.00 per page for photocopy only not CTC</p>	<p>Two (2) hours/ transaction</p> <p>Three (3) working days for those that require redaction of personal information</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</i></p>	

\*Request may be filed online at [cscrocaraga@gmail.com](mailto:cscrocaraga@gmail.com).



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

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

<b>Office or Division:</b>	Legal Services Division, CSC RO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Any requesting party as it pertains to his/her personal records;</li> <li>• The Head of the Agency, the Personnel Officer or the Administrative Officer of the Agency to which the employee concerned belongs; and</li> <li>• Courts and administrative bodies exercising quasi-judicial or investigative functions by means of the compulsory process of <i>subpoena duces tecum</i>, in aid of the determination or resolution of pending cases.</li> </ul>

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

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit LSD request form and documentary requirements as indicated above.</p>	<p>1.1 Receive request and documentary requirements.</p> <p>1.2 Preliminarily assess completeness of the documents attached to the request, if:</p> <ul style="list-style-type: none"> <li>• <b>Incomplete</b> - Inform requesting party of any deficiency by issuing a Compliance letter enumerating the missing requirements.</li> <li>• <b>Complete</b> – Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/employee, date and time of receipt.</li> </ul> <p>1.3 Retrieve the requested records, issue order of payment and advise client to pay corresponding fee, if records are available.</p> <p><i>If records are not available, inform the client that requested records are not available.</i></p>			Action Officer, LSD
<p>2. Pay to the cashier.</p>	<p>2.1 Process payment and issue OR</p> <p>2.2 Record the OR No.</p> <p>2.3 Photocopy/reproduce and certify the requested documents.</p>			Cashier  Action Officer, LSD
<p>3. Receive CTC of case records.</p>	<p>3.1. Release CTC of case records to client</p>			Action Officer, LSD

	<i>*in person, upon verification of the identity of the requesting party</i>			
TOTAL		PHP10.00 per page for CTC documents .  PHP3.00 per page for photocopy only not CTC.	Three (3) working days upon receipt of complete documents  <i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>	

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





#### 4. Issuance of Certificate of No Pending Administrative Case

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>By concerned parties involved</u>	
1. CSC Request Form for Certificate of No Pending Administrative Case	▪ LSD, CSC RO
<u>By authorized representative of the parties concerned, authorized Liaison Officer of agency</u>	
1. Accomplished CSC Request Form;	
2. At least one ID card of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request for Certificate of No Pending Administrative Case form and one (1) valid original government-issued ID.	1.1 Accept and preliminarily assess completeness of documents attached to request, if  • <b>Incomplete</b> - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements.			Action Officer, Legal Service Division, CSC RO – For request at the CSC ROs

	<ul style="list-style-type: none"> <li>• <b>Complete</b> – <i>Issue acknowledgement receipt containing ID No., name and designation of responsible officer/ employee, date and time of receipt.</i></li> </ul> <p>1.2 Issue charge slip and advise client to pay to the Cashier.</p> <p>1.3 Process request.</p>			
2. Pay to the cashier.	<p>2.1 Process payment and issue OR.</p> <p>2.2 Record the OR No.</p> <p>2.3 Process request.</p>			<p>Cashier</p> <p>Action Officer</p>
3. Receive the Certificate.	3.1. Release the Certificate.			Releasing Officer
TOTAL		PHP100.00	<p>One (1) working day (1-15 certificates);</p> <p>Three (3) working days (16-45 certificates);</p> <p>Seven (7) working days (exceeding 45 certificates)</p> <p><i>Above cited number of working days may be</i></p>	

		<p><i>extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032. **</i></p>	
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\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC RO, (insert Back Account No. ) and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

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

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



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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Certificate of No Pending Administrative Case Form;	CSC RO email at <a href="mailto:cscrocaraga@gmail.com">cscrocaraga@gmail.com</a> .
2. Self-addressed stamped envelope or Pouch, and Postal Money Order (PMO) or copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account); and	Post Office or Private Courier Services; LBP
3. <b>Scanned copy of</b> at least one ID card ( <b>front and dorsal side</b> ) of the requesting party, valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send accomplished Request for Certificate of No Pending Administrative Case form and self-addressed stamped envelope or Pouch, and Postal Money Order (PMO).</p> <p><i>For online request*, copy of accomplished form and proof of payment such as electronic receipt, screenshot of bank transfer, or deposit slip, whichever is applicable/available. Send it through the following email address: cscrocaraga@gmail.com</i></p>	<p>1.1 Accept and preliminarily assess completeness of submitted documents to the request, if</p> <p>• <b>Incomplete</b> - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements</p>			LSD Action Officer

	<ul style="list-style-type: none"> <li>• <b>Complete</b> – Issue acknowledgement receipt containing ID No., name and designation of responsible officer/ employee, date and time of receipt</li> </ul> <p>1.2 Check if PMO is worth P100.00/validate with the Cashier if the bank transfer/online payment was received.</p> <p>1.3 Process request</p> <p><i>If disapproved/ denial of application/request, provide notice stating the reason for the disapproval/ denial, through contact details provided.</i></p>			
2. Receive the Certificate**	2.1. Using the self-addressed stamped envelope, mail the Certificate; send a copy of the Certificate to the client's email address.			LSD AO
TOTAL	PHP100.00	Three (3) working days (1-15 certificates);  Seven (7) working days (not exceeding		

		<p>45 certificates);</p> <p>Fourteen (14) working days (exceeding 45 certificates)</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</i></p>	
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\* For online request, client may opt to deposit the corresponding fee through the official Bank Account of the CSC RO (Insert Bank Account No.) and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

\*\*The certificate will be mailed using the self-addressed stamped envelope/or through email.

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

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





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

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

<b>Office or Division:</b>	Examination Services Division (ESD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Filipino Citizen, at least 18 years old, and of good moral character, has no criminal record, or has not been convicted by final judgment of an offense or crime involving moral turpitude as indicated at the back of CS Form 100 rev. Sept 2016: or disgraceful/immoral conduct, dishonesty, exam irregularity, drunkenness or addiction to drugs.</li> <li>Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government.</li> <li>Must have not taken the same level of career service examination, regardless of mode, within three (3) months from the last examination taken.</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fully accomplished application form (Revised CS Form No. 100). The spaces for “Signature of Applicant” and “Right Thumbmark” on the form should be left blank. These shall be accomplished in the presence of the CSC processor.	Application Form is available FREE OF CHARGE at the processing center/venue through the Lingkod Bayani KIOSK.

2. Four (4) copies of identical pictures with specifications as follows:  a. Philippine passport size (4.5cm x 3.5cm or 1.78 inches by 1.4 inches) compliant with the specifications listed in the application form;	Photo-printing services/photo studio
• Original and photocopy of any valid ID containing applicant's clear picture, date of birth signature, and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature, and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT.	CSC RO where the requesting party took the exam

CLIENT STEPS	CSC ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Present proof of appointment confirmation/ Identification Card.</p> <p>2. Present exam application requirements to the evaluators for initial evaluation.</p>	<p>1.1 Validate appointment.</p> <p>1.2 Initially evaluate the completeness of the requirements.</p> <ul style="list-style-type: none"> <li>• <b>Incomplete</b> - Inform the applicant of the deficiency or lacking requirements.</li> <li>• <b>Complete</b> – Provide KIOSK access code.</li> </ul>			Action Officer
<p>3. Encode required information through the Lingkod Bayani KIOSK (in-house developed system).</p> <p>3.1. Wait for your name to be called.</p>				
<p>4. Pay the examination fee to the cashier.</p>	<p>4.1 Process payment and issue OR.</p> <p>4.2 Record OR.</p>			Cashier/ Deputized Cashier
<p>5. Proceed to the Processor to receive the printed application form.</p>	<p>5.1 Print the approved application form.</p>			Action Officer
<p>6. In the presence of the Action Officer, affix signature, picture and thumbprint and on the processed application form.</p>	<p>6.1 Require applicant to properly affix signature, picture and thumbmark.</p>			
<p>7. Return the application form to the processor.</p>	<p>7.1 Give examination receipt slip containing the Examination Reminders.</p>			
TOTAL		PHP 500.00	One (1) working day upon receipt of	

		<p>complete documents</p> <p><i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032. **</i></p>	
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\*This is an amended process due to the in-house developed system.

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

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



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

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. At least one (1) ID card of the requesting party, preferably valid (not expired) on the date of transaction, as follows:	
<ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>Passport;</li> </ul>	DFA
<ul style="list-style-type: none"> <li>PRC License;</li> </ul>	PRC
<ul style="list-style-type: none"> <li>SSS ID;</li> </ul>	SSS
<ul style="list-style-type: none"> <li>GSIS ID (UMID);</li> </ul>	GSIS
<ul style="list-style-type: none"> <li>Voter's ID/Voter's Certification;</li> </ul>	COMELEC
<ul style="list-style-type: none"> <li>BIR/Taxpayer's ID (ATM type/TIN card type with picture);</li> </ul>	BIR
<ul style="list-style-type: none"> <li>PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);</li> </ul>	PhilHealth
<ul style="list-style-type: none"> <li>Company/Office ID;</li> </ul>	Requesting party's Company/Office
<ul style="list-style-type: none"> <li>School ID;</li> </ul>	Requesting party's school

• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT)	CSC RO where the requesting party took the exam
(Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that, an expired ID card shall be accepted only within, and until the end of, the year the ID card is expiring.)	
2. One (1) piece picture with complete nametag (preferably the picture used at the time of examination), compliant with the specifications listed in the ERRF.	Photo Imaging establishments

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-out the Client Logbook and present valid ID and picture with complete nametag (preferably the picture used at the time of examination).	1.1 Inform the client to wait for his/her name to be called			ESD Action Officer
	1.2 Verify the identity of the client by comparing the valid ID and the picture presented			

	<p>with the picture and signature appearing on the Picture Seat Plan accomplished during the exam.</p> <p>1.3 After evaluation, ask the client to indicate the serial number of CoE and sign the copy of the Register of Eligibles.</p>			
<p>2. Paste picture on the Certificate of Eligibility and affix signature on the space provided for in the Certificate of Eligibility.</p>	<p>2.1 Photocopy Certificate of Eligibility</p> <p>2.2 Ask the client to sign the photocopy of the Certificate of Eligibility as proof of receipt thereof and affix the official seal of the CSC on the original copy of the Certificate.</p> <p>2.3 Request client to accomplish E-6 form.</p>			<p>ESD Action Officer</p>
<p>3. Receive Certificate of Eligibility and submit accomplished E-6 form*</p>	<p>3.1 Release the Certificate of Eligibility to the client and accept the accomplished E-6 Form</p>			<p>ESD Action Officer</p>

TOTAL	None	One (1) working day upon receipt of complete documents  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032. **</i>	
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\*The eligible is required to PERSONALLY request for his/her CoE. Authorized representatives are not allowed to transact on behalf of the eligible.

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





## 8. Computerized Examination (COMEX)

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

<b>Office or Division:</b>	Examination Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government G2C – Government to Citizens
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Filipino Citizen, at least 18 years old, and of good moral character;</li> <li>• Has no criminal record, or has not been convicted by final judgment of an offense or crime involving moral turpitude as indicated at the back of CS FORM 100 rev. Sept 2016: or disgraceful/immoral conduct, dishonesty, exam irregularity, drunkenness or addiction to drugs;</li> <li>• Has not been dishonorably discharged from military service, or dismissed for cause from any civilian position in the government;</li> <li>• Has not passed the level of examination applied for; and</li> <li>• Has not taken the same level of career service examination within the last three (3) months immediately preceding the date of examination applied for.</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of COMEX 'slot reservation' confirmation email, indicating date, time and venue of personal appearance (if available);	Applicant's e-mail
2. Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and signature of Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:	
<ul style="list-style-type: none"> <li>• Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>• Driver's License/Temporary Driver's License (LTO O.R. must be presented</li> </ul>	LTO

together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
Note: (a) All other ID cards not included in the above list shall not be accepted. (b) As a last resort, expired ID card may be presented/submitted during filing/processing of application, provided that, the expiry date of the ID card is within the preceding months of the year reckoning the date of filing/processing of application.	
3. For applicants without date of birth in their ID card/s, original and photocopy of Birth Certificate issued by the Philippine Statistics Authority, or the Local Civil Registry printed on security paper; and	

4. For applicants holding dual citizenship under R.A. 9225, original and photocopy of Certification of Retention/Re-acquisition of Philippine Citizenship issued by the Bureau of Immigration.	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Computerized Examination System Stage 1: Examination Account Registration</b>				
1. Client Access the COMEX website online and signs up to create a COMEX user account (Suggested Format for Examinee identification by region/exam type, clients should be instructed that username accounts in prescribed format - RO5_PROF_PEDRO);	1. System validates age and citizenship of the registrant, records account information details and sends confirmation email.		Based on system response time	
2. Client opens COMEX confirmation email and activates COMEX account through corresponding activation link; and  <i>NOTE: Registrants may login to COMEX to view/update/edit account information. Registrants may also print the corresponding form.</i>	2.1 System activates the user account.  <i>NOTE: System shall send email notices of examination schedules and announcements to successful registrants, who agreed to receive said notices.</i>			
	2.2. System displays the list of online offerings and 'Slot Reservation' confirmation page  <i>NOTE: If qualified, system allows reservation; otherwise, blocks the reservation.</i>			

	<p>2.3. System sends 'Slot Reservation' confirmation email indicating details of preferred examination such as date and time of examination, and personal appearance.</p> <p>If denial of application/request -</p> <p><i>Send written explanation and grounds for such denial is based</i></p> <p><i>If disapproved - Send a formal notice and cite any violation of the law.</i></p>			
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**Computerized Examination System Stage 2:  
Examination Slot Confirmation and Actual Test**

**Examination Slot Confirmation**

1. Client appears at the testing center on the scheduled date and time of personal appearance and secures queuing number;	1.1 Guard checks name of applicant against the List of Applicants with Reserved Slots and issues queuing number.			CSC Guard on Duty
2. Proceed to processing area to present queuing number and documents to the Processor/Action Officer;	<p>Processor does the following:</p> <p>2.1 Receive the number, verifies applicant's identity and validates documents submitted.</p> <p><i>If validated, instructs applicant to pay the examination fee at the cashier</i></p>			ESD Processor

3. Pay to the cashier;	3.1 Cashier issues Official Receipt (O.R.)	PHP 680.00		Cashier
4. Present O.R. to the processor;	4.1 Encode payment details			
	4.2 Prepare name tag based on specifications			
	4.3 Take applicant's photo			
5. Sign in the signature tablet, then places thumb in the biometric scanner;	5.1 Capture signature and fingerprint			
6. Sign the examination application form; and	6.1 Print the examination application form			
7. Receive CSID, then proceeds to waiting area for authentication process.	7.1 Print and issue the CSID			
<b>ACTUAL TEST</b>				
1. Places thumb in the biometric scanner for authentication of identity;	1.1 System authenticates examinee identity and Local Server (LS) Administrator generates and prints the Examinee Attendance Sheet (EAS) and Picture-Seat Plan (PSP) after all examinees' identity have been authenticated.			ESD Processor
2. Listens to orientation/briefing;	2.1 Room Examiner (or RE) conducts orientation/briefing.			Room Examiner
3. Signs the EAS and PSP;	3.1 Room Proctor (or RP), RE, and Supervising Examiner (or SE) sign the EAS and PSP after all examinees have signed.			RP/RE/SE
4. Proceeds to the COMEX Room; and	4.1 RP guides examinee to the assigned seat/ testing machine.			Room Proctor

	RP routes the PSP among the examinees [N.B.: RP, RE and SE sign the EAS and PSP after all examinees have signed.]			
5.Takes the test.	5.1 RE and RP administer the test.		Three (3) hours and ten (10) minutes for CSE Professional; Two (2) hours and forty (40) minutes for CSE Sub Professional	
TOTAL		PHP 680.00	Examination Slot Confirmation – One (1) working day upon receipt of complete documents  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.*</i>	

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



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

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

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

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

• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID; and	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD)	Bureau of Immigration

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Filing of Request (ERRF) through Lingkod Bayani Kiosk and submit requirements.	<p>1.1 Retrieve request and scanned ID sent by the applicant.</p> <p>1.2 Validate completeness of information needed from the scanned copy of ID card submitted; if:</p> <ul style="list-style-type: none"> <li>• <b>Deficient</b> - <i>Inform requesting party of any deficiency and enumerate the missing requirements</i></li> <li>• <b>Complete</b> - <i>Issue acknowledgement receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</i></li> </ul>	None		ESD Action Officer



	1.3 Retrieves Certification of Eligibility from storage file			
	1.4 Validate identity by comparing client's data, including picture on the ID card presented against the data on the retrieved examination records  <i>If disapproved/denial of application/request – Provide notice stating the reason for the disapproval/denial</i>  If approved, advise client on the date/time to claim requested document			ESD Action Officer
	1.5 Upon validation of identity, retrieves Certification of Eligibility from storage file			ESD Action Officer
2.Review Certification of Eligibility	2.1 Present to the eligible for review  2.2 Affix the CSC official seal on the original and photocopy of the Certification  2.3 Affix “released” and “received” stamps on the photocopy of the Certification			ESD Action Officer
3.Receive Certification	3.1 Release CoE to the client and			ESD Action Officer

of Eligibility and sign on the Receipt of CoE and the photocopy of CoE. *	request client to acknowledge receipt			
TOTAL		None	<p>Three (3) working days (CSE-PPT) upon receipt of complete documents</p> <p>Seven (7) working days (COMEX) upon receipt of complete documents</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i></p>	

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

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



## 10.A Issuance of Verified Civil Service Eligibility Using Civil Service Eligibility Verification System

The Civil Service Eligibility Verification System (CSEVS) is an online platform designed to verify eligibility records by integrating various databases. It encompasses eligibilities obtained through both pen-and-paper tests and computerized examination modes, as well as those granted under special laws and by the Civil Service Commission (CSC).

Developed for public use, this system serves as a valuable tool for HR Management Officers (HRMOs) to authenticate an applicant's eligibility when considering job applications or placements within the government.

<b>Office or Division:</b>	Examination Services Division (ESD), CSC RO
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1) Eligibles as it pertains to his/her personal records; and</li> <li>2) The Head of the Agency, the Human Resource Management Officer, or the Administrative Officer of the Agency to which the applicants/employee concerned belongs.</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Personal Computer (PC), Laptop, and Smart Phone	Personal/Agency Equipment
2. Stable Internet Connection	Personal/Agency Subscription

<b>CLIENT STEPS*</b>	<b>CSC ACTIONS**</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The system can be accessed through the URL <a href="https://csevs.csc.gov.ph">https://csevs.csc.gov.ph</a>	Ensures the accessibility of the application and availability of eligibility information			Eligibles/Heads of Agencies/HRMOs/AOs
1. Fill out all the required fields of the CSEVS				Eligibles/ Head of Agency/ HRMO/AO
2. Submit by clicking submit button.		None	30 seconds	Eligibles/Heads of Agencies/HRMOs/AOs
3. Take a screenshot of the eligibility information (may be printed when needed)				Eligibles/Heads of Agencies/HRMOs/AOs



## 10B. Issuance of Verified Civil Service Examination Results

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

<b>Office or Division:</b>	Examination Services Division (ESD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1) Any requesting party as it pertains to his/her personal records</li> <li>2) Those who lost their Certificate of Eligibility (COE) (due to typhoon, flood, fire, theft, etc.)</li> <li>3) Those who are not in possession of their Certificate of Eligibility (did not receive/claim their certificate, submitted COE to the agency, etc.)</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Examination Request Form (ERRF) Records	<ul style="list-style-type: none"> <li>• Downloadable from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> <li>• CSC RO-ESD/CSC FO</li> </ul>
2. At least one (1) ID card of the requesting party, preferably valid (not expired) on the date of transaction, as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC

• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT  Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of person authorized by the head of the issuing agency.  (Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that, an expired ID card shall be accepted only within, and until the end of, the year the ID card is expiring.)	CSC RO where the requesting party took the exam
<u>Additional Requirements</u> <u>If request is filed through a Representative</u>	
1) Authorization Letter or Special Power of Attorney (SPA); and 2) One valid ID Card of the representative	Requesting Party or Notary Public  Any valid ID as enumerated in #2 above.
<u>Special Requirement</u>	

<p>PSA-issued Marriage Contract for women who married after taking the examination.</p> <p>In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name.</p> <p>A PSA-issued birth certificate is required if the ID presented does not contain date of birth.</p>	Philippine Statistics Authority (PSA)
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CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Filing of Request (ERRF) through Lingkod Bayani Kiosk and submit requirements.	1.1 Accept ERRF, and valid ID and preliminarily assess completeness of request:			Action Officer, ESD
	<ul style="list-style-type: none"> <li><i>If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</i></li> </ul>			
	1.2 Process Request			Action Officer, ESD
	<i>If application request is disapproved/ denied– Provide notice stating the reason for the disapproval/ denial (e.g. no record on file, for further evaluation etc.)</i>			
2. Affix signature on the release portion of the ERRF and receive Verified Examination Results	2.1. Request client to acknowledge receipt and release of verified examination results			

	TOTAL	None	One (1) working day upon receipt of complete documents  <i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>	
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\*Request may be filed online. In claiming the requested document, client shall set an appointment through the online appointment system adopted by the Regional Office prior to personal appearance in the office and present the original ID used during online filing of request.

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





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

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

<b>Office or Division:</b>	CSC RO-ESD
<b>Classification:</b>	Simple; Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1) Those who lost their Certificate of Eligibility (due to typhoon, flood, fire, theft, etc.)</li> <li>2) Those who are not in possession of their Certificate of Eligibility (did not receive/claim their certificate, submitted COE to the agency, etc.)</li> <li>3) Those who want to replace their Certificate of Eligibility (old/torn/worn-out certificate, request for correction of personal information has been duly granted by the Commission, etc.)</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Duly accomplished Examination Records Request Form (ERRF) and Declaration Form (DF)</li> </ul> <p><i>(DF is no longer required for examinations conducted from Year 2015 onwards).</i></p>	<ul style="list-style-type: none"> <li>• Downloadable from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</li> <li>• CSC RO-ESD/CSC FO</li> </ul>
<p><b>Scanned copy of</b> at least one ID card <b>(front and dorsal side)</b> of the requesting party, valid (not expired) on the date of transaction, as follows:</p>	
<ul style="list-style-type: none"> <li>• Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R.</li> </ul>	LTO

alone is not allowed)/Student Driver's Permit;	
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID/Voter's Certification;	COMELEC
• BIR/Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/Office
• School ID;	Requesting party's school
• Police Clearance/Police Clearance Certificate (with picture);	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction Card;	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID;	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT	CSC RO where the requesting party took the exam
Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of person authorized by the head of the issuing agency.  (Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that it expires within the year.)	
Additional Requirements (Scanned documents) A. If request is filed through a Representative 1) one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken	Photo imaging establishments

<ul style="list-style-type: none"> <li>• Signature must be on top of the printed name.</li> <li>• Photograph should have been taken within three months prior to filing of request for Certification of Eligibility.</li> <li>• Scanned, computer-generated photo/ name/signature will not be accepted.</li> </ul>	
<ul style="list-style-type: none"> <li>• Authorization Letter or Special Power of Attorney (SPA); and</li> </ul>	Requesting Party or Notary Public
<ul style="list-style-type: none"> <li>• One valid ID Card of the representative</li> </ul>	Any valid ID as enumerated in #2 above.
<p>B. If the requesting party works/lives abroad , the service shall be provided through their authorized representatives:</p> <p>1) one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken</p> <ul style="list-style-type: none"> <li>• Signature must be on top of the printed name.</li> <li>• Photograph should have been taken within three months prior to filing of request for Certification of Eligibility.</li> <li>• Scanned, computer-generated photo/ name/signature will not be accepted.</li> </ul>	Photo imaging establishments
<ul style="list-style-type: none"> <li>• Copy of passport duly authenticated/ validated by the Philippine Embassy or Consular Office; or</li> </ul>	
<ul style="list-style-type: none"> <li>• Copy of one ID Card</li> </ul>	
<p><u>C. Special Requirement</u>  PSA-issued Marriage Contract for women who married after taking the examination.</p> <p>In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name.</p> <p>A PSA issued birth certificate is required if the ID presented does not contain date of birth.</p>	PSA

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online filing of request through Lingkod Bayani Kiosk and submit documentary requirements.</p>	<p>1.1 Retrieve request and receive requirements.</p> <p>1.2 Preliminarily assess completeness of request if</p> <ul style="list-style-type: none"> <li>• <b>Incomplete</b> - Inform requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements.</li> <li>• <b>Complete</b> – Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided</li> </ul> <p>1.3 Inform client (through email address provided) to schedule an appointment through the Online Registration/Appointment system adopted by the CSC RO, and to bring his/her valid ID,</p>			<p>Action Officer, ESD</p>

	other requirements, and printed copy of the email confirmation on the day of the appointment.			
2. Pay to the Cashier	<p>2.1 Process payment and issue OR; record OR</p> <p>2.2 Process Request</p> <p>2.3 If application/request is disapproved/denied – Provide notice stating the reason for the disapproval/denial [e.g. no record on file, for further evaluation, Correction of Personal Information (COPI) etc.]</p>			Cashier
3. Claim the certificate and affix signature on the release portion of the ERRF and receive Certification of Eligibility**	3.1 Request client to acknowledge receipt and release of CoE			
TOTAL		PHP 100.00 per copy	One (1) working day upon receipt of complete documents;  Seven (7) working days upon receipt of complete documents	
<p><i>Note: If with discrepancy in personal information, a COPI letter is issued instead of COE. Request for COPI has a corresponding fee of P50.00.</i></p>				

	<p><i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</i></p>	
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\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC RO (Insert Bank Account No.), and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

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

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



## 12. Issuance of Authenticated Certificate of Eligibility

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Duly accomplished Examination Records Request Form (ERRF) and Declaration Form (DF)*.</li> </ul> <p><i>*(DF is no longer required for examinations conducted from Year 2015 onwards).</i></p>	<ul style="list-style-type: none"> <li>CSC RO-ESD/CSC FO</li> </ul>
<p><b>Scanned copy of</b> at least one ID card <b>(front and dorsal side)</b> of the requesting party, valid (not expired) on the date of transaction, as follows:</p>	
<ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> </ul>	PSA
<ul style="list-style-type: none"> <li>Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>Passport;</li> </ul>	DFA
<ul style="list-style-type: none"> <li>PRC License;</li> </ul>	PRC
<ul style="list-style-type: none"> <li>SSS ID;</li> </ul>	SSS
<ul style="list-style-type: none"> <li>GSIS ID (UMID);</li> </ul>	GSIS
<ul style="list-style-type: none"> <li>Voter's ID/Voter's Certification;</li> </ul>	COMELEC
<ul style="list-style-type: none"> <li>BIR/Taxpayer's ID (ATM type/TIN card type with picture);</li> </ul>	BIR

<ul style="list-style-type: none"> <li>PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);</li> </ul>	PhilHealth
<ul style="list-style-type: none"> <li>Company/Office ID;</li> </ul>	Requesting party's Company/Office
<ul style="list-style-type: none"> <li>School ID;</li> </ul>	Requesting party's school
<ul style="list-style-type: none"> <li>Police Clearance/Police Clearance Certificate (with picture);</li> </ul>	PNP
<ul style="list-style-type: none"> <li>Postal ID;</li> </ul>	PhilPost
<ul style="list-style-type: none"> <li>Barangay ID;</li> </ul>	Barangay where the requesting party resides
<ul style="list-style-type: none"> <li>NBI Clearance;</li> </ul>	NBI
<ul style="list-style-type: none"> <li>Seaman's Book;</li> </ul>	MARINA
<ul style="list-style-type: none"> <li>HDMF Transaction Card;</li> </ul>	HDMF
<ul style="list-style-type: none"> <li>PWD ID;</li> </ul>	Social Welfare and Development Office
<ul style="list-style-type: none"> <li>Solo Parent ID;</li> </ul>	Office of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>Senior Citizen's ID;</li> </ul>	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>Alien Certificate of Registration Identity Card (ACR I-CARD); and</li> </ul>	Bureau of Immigration
<ul style="list-style-type: none"> <li>CSC Eligibility Card (note: Implemented only beginning May 3, 2015 CSE-PPT)</li> </ul>	CSC RO where the requesting party took the exam
<p>Valid ID contains eligible's clear picture, date of birth, signature of the eligible and signature of person authorized by the head of the issuing agency.</p> <p>(Note: Expired ID cards, which shall be used as a last resort, may be accepted provided that it expires within the year.)</p>	
<p><u>Additional Requirements</u> (Scanned Documents)</p> <p><u>A. If request is filed through a Representative</u></p> <ol style="list-style-type: none"> <li>one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken</li> </ol> <ul style="list-style-type: none"> <li>Signature must be on top of the printed name.</li> <li>Photograph should have been taken within three months prior to filing of request for Certification of Eligibility.</li> <li>Scanned, computer-generated photo/name/signature will not be accepted.</li> </ul>	Photo imaging establishments
<ul style="list-style-type: none"> <li>Authorization Letter or Special Power of Attorney (SPA); and</li> </ul>	Requesting Party or Notary Public



<ul style="list-style-type: none"> <li>• One valid ID Card of the representative</li> </ul>	Any valid ID as enumerated in #2 above.
<p><b>B. If the requesting party works/lives abroad:</b></p> <ul style="list-style-type: none"> <li>• one piece 1x1 ID picture with name tag and signature over name affixed prior to having the photograph taken</li> <li>• Signature must be on top of the printed name.</li> <li>• Photograph should have been taken within three months prior to filing of request for Certification of Eligibility.</li> <li>• Scanned, computer-generated photo/ name/signature will not be accepted.</li> </ul>	Photo imaging establishments
<ul style="list-style-type: none"> <li>• Copy of passport duly authenticated/ validated by the Philippine Embassy or Consular Office; or</li> </ul>	Philippine Embassy or Consular Office
<ul style="list-style-type: none"> <li>• Copy of one ID Card</li> </ul>	Valid ID same as enumerated in #2 above
<p><b>C. Special Requirement:</b> PSA-issued Marriage Contract for women who married after taking the examination.</p> <p>In the absence of PSA-issued Marriage Contract – valid ID card indicating maiden name.</p> <p>A PSA issued birth certificate is required if the ID presented does not contain date of birth.</p>	PSA

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online filing of request through Lingkod Bayani Kiosk and submit documentary requirements	<p>1.1 Retrieve request and receive requirements.</p> <p>1.2 Preliminarily assess completeness of request</p> <ul style="list-style-type: none"> <li>• <i>If deficient - Inform requesting party of any deficiency and enumerate the missing requirements.</i></li> <li>• <i>If Complete – Issue Acknowledgement Receipt containing unique ID No., name and</i></li> </ul>			Action Officer, ESD

	<p><i>designation of responsible officer/employee, date and time of receipt through contact details provided</i></p> <p>1.3 Inform client (through email address provided) to schedule an appointment through the Online Registration/Appointment system adopted by the CSC RO, and to bring his/her valid ID, other requirements, and printed copy of the email confirmation on the day of the appointment.</p> <p>1.4 Process Request</p>			
2. Pay to the Cashier.	<p>2.1 Process payment and issue OR; record OR</p> <p>2.2 Process Request</p> <p><i>&gt;If application/ request is disapproved/denied – Provide notice stating the reason for the disapproval/denial (e.g. no record on file, for further evaluation, correction of personal information (COPI) etc.).</i></p>			Cashier
3. Receive the authenticated Certificate of Eligibility and affix signature on the release portion of the ERRF**	<p>3.1 Request client to acknowledge receipt and release of COE</p>			Action Officer, ESD
<p>TOTAL</p> <p><i>Note: If with discrepancy in personal information, a COPI letter is issued instead of COE. Request for COPI has a corresponding fee of P50.00.</i></p>	<p>PHP50.00 per copy</p>	<p>One (1) working day upon receipt of complete documents</p>		

		<p><i>Above cited number of working day may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</i></p>
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\* Client may opt to deposit the corresponding fee through the official Bank Account of the CSC RO (Insert Bank Account No.), and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

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

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



### 13. Grant of Eligibility Under Special Laws and CSC Issuances

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

<b>Office or Division:</b>	Examination Services Division (ESD)/CSC Field Office
<b>Classification:</b>	Simple; Highly Technical (For request from Tawi-Tawi and other island-based and far-flung areas)
<b>Type of Transaction:</b>	G2C-Government to Citizens
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Citizen of the Republic of the Philippines;</li> <li>• At least 18 years of age at the time of application;</li> <li>• Has not been found guilty of crime involving moral turpitude or of infamous, disgraceful or immoral conduct, dishonesty, drunkenness or addiction to drugs;</li> <li>• Has not been previously found guilty of offenses relative to, or in connection with the conduct of a civil service examination; and</li> <li>• Has not been dismissed from the service for cause.</li> </ul>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>GENERAL REQUIREMENTS</b>		
<b>General Requirements and Special Requirements depending on the type of eligibility applied for:</b> (shall apply to all types of eligibility granted under special laws and CSC issuances)		Application Form is available FREE OF CHARGE at any CSC office or may be downloaded from the CSC website ( <a href="http://www.csc.gov.ph">www.csc.gov.ph</a> )
1. Properly accomplished Application Form:		
Form	Type of Eligibility	
CS Form 101-A (Revised, December 2011)	Electronic Data Processing Specialist Eligibility (EDPSE)	

CS Form 101-B (Revised, December 2011)	Veteran Preference Rating Eligibility (VPRE)	
CS Form 101-C (Revised, December 2011)	Scientific and Technological Specialist Eligibility (STSE)	
CS Form 101-D (Revised, September 2013)	Honor Graduate Eligibility (HGE)	
CS Form 101-E (Revised, February 2017)	Barangay Official Eligibility (BOE)	
CS Form 101-H (Revised, December 2011)	Barangay Health Worker Eligibility (BHWE)	
<u>CS Form 101-G (Revised, September 2013)</u>	Skills Eligibility – Category II	
CS Form 101-K (December 2013)	Foreign School Honor Graduate Eligibility (FSHGE)	
CS Form 101-I (December 2011)	Barangay Nutrition Scholar Eligibility (BNSE)	
CS Form No. 101-J (Revised, Dec. 2018)	Sanggunian Member Eligibility (SME)	
<ul style="list-style-type: none"> <li>• Three copies of identical pictures with specification as follows: <ul style="list-style-type: none"> <li>• Philippine passport size (4.5cm x 3.5cm or 1.78 inches by 1.4 inches), compliant with the specifications listed in the application form.</li> </ul> </li> </ul>		
<ul style="list-style-type: none"> <li>• Original and photo copy of any valid ID containing Applicant's clear picture, date of birth signature and signature of</li> </ul>		

Authorized Head of the issuing agency as prescribed in CSC MC No. 2, s. 2018 as follows:	
• Philippine Identification (PhilID) or National ID	PSA
• Driver's License/ Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;	LTO
• Passport;	DFA
• PRC License;	PRC
• SSS ID;	SSS
• GSIS ID (UMID);	GSIS
• Voter's ID Voter's Certification;	COMELEC
• BIR Taxpayer's ID (ATM type/TIN card type with picture);	BIR
• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);	PhilHealth
• Company/Office ID;	Requesting party's Company/ Office
• School ID,	Requesting party's school
• Police Clearance/Police Clearance Certificate;	PNP
• Postal ID;	PhilPost
• Barangay ID;	Barangay where the requesting party resides
• NBI Clearance;	NBI
• Seaman's Book;	MARINA
• HDMF Transaction ID,	HDMF
• PWD ID;	Social Welfare and Development Office
• Solo Parent ID;	Office of the Municipal/City where the requesting party resides
• Senior Citizen's ID,	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
• Alien Certificate of Registration Identity Card (ACR I-CARD); and	Bureau of Immigration
• CSC Eligibility Card (note: Implemented only beginning with the May 3, 2015 CSEPPT).	CSC RO where the requesting party took the exam

<ul style="list-style-type: none"> <li>Original and photocopy of Birth Certificate of the applicant authenticated/issued by the Philippine Statistics Authority (PSA);</li> </ul> <p>N.B.: In case where the PSA Birth Certificate is not legible, or the PSA has duly issued a negative certification of birth (PSA CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her birth certificate authenticated/issued by the Local Civil Registrar (LCR).</p> <ul style="list-style-type: none"> <li>For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA;</li> </ul> <p>N.B.: In case where the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the LCR.</p> <ul style="list-style-type: none"> <li>Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012); and</li> <li>If the application is filed through a representative: <ul style="list-style-type: none"> <li>Authorization letter or SPA executed by the applicant; and</li> <li>Original and photocopy of at least one (1) valid ID card of the representative, as listed under Item No. 3 above.</li> </ul> </li> </ul>	PSA  LCR  PSA  LCR  CSC RO-Legal Services Division
<p><b>SPECIFIC DOCUMENTARY REQUIREMENTS</b> (Shall apply depending on the type of eligibility)</p>	
<ul style="list-style-type: none"> <li><b>ELECTRONIC DATA PROCESSING SPECIALIST (EDPS) ELIGIBILITY</b></li> </ul> <p><b>Who can apply?</b></p> <p>Passers of the proficiency test, or training course conducted by the Information and Communications Technology Office [ICTO] (formerly National Computer Center) on the following: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net</p> <p><b>Specific Requirements:</b></p> <p><b>For Training Course:</b></p> <ul style="list-style-type: none"> <li>Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net</li> </ul>	DICT

<ul style="list-style-type: none"> <li>• Original and photocopy of the Certificate of Completion issued by the DICT; and</li> <li>• Original and photocopy of the Grade Slip issued by DICT.</li> </ul> <p><b>For Proficiency Test:</b></p> <ul style="list-style-type: none"> <li>• Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses: Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic; C# and V.B. Net</li> <li>• Original and photocopy of the Notification Slip issued by DICT.</li> </ul>	<p>DICT</p> <p>DICT</p> <p>DICT</p> <p>DICT</p>
<p><b>VETERAN PREFERENCE RATING (VPR) ELIGIBILITY</b></p>	
<p><b>Who are qualified?</b></p>	
<p>Any of the following individuals, in the alternative, is qualified to avail of the VPRE:</p>	
<ul style="list-style-type: none"> <li>• The veteran himself/herself; or</li> <li>• The veteran's spouse; or</li> <li>• Any one of the veteran's children.</li> </ul>	
<p><b>Specific Requirements:</b></p>	
<ul style="list-style-type: none"> <li>• Original and photocopy of Birth Certificate (PSA or LCR authenticated) of the Veteran;</li> </ul>	<p>PSA</p>
<ul style="list-style-type: none"> <li>• Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Veteran;</li> </ul>	<p>PSA</p>
<ul style="list-style-type: none"> <li>• Affidavit of Waiver to be executed by the veteran only if still alive; or Joint Affidavit of Waiver by the veteran's surviving spouse and other children, if the veteran is deceased and one of his/her children is availing of the grant;</li> </ul>	<p>Requesting Party</p>
<ul style="list-style-type: none"> <li>• Original and photocopy of Death Certificate (PSA or LCR authenticated) of the veteran, if deceased; N.B. The requirement for Death Certificate also includes that of the veteran's spouse and/or any child, if deceased.)</li> </ul>	<p>PSA</p>
<ul style="list-style-type: none"> <li>• Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Applicant (if the applicant is either the spouse, or a female married child of the veteran)</li> </ul>	<p>PSA</p>



<ul style="list-style-type: none"> <li>• Original and photocopy of the Report of Rating in the CS examination where the VPR shall be applied; and</li> <li>• Verification Slip of the applicant's examination result/rating issued by CSC-IRMO/CSC Regional Office concerned</li> </ul> <p><b>Other Requirements:</b></p> <p>Original/Authenticated copy and photocopy of the following (if the applicant's name has been changed, or has discrepancy with the name of the veteran):</p> <ul style="list-style-type: none"> <li>• Order/Resolution/Decision issued by the CSC or the Court on the correction of name of the applicant; and</li> <li>• Affidavit/s used/presented to support the CSC/Court Order on the correction of name of the applicant (may be executed by the applicant, or other disinterested parties); and</li> <li>• Other documents as may be deemed necessary upon evaluation of the VPR application.</li> </ul>	<p>CSC-IRMO/CSC Regional Office concerned</p> <p>CSC-IRMO/CSC Regional Office concerned</p> <p>CSC-IRMO/CSC Regional Office or Court concerned</p> <p>Requesting Party</p>
<p><b>SCIENTIFIC AND TECHNOLOGICAL SPECIALIST (STS) ELIGIBILITY</b></p> <p>Application for the grant of Scientific and Technological Specialist Eligibility is filed, evaluated and processed at the Department of Science and Technology (DOST).</p> <p>The Certificate of Eligibility for STSE is claimed at the CSC Regional Office concerned.</p> <p><b>Who can apply?</b></p> <p>An applicant must have at least a Bachelor's degree in areas enumerated in Section 1 of the IRR (Revised 2009):</p> <ul style="list-style-type: none"> <li>• Natural Sciences <ul style="list-style-type: none"> <li>Astronomy</li> <li>Astrophysics</li> <li>Biological Sciences</li> <li>Biology (S &amp; T)</li> <li>Microbiology</li> <li>Botany</li> <li>Molecular Biology and Biotechnology</li> <li>Ecology</li> <li>Physical Anthropology</li> <li>Marine Biology</li> </ul> </li> </ul>	

<p>Zoology  Geological Sciences  Archeology  Geophysics  Paleontology  Seismology  Meteorology  Oceanography  Physics/Applied Physics</p> <ul style="list-style-type: none"> <li>• Engineering Sciences <ul style="list-style-type: none"> <li>Biological Engineering</li> <li>Manufacturing Engineering</li> <li>Ceramic Engineering</li> <li>Materials Engineering</li> <li>Computer Engineering</li> <li>Mechatronics Engineering</li> <li>Food Engineering</li> <li>Petroleum Engineering</li> <li>Geothermal Engineering</li> <li>Railway Engineering</li> <li>Industrial Engineering</li> <li>Textile Engineering</li> <li>Nuclear Engineering</li> </ul> </li> <li>• Mathematics and Information and Communication Technology <ul style="list-style-type: none"> <li>Applied Mathematics</li> <li>Computer Science</li> <li>Information Technology</li> <li>Pure Mathematics</li> <li>Statistics</li> </ul> </li> <li>• Other Disciplines <ul style="list-style-type: none"> <li>Environmental Science</li> <li>Food Science</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• Has met any of the following additional requirements:</li> <li>• At least three (3) years of continuous experience in research and/or teaching in the pertinent field, provided that the following conditions are further met: <ul style="list-style-type: none"> <li>• The applicant must be holding a part-time or full-time teaching position having at least nine (9) units per semester in CHED recognized schools/state colleges and universities (SUCs) and/or actively doing research at the time of filing the application;</li> </ul> </li> </ul>	
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<ul style="list-style-type: none"> <li>• The teaching experience should be in the academe (College Level at the least) in his/her major field of specialization and academic in nature, leading to a baccalaureate/master/doctorate degree;</li> </ul> <p>Subjects being taught must be intermediate or advance in nature as determined by the PD ((&amp; Committee;</p> <ul style="list-style-type: none"> <li>• In case of research, experience must meet and satisfy the definitions as provided under Section 2 hereof;</li> </ul> <p>His/her duties/responsibilities/participation must be technical in nature as determined by the PD 997 Committee;</p> <p>or</p> <ul style="list-style-type: none"> <li>• Has earned a master’s degree with thesis/special project or doctorate degree in any of the fields of study enumerated under Section 1 hereof from a school recognized by the Commission on Higher Education at the time of filing of application.</li> <li>• Has a commercialized patented invention as the major inventor and as certified by intellectual Property Office of the Philippines.</li> <li>• Upon Filing of application</li> <li>• Specific documentary requirements to be submitted at the DOST Central Office, Taguig City (through the PD 997 Secretariat), or at the DOST Regional Office:</li> <li>• Duly accomplished CS Form 101-C, Dec. 2011</li> <li>• Three (3) pieces of identical ID pictures (Refer to Item No. 2 of the General Documentary Requirements for specifications)</li> <li>• Assessment fee of P200.00 payable to DOST; and</li> <li>• Five (5) copies each of the following documents: <ul style="list-style-type: none"> <li>• Duly certified statement of duties and responsibilities</li> <li>• Original and photocopy of Transcript of Records (TOR) and diploma</li> <li>• Recommendation from head of office or school on the application for PD 997 eligibility, which shall include a statement regarding his/her assessment of the applicant’s research or teaching proficiency</li> </ul> </li> </ul>	<p>CSC Website or CSC Regional Office/Field Office</p> <p>Requesting Party</p> <p>School concerned Company/School concerned</p> <p>School concerned</p>
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<ul style="list-style-type: none"> <li>List of S&amp;T subjects taught/being taught and the duration of teaching said subjects, duly certified by the Dean of the school; and</li> <li>Other documents such as:</li> </ul> <ul style="list-style-type: none"> <li>Published research paper/technical reports for concluded scientific research, or progress reports for researches still in progress. The reports must be certified as true copy by authorities to whom the original copies were submitted.</li> <li>Certification of research proficiency indicating the title of scientific research project/s the applicant has participated in and the duration and nature of participation and/or responsibilities of the applicant in the research project.</li> </ul> <p><i>B. Upon Claiming of Certificate of Eligibility at the CSC</i></p> <p>Specific documentary requirements to be submitted at the CSC:</p> <ul style="list-style-type: none"> <li>Original and photocopy of valid ID card (Refer to Item No. 3 of the General Documentary Requirements for the list of ID cards accepted)</li> <li>Original and photocopy of Birth Certificate of the applicant authenticated/issued by the PSA [Note: In case the PSA Birth Certificate is not legible, or the PSA has duly issued a Negative Certification of Birth (NSO CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her Birth Certificate authenticated/issued by the Local Civil Registrar.]</li> <li>For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA (Note: In case the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the Local Civil Registrar.)</li> <li>Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012).</li> </ul>	<p>Company/School concerned</p> <p>School concerned</p> <p>Requesting Party</p> <p>PSA</p> <p>PSA</p> <p>CSC RO-ESD</p>
<p><b>HONOR GRADUATE ELIGIBILITY (HGE)</b></p> <p><b>Who are qualified?</b></p> <ul style="list-style-type: none"> <li>Those who graduated summa cum laude, magna cum laude or cum laude, in their baccalaureate degree, regardless of the number of years of completion;</li> </ul>	

<ul style="list-style-type: none"> <li>• Those who graduated from school year 1972-1973, and thereafter; and</li> <li>• Those who graduated in:</li> <li>• Private Higher Education Institution in the Philippines with baccalaureate/bachelor's degree recognized by the CHED; or</li> <li>• State/Local College or University with baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents.</li> <li>• Original and photocopy of Transcript of Record (TOR) of the applicant;</li> <li>• Certification from the university/college that the applicant graduated summa cum laude, magna cum laude, or cum laude. (This certification is separate from and on top of the Transcript of Record); and</li> <li>• List of Honor Graduates certified and submitted by the School Registrar to the CSC (agency to agency concern).</li> </ul>	<p>School concerned</p> <p>School concerned</p> <p>School concerned</p>
<p><b>BARANGAY OFFICIAL ELIGIBILITY (BOE)</b></p> <p><b>Who are qualified?</b></p> <p>The BOE shall be granted effective August 1, 2012 to the following Barangay Officials based strictly on completion of term of office from 2010 and onwards:</p> <p>Elective Barangay Officials:</p> <ul style="list-style-type: none"> <li>• Punong Barangay/Barangay Captain, regular Sangguniang Barangay Members, and Sangguniang Kabataan Chairmen; and</li> </ul> <p>Appointive Barangay Officials:</p> <ul style="list-style-type: none"> <li>• Barangay Treasurers, and Barangay Secretaries who were appointed by the duly elected Punong Barangay.</li> <li>• Certification from authorized DILG official at the municipal, city , provincial or regional level of the services rendered by the barangay official, using the prescribed CSC-ERPO Form 1a (February 2017), for elective barangay officials, or CSC-ERPO Form 1b (April 2012) for appointive barangay officials.</li> <li>• Certification from the Barangay Chairman on the services rendered by the barangay official</li> </ul>	<p>DILG</p> <p>Barangay concerned</p>

<ul style="list-style-type: none"> <li>• Duly signed oath-taking certificate or other proofs of having been duly elected or appointed such as election returns and appointment paper;</li> <li>• Notarized Affidavit stating that the barangay official was not employed in the government during his/her term of office, or service requirement, and that he/she did not receive any form of salary/compensation, except honorarium for holding a position in an ex-officio capacity, during his/her term of office or service requirement</li> </ul> <p>*For purposes of the requirement for a Notarized Affidavit, the phrase “was not employed in the government” shall mean that the Barangay Official has not been issued any appointment, whether permanent, temporary, substitute, coterminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her term of office, or service requirement;</p> <ul style="list-style-type: none"> <li>• For appointive barangay officials (Barangay Secretary &amp; Barangay Treasurer), a notarized Affidavit stating that the appointive barangay official is not related up to the 4th degree of consanguinity, or of affinity, to the appointing Punong Barangay;</li> <li>• Original/Authenticated and dry-sealed Master List of Elected/Appointed Barangay Officials issued by the DILG (agency to agency concern; to be submitted by DILG to CSCRO); and</li> <li>• Other documents as may be deemed necessary by the CSC Regional Office in verifying the authenticity of information supplied by the barangay official</li> </ul>	<p>Barangay concerned</p> <p>Requesting Party</p> <p>DILG</p> <p>DILG</p>
<p><b>BARANGAY HEALTH WORKER (BHW) ELIGIBILITY</b></p> <p><b>Who are qualified?</b></p> <p>Local Health Board-accredited barangay health worker who has completed at least two (2) years of college education leading to a college degree and has voluntarily rendered at least five (5) years of continuous active and satisfactory service as an accredited BHW to the community. Services rendered prior to February 20, 1995, or the date of approval of RA No. 7883 shall not be counted for purposes of the grant.</p> <p>For purposes of the grant of BHW Eligibility, services rendered to the community should meet ALL of the following requisites:</p>	

<ul style="list-style-type: none"> <li>• The services must be voluntary, meaning, the BHW has not been employed and has not received any form of salary, or compensation, except honorarium, in the entirety of the five-year period for service requirement;</li> <li>• The services rendered must be continuous for a minimum period of five (5) years, meaning, the BHW should have served actively and satisfactorily on a full time basis; and</li> <li>• The services rendered shall be under accredited status of the BHW, meaning, the applicant-BHW should already had been accredited by the Local Health Board before rendering the five-year service requirement.</li> <li>• BHW who had been hired by agency under Job Order status and/or Contract of Service, may still avail of/qualify for the grant of BHWE.</li> </ul> <ul style="list-style-type: none"> <li>• School certificate or transcript of record [applicant must have completed at least two (2) years of college education leading to a college degree</li> <li>• Certificate of Accreditation issued and signed by the chairman or authorized official of the Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board (the Certificate of Accreditation must have been issued on or before the start of the five-year voluntary service)</li> <li>• Certification of at least five (5) years of continuous and satisfactory service as an accredited BHW issued by the Local Health Board</li> <li>• Notarized Affidavit stating that the BHW was not employed in the government during his/her service requirement and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement</li> </ul> <p>*For purposes of the requirement for a Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BHW has not been issued any appointment, whether permanent, temporary, substitute, coterminous, contractual, or casual, and that he/she has not received any salary/ compensation derived from any government agency plantilla payroll, during his/her service requirement</p> <ul style="list-style-type: none"> <li>• Authenticated/Certified copy of Annual Accomplishment Reports</li> </ul>	<p>School Concerned</p> <p>Barangay Health Worker Registration and Accreditation Committee and the Local Health Board concerned</p> <p>Local Health Board concerned</p> <p>Requesting Party</p> <p>Barangay concerned</p>
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<ul style="list-style-type: none"> <li>Original/Authenticated and dry-sealed Registry of Accredited BHW issued by the Department of Health (agency to agency concern; to be submitted by DOH to CSCRO)</li> </ul>	Department of Health
<p><b>SKILL ELIGIBILITY (Category II)</b></p> <p><b>Who are qualified?</b></p> <p>The various skills eligibilities under CSC MC No. 11, s. 1996, as amended, are granted to individuals who meet the requirements of positions, qualifications for which are not measurable by written tests, such as plant electrician, automotive mechanic, heavy equipment operator, laboratory technician, shrine curator, carpenter, draftsman, plumber, and others.</p> <p>Category II - refers to positions listed under CSC MC No. 11, s. 1996, as amended, including CSC MC No. 3, s. 2008 and CSC MC No. 10, s. 2013, the required eligibility for which can be obtained by completing one year of very satisfactory actual work performance under temporary status of appointment.</p> <ul style="list-style-type: none"> <li>Original and photocopy of Appointment Paper of the applicant, specifically indicating the status of appointment as “Temporary” (NOTE: No status of appointment other than “Temporary” shall be considered for the grant of eligibility under Category II)</li> <li>Certification (using the prescribed CSC-ERPO Cat. II Form No. 1, Revised Oct. 2009) from the agency head/highest HRMO that the appointee obtained at least Very Satisfactory rating for the two rating periods during the one-year temporary appointment</li> <li>Statement of Actual Duties and Responsibilities (using the prescribed CSC-ERPO Cat. II Form No. 2, Jan. 2011) of the applicant executed by the applicant’s immediate supervisor</li> <li>Authenticated copy of the applicant’s Performance Rating Form, duly confirmed by the agency’s Performance Evaluation and Review Committee (PERC), for the two rating periods covered by the one-year temporary appointment.</li> </ul>	<p>Agency concerned</p> <p>Agency concerned</p> <p>Agency/Office concerned</p> <p>Agency/Office concerned</p>
<p><b>FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)</b></p> <ul style="list-style-type: none"> <li>For applicants presenting documents originating from countries who are not member to the Apostille Convention <u>(As of April 2023, there are about 52 countries in the world which have not joined the Hague Convention implementing</u></li> </ul>	School concerned



<p><u>apostilling documents</u>*), Certification on the honors received and baccalaureate degree earned, duly signed by the authorized/registrar of the foreign school/college/university bearing the seal of the college/university, and duly authenticated by a Philippine Foreign Service Post. The Certification must state/indicate the equivalent Latin honor in cases of honors with name/title different from the Latin honors summa cum laude, magna cum laude, or cum laude. This Certification is not the Diploma and is separate from the Transcript of Record.</p> <p>For applicants presenting Certification on the honors received originating from countries that are members of the Apostille Convention, authentication is still required, but this time with an Apostille instead of an Authentication Certificate (“red ribbon”) as proof of authentication.</p> <ul style="list-style-type: none"> <li>For applicants presenting Transcript of Records originating from countries that are not members of the Apostille Convention, the Transcript of Records certified as true copy by the foreign school (with English translation as applicable) and duly authenticated by the Philippine Foreign Service Post with jurisdiction over the foreign school is required.</li> </ul> <p>For applicants presenting Transcript of Records originating from countries that are members of the Apostille Convention, authentication is still required, but this time with an Apostille instead of an Authentication Certificate (“red ribbon”) as proof of authentication.</p> <ul style="list-style-type: none"> <li>For applicants presenting documents originating from countries that are not members of the Apostille Convention, the Certification from the Department of Foreign Affairs (DFA), through the Philippine Foreign Service Post, on the status of operation of the foreign school duly signed by authorized DFA official, affixed with DFA official dry-seal, and printed on DFA official letterhead. (Agency to agency).</li> </ul> <p>For applicants presenting documents originating from countries that are members of the Apostille Convention, the certification on the status of operation of the foreign school should come from the foreign government which has supervision over the school concerned. The certification issued by the foreign government must be apostilled for it to be used in the Philippines.</p> <p><u><a href="https://best-citizenships.com/2023/04/21/list-of-non-apostille-countries-2023/">https://best-citizenships.com/2023/04/21/list-of-non-apostille-countries-2023/</a></u></p>	<p>School concerned and the Philippine Foreign Service Post</p> <p>CHED</p> <p>DFA</p>
<p><b>BARANGAY NUTRITION SCHOLAR (BNS) ELIGIBILITY</b></p> <p><b>Who are qualified?</b></p>	

<ul style="list-style-type: none"> <li>• Barangay-based volunteer workers for rendering at least two (2) years of continuous and satisfactory nutrition services and other related activities, such as community health, backyard food production, environmental sanitation, culture, mental feeding, and family planning to the barangay.</li> <li>• BNS who have been hired by agencies under Job Order status and/or Contract of Service may still avail of/qualify for the grant of BNSE.</li> <li>• Diploma or authentic evidence of completion of high school course</li> <li>• Certification of residency in the barangay for at least six (6) years, and can speak the dialect</li> <li>• Certification of completion of the prescribed 10-day training course and 20-day practicum in the barangay where applicant is assigned</li> <li>• Certification that the applicant has obtained a passing mark in the accomplishment of targets set in the action plan</li> <li>• Copies of monthly accomplishment report (NNC Form 5) for the last two years authenticated by the nutrition action officer</li> <li>• Copies of BNS performance evaluation sheets for the last two years authenticated by the nutrition action officer for services rendered from Jan. 1, 1981</li> <li>• Certification of at least two-year continuous and satisfactory service as BNS by the nutrition action officer and attested by the district city nutrition program coordinator</li> <li>• Copies of Memorandum of Agreement or contract of service as BNS for the last two years which includes the provisions on the following key elements: <ul style="list-style-type: none"> <li>• Name of the parties entering into the agreement, or contract, including their addresses;</li> </ul> </li> </ul>	<p>School concerned</p> <p>Barangay concerned</p> <p>Barangay concerned</p> <p>Barangay concerned</p> <p>Nutrition Action Officer concerned</p> <p>Nutrition Action Officer concerned</p> <p>Nutrition action officer concerned and attested by the district city nutrition program coordinator</p> <p>Barangay concerned</p>
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<ul style="list-style-type: none"> <li>• Duration/term/period of agreement, or contract, stating beginning and ending dates;</li> <li>• Statement/definition of duties and responsibilities of the parties involved;</li> <li>• Date of execution;</li> <li>• Signatures of the parties;</li> <li>• Witnesses; and</li> <li>• Notary</li> </ul> <ul style="list-style-type: none"> <li>• Notarized Affidavit stating that the BNS was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement</li> </ul> <p>*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BNS has not been issued any appointment, whether permanent, temporary, substitute, coterminous, contractual, or casual, and that he/she has not received any salary/ compensation derived from any government agency plantilla payroll, during his/her service requirement</p> <ul style="list-style-type: none"> <li>• Original/Authenticated and dry-sealed List of BNS issued by the National Nutrition Council (agency to agency concern; to be submitted by NNC to CSCRO)</li> </ul>	National Nutrition Council
<p><b>SANGGUNIAN MEMBER ELIGIBILITY (SME)</b></p> <p><b>Who are qualified?</b></p> <ul style="list-style-type: none"> <li>• <b>For SME (First Level)</b> <ul style="list-style-type: none"> <li>• Those who served as Sanggunian Member for an aggregate period of six (6) years; and</li> <li>• Those who have completed at least seventy-two (72) units leading to a baccalaureate/bachelor’s degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor’s degree included in its charter, or baccalaureate/bachelor’s degree duly approved by its Board of Trustees/Board of Regents</li> </ul> </li> <li>• <b>For SME (Second Level)</b> <ul style="list-style-type: none"> <li>• Those who served as Sanggunian Member for an aggregate period of nine (9) years; and</li> </ul> </li> </ul>	

<ul style="list-style-type: none"> <li>• Those who have completed a baccalaureate/bachelor's degree program recognized by CHED from a Private Higher Education Institution in the Philippines or from a State/Local College with baccalaureate/bachelor's degree included in its charter, or baccalaureate/bachelor's degree duly approved by its Board of Trustees/Board of Regents</li> </ul>	
<ul style="list-style-type: none"> <li>• For applicant who is a baccalaureate/bachelor's degree holder, original/authenticated and photocopy of Transcript of Records;</li> </ul>	School concerned
<ul style="list-style-type: none"> <li>• For Sanggunian Member First Level Eligibility applicant who is not a baccalaureate/bachelor's degree holder, certification on the number of units earned and the baccalaureate/bachelor's degree being/has pursued duly signed by authorized official/registrar of the university/college;</li> </ul>	School concerned
<ul style="list-style-type: none"> <li>• Original/Authenticating Master List of qualified Sanggunian Members issued by the DILG (agency to agency concern);</li> </ul>	DILG
<ul style="list-style-type: none"> <li>• For Sanggunian Members not included in the DILG Master List, Certification of services rendered by the Sanggunian Member duly signed by an authorized DILG official at the regional level where he/she has served as Sanggunian Member (Use CSC SME Form 1, March 2013); and</li> </ul>	DILG
<ul style="list-style-type: none"> <li>• Other documents as may be deemed necessary by the CSC in verifying the authenticity of information supplied by the applicant.</li> </ul>	

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

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>STAGE 1: Evaluation of Application (CSC Field Office)</b>				
<i>(Client may opt to directly file his/her application for processing and evaluation to CSC RO)</i>  1. Submit duly accomplished	1.1 Preliminarily assess completeness of application form and supporting document/s  <b>&gt;Deficient</b> - Inform the requesting party of any deficiency by issuing a Compliance letter through email			CSC Processor FO

<p>form and documentary requirements at the CSC Field Office.</p>	<p><i>enumerating the missing requirements</i></p> <p><i>If the application/ request is disapproved/denied – Provide a notice stating the reason for the disapproval/ denial (e.g. for further evaluation, correction of personal information (COPI), etc.).</i></p> <p><b>&gt;Complete</b> – <i>Issue acknowledgment receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt</i></p> <p>1.2 Issue an order of payment through email and advise the client to pay the corresponding fee</p> <p>1.3 Inform the client (through the email address provided) to schedule an appointment through the Online Registration/Appointment system adopted by the CSC FO, and to bring the original copy of supporting documents, valid ID, and printed copy of the email confirmation on the day of the appointment.</p>			
<p>3. Pay to the cashier.</p>	<p>2.1 Process payment and issue OR</p>	<p>PHP 500.00 (PHP200 evaluation fee and <b>PHP300.00</b> processing fee)</p>		<p>Cashier</p>
	<p>2.2. Record the O.R. and process the application form</p>			<p>CSC FO Processor</p>
	<p>2.3 Check if the name of the applicant is included in the corresponding</p>			

	<p>master list provided by the agency concerned, including the consistency of all of the applicant's data indicated therein, affix initials and date opposite the applicant's data entry</p> <p>2.4 Fill out the jurat, if applicable</p> <p>2.5 Accomplish the "Action Taken" portion on the application form, fill the eligibility data on space provided as applicable, and affix signature over printed name and date on space provided for 1st Processor</p> <p>2.6 Review the application and documentary requirements, affix initials on the masterlist, make final evaluation on validity of the application's approval, and affix signature over printed name and date on space provided for 2nd Processor on application form</p> <p>2.7 Encode the data in the Special Eligibility System.</p>			
<p>3. Personally appear to the CSC FO to- &gt;submit original copy of documentary requirements; and</p> <p>&gt;receive evaluated and approved application form</p>	<p>3.1 Validate authenticity of presented documents.</p> <p>3.2 If in order, give the duly evaluated and approved application form*</p>			<p>1<sup>st</sup> Processor</p>

- The client may be advised regarding the following options\*\* to -
1. Personally file his/her application for processing at the CSC RO/ESD;
  2. Wait for the advisory to claim his/her CoE at the CSC FO; or
  3. Provide a prepaid self-addressed return envelope or payment for courier fee.

**STAGE 2: Processing of CoE-CSC Regional Office-ESD**

1. Present to ESD and present OR and application form to the attending Action Officer.	1.1 Receive the OR and process the application form.  1.2 Print the CoE draft on paper			1 <sup>st</sup> Processor/ Cashier
2. Review the draft CoE (particularly as to his/ her name and date and place of birth) and affix signature on the draft CoE and signature over printed name and the date on the "Checked by" portion.	2.1 Stamp the draft CoE with "Checked by" and present the same to the applicant for review.  2.2 Print the CoE *			1 <sup>st</sup> Processor
<b><i>The printing of Certification of Eligibility (CoE) in Yellow Security Paper is a separate process. The eligible shall accomplish the Eligibility/Examination Records Request Form (ERRF) and pay a separate certification fee of P100.00</i></b>				
	2.3 Check proper and accurate printing of the CoE and endorse the same, together with the rest of the documents, to the Directors for signature			2 <sup>nd</sup> Processor
	2.4 Review the documents, and sign the CoE.			Directors/ Authorized Signatory
	2.5 Record the application data on the corresponding Logbook, and prepare the receiving photocopies of the CoE.			1 <sup>st</sup> Processor

3. Receive* the original CoE and ORs and sign the receiving copies and the Logbook	3.1 Release the fully accomplished original CoE to the applicant, together with the original ORs and the application receipt stub and accomplish the appropriate portion in the receiving copies.			
<i>In the event that the client opts not to personally file his/her application for processing, the CoE file copy (not to be released to the client) should no longer be required to be signed by the client and the CoE printed on security paper be authorized to be released via mail/courier directly to the client. As such, clients shall be required to provide a prepaid self-addressed return envelope or payment for the courier fee.</i>				
TOTAL	PHP500.00	<p><i>Three (3) working days upon receipt of complete documents.</i></p> <p><i>Twenty (20) working days for CSC FO-Tawi-Tawi and other Island-Based Field Offices (upon receipt of complete documents)</i></p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i></p>		

Note: Application Form is downloadable from the CSC official website ([www.csc.gov.ph](http://www.csc.gov.ph)) or at any CSC office.



The grant of eligibility for Scientific and Technological Specialist involves two (2) stages – Assessment/Evaluation of Applications by the PD No. 997 Committee headed by the DOST, and Processing of Certificate of Eligibility by the CSC RO concerned.

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

**STAGE 1: Filing and evaluation of application for STSE is conducted at the DOST. After assessment by the PD 997 Committee, all documentary requirements of approved/qualified applicants are forwarded to the CSC Regional Office concerned for the processing of the Certificate of Eligibility.**

**STAGE 2: Processing of the Certificate of Eligibility**

- The CSC RO concerned will check if all the documentary requirements of the approved/qualified applicants submitted by the PD No. 907 Committee headed by the DOST for the processing of COE are complete.

\*Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt

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

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



## 14. Request to Request for In-House Training

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

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

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

	<i>Acknowledgement Receipt</i>			
	<p>1.6 Review and approve Request</p> <p><b><i>If approved</i></b> – send letter to requesting agency confirming the date of conduct of training</p> <p><b><i>If denied</i></b> – send letter informing the requesting agency of the reason/s for disapproval</p>			Director III/IV
	<p>1.7 Conduct conversation with requesting agency, identify SME, prepare course brief, customized design, proposal and MOA.</p> <p>1.8 Confirmation of the conduct of the training</p>			Requesting agency and HRD
2. Client pay appropriate training fee**		Appropriate fee		Requesting agency
TOTAL			<p>Twenty (20) working days upon confirmation of the conduct of the training</p> <p>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</p>	

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

\*\* Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.

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



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

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

<b>Office or Division:</b>	Division Concerned, CSC RO	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government G2B – Government to Business	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Any requesting party as it pertains to his/her personal records;</li> <li>The Head of the Agency, the Human Resource Management Officer or the Administrative Officer of the Agency to which the employee concerned belongs;</li> <li>Courts and administrative bodies exercising quasi-judicial or investigative functions by means of the compulsory process of <i>subpoena duces tecum</i>, in aid of investigation and/or determination or resolution of pending cases; and</li> <li>Such other officials or entities duly authorized by competent authorities</li> </ul>	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>Accomplished Personnel Records Request Form (PRRF)</li> </ul>	<ul style="list-style-type: none"> <li>Public Assistance and Liaison Division (PALD), CSC RO</li> </ul>
	<ul style="list-style-type: none"> <li>Self-addressed stamped envelope or Prepaid Pouch, and copy of proof of payment (electronic receipt or deposit slip paid to CSC Regional Office Land Bank Account)</li> </ul>	
	<ul style="list-style-type: none"> <li><b>Scanned copy of</b> at least one ID card (<b>front and dorsal side</b>) of the requesting party, valid (not expired) on the date of transaction, as follows:</li> </ul>	
	<ul style="list-style-type: none"> <li>Philippine Identification (PhilID) or National ID</li> </ul>	PSA

<ul style="list-style-type: none"> <li>• Driver's License/Temporary Driver's License (LTO O.R. must be presented together with old Driver's License; O.R. alone is not allowed)/Student Driver's Permit;</li> </ul>	LTO
<ul style="list-style-type: none"> <li>• Passport;</li> </ul>	DFA
<ul style="list-style-type: none"> <li>• PRC License;</li> </ul>	PRC
<ul style="list-style-type: none"> <li>• SSS ID;</li> </ul>	SSS
<ul style="list-style-type: none"> <li>• GSIS ID (UMID);</li> </ul>	GSIS
<ul style="list-style-type: none"> <li>• Voter's ID/Voter's Certification;</li> </ul>	COMELEC
<ul style="list-style-type: none"> <li>• BIR/Taxpayer's ID (ATM type/TIN card type with picture);</li> </ul>	BIR
<ul style="list-style-type: none"> <li>• PhilHealth ID (must have the bearer's name, clear picture, signature and PhilHealth number);</li> </ul>	PhilHealth
<ul style="list-style-type: none"> <li>• Company/Office ID;</li> </ul>	Requesting party's Company/Office
<ul style="list-style-type: none"> <li>• School ID;</li> </ul>	Requesting party's school
<ul style="list-style-type: none"> <li>• Police Clearance/Police Clearance Certificate (with picture);</li> </ul>	PNP
<ul style="list-style-type: none"> <li>• Postal ID;</li> </ul>	PhilPost
<ul style="list-style-type: none"> <li>• Barangay ID;</li> </ul>	Barangay where the requesting party resides
<ul style="list-style-type: none"> <li>• NBI Clearance;</li> </ul>	NBI
<ul style="list-style-type: none"> <li>• Seaman's Book;</li> </ul>	MARINA
<ul style="list-style-type: none"> <li>• HDMF Transaction Card;</li> </ul>	HDMF
<ul style="list-style-type: none"> <li>• PWD ID;</li> </ul>	Social Welfare and Development Office
<ul style="list-style-type: none"> <li>• Solo Parent ID;</li> </ul>	Office of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>• Senior Citizen's ID;</li> </ul>	Office of Senior Citizen's Affairs of the Municipal/City where the requesting party resides
<ul style="list-style-type: none"> <li>• Alien Certificate of Registration Identity Card (ACR I-CARD); and</li> </ul>	Bureau of Immigration
<ul style="list-style-type: none"> <li>• CSC Eligibility Card (note: Implemented only beginning May 3, 2015, CSE-PPT)</li> </ul>	CSC RO where the requesting party took the exam
<ul style="list-style-type: none"> <li>• If the request is filed through a representative, a scanned copy of an authorization letter or Special Power of Attorney (SPA) and a scanned copy of one (1) valid ID (front and dorsal side) of the representative</li> </ul>	<ul style="list-style-type: none"> <li>• Requesting party</li> <li>• SPA - requesting party</li> <li>• ID - same as indicated above</li> </ul>

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Online Filing of Request Lingkod Bayani Kiosk and Submit documentary requirements</p>	<p>1.1 Retrieve the accomplished PRRF and receive documentary requirements</p> <p>1.2 Preliminarily assess completeness of request form and supporting document/s</p> <ul style="list-style-type: none"> <li>• <b>Incomplete</b> - <i>Inform the requesting party of any deficiency by issuing a Compliance Letter enumerating the missing requirements through contact details provided</i></li> <li>• <b>Complete</b> – <i>Issue Acknowledgement Receipt containing unique ID No., name and designation of responsible officer/ employee, date and time of receipt through contact details provided</i></li> </ul>			<p>Action Officer of the Division concerned</p>
	<p>1.3 Retrieve the requested records, issue an Order of Payment and advise the client to pay the corresponding fee if records are available.</p>			<p>Action Officer of the Division concerned</p>

	<ul style="list-style-type: none"> <li>If records are not available, inform the client that requested records are not available through the email address provided</li> </ul>			
2. Pay to the Cashier.	<p>2.1 Validate with the Cashier if payment was received</p> <p>2.2 Process payment and issue OR; record OR</p> <p>2.3 Reproduce the requested records</p>			Action Officer of the Division concerned
3. Receive the document requested**	3.1 Mail the requested documents using the self-addressed stamped envelope or Prepaid Pouch provided by the requestor.			Action Officer of the Division concerned
TOTAL	<p>Appointment – PHP 30.00;</p> <p>Service Card/Record - PHP 40.00</p> <p>CSC Records- PHP10.00/page</p> <p>CSC Issuances/ resolutions- PHP10.00/page</p> <p>Authenticated copies of Certificate of Attendance to L&amp;D Interventions- PHP10.00</p>	<p>One (1) working day upon receipt of complete documents</p> <p><i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.***</i></p>		

\* Client may opt to deposit the corresponding fee through the official Bank Account of the CSC CO, and send a scanned duplicate copy of the Deposit Slip, via email or Messenger to serve as basis for the issuance of Official Receipt.



.\*\*Transacting clients are required to schedule an appointment through the Online Scheduling System adopted by the Regional Office.

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



## 16. Handling of queries/requests for Assistance on Civil Service Matters (Online and Walk-in)

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Action Officer regarding the query or request for assistance.	1.1 Provide reply to simple queries/ request for assistance <ul style="list-style-type: none"> <li>For complex queries/ requests for assistance, advise client that the matter will be referred to the appropriate office</li> <li>Request the client to fill out request form</li> </ul>	None		CSC RO-PACD Officer of the Day  Division receiving the concern
2. For concerns to be referred to other CSC office/government office, fill out a request form.	1.1. Prepare a referral letter and forward the concern to the responsible office within the day.			

	<i>(The receiving office will provide concrete action within three working days. If request is denied/ disapproved – the receiving office will send a written notice citing the ground for denial/ disapproval of the request.)</i>			
<b>FOR ONLINE TRANSACTIONS*</b>				
<p>1. Send the complete details of the feedback to cscrocaraga@gmail.com.</p> <p>2. Upon receipt of the reply, fill out the Customer Feedback and Satisfaction Survey.</p>	<p>1.1 Assign customer reference number.</p> <p>1.2 Evaluate completeness of the information provided and request additional information when necessary.</p> <p>1.3 Provide reply to simple concerns. For complex concern, acknowledge receipt of the email and advise customer that the matter will be referred to the appropriate office.</p> <p>1.4 Prepare and send a referral letter to the concerned office within three working days.</p> <p><i>(The receiving office will provide concrete action to the customer. If request is denied/ disapproved – the receiving office will send a written notice citing the ground for denial/ disapproval of the request.)</i></p>			RO Action Officer
TOTAL		None	Three (3) working days	
			<i>Above cited number of working days may be extended</i>	

		<p><i>only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i></p>
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\*Queries and concerns may be coursed through email.

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



## 18. Response to Job Applications

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Application letter with complete set of requirements, as follows:</p> <ol style="list-style-type: none"> <li>1. Fully accomplished Personal Data Sheet (CS Form No. 212, Revised 2017) with ID picture taken within the last 6 months 3.5 cm x 4.5 cm (passport size); the PDS should be subscribed and sworn to before the highest ranking HRMO in the agency, any officer authorized to administer oath, or a notary public</li> <li>2. Work Experience Sheet, if applicable;</li> <li>3. <b>Scanned copy of</b> performance rating of at least VS in the last rating period (if applicable);</li> <li>4. <b>Scanned copy of</b> certificate of eligibility/rating/ license, if applicable; and</li> <li>5. <b>Scanned copy of</b> Transcript of Records.</li> </ol>	<p>Downloadable from the CSC official website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</p> <p>Downloadable from the CSC official website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</p>

CLIENT STEPS	CSC ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit application letter*(through email), together with the complete set of requirements (items a to e) Addressed to The CSC Regional Director email address: cscrocaraga@gmail.com</p>	<p>1.1 Receive/ Retrieve application documents submitted/sent by the applicant</p> <p>1.2 Record the application to the database of applicants and forward the application to the AO in-charge of the vacancy</p> <p>1.3 Assess completeness of documents</p> <ul style="list-style-type: none"> <li>• <b><i>Incomplete-Issue acknowledgment receipt containing missing requirements</i></b></li> <li>• <b><i>Complete-Issue acknowledgment receipt containing</i></b></li> </ul> <p>*Unique ID no.            *Name and designation of responsible officer/employee            *Date and time of receipt</p>	None		<p>Principal: Chief HRS of HRD</p> <p>Alternate: Supervising HRS of HRD</p> <p>Action Officers at HRD</p>
	<p>1.4 Evaluate qualification of the applicant vis-à-vis the qualification standards (QS) of the vacancy</p>			<p>Action Officers at HR</p>

	1.5 Draft a letter reply informing the applicant of the status of his/her application, if: <ul style="list-style-type: none"> <li>• Meeting QS</li> <li>• Not meeting QS</li> </ul>			Action Officers at HR
	1.5 Review/approve draft letter reply			RO Dir. IV/Dir. III
	1.6 Send letter reply to applicant through email			Action Officers at HR
TOTAL		None	Three (3) working days upon receipt of complete documents  <i>Above cited number of working days may be extended only once for the same number of days pursuant to Rule VII, Sec. 3(b) of JMC No. 2019-001 on the IRR of RA 11032.**</i>	

\*Applicants may opt to send their application letter through snail/registered mail, or hand-carry.

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



### List of Offices

<b>CSC-Caraga</b> Doongan Road, Butuan City 8600		
Dir. IV Winston I. Plaza	Tel # (085) 815-3370 (0923) 081-8701 (0923) 880-9931	cscrocaraga@gmail.com
Dir. III Christopher C. Mabale		
<b>CSC Field Office - Agusan del Norte</b> Barangay Abilan, Buenavista, Agusan del Norte		
Dir. II Meshach D. Dinhayon	Tel. # (085) 342-7071 (0917) 105-8609	csadnfo@gmail.com
<b>CSC Field Office - Agusan del Sur</b> D.O. Plaza Government Center, Patin-ay, Prosperidad, Agusan del Sur		
Dir. II Evangeline B. Golindang	Tel. # (085) 839-5438 (0917) 1094-927	cscfoagusandelsur@gmail.com
<b>CSC Field Office - Surigao del Norte</b> National Highway, Brgy. San Pedro, Sison, Surigao del Norte		
Dir. II Alan B. Besario	Tel # (0917) 1170-436	cscfosurigao@gmail.com
<b>CSC Field Office - Surigao del Sur</b> Capitol Hills, Telaje, Tandag City		
Dir. II Aurora B. Mantilla	Tel. # (086) 211-3052 (0999) 880-9920	cscfo.sds@gmail.com



Contact Center ng Bayan	Anti-Red Tape Authority	Presidential Action Center (PACe)
<p>Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide</p> <ul style="list-style-type: none"> <li>• SMS/Text Access: 0908-8816565</li> <li>• Email: email@contactcenterngbayan.gov.ph</li> <li>• Website: www.contactcenterngbayan.gov.ph</li> <li>• Facebook page: www.facebook.com/contactcenterngbayan</li> </ul>	<p>info@arta.gov.ph complaints@arta.gov.ph</p> <p>8478-5091 0920-925-3078 0998-856-8338</p>	<p>Email: <a href="mailto:pace@malacanang.gov.ph">pace@malacanang.gov.ph</a> <a href="mailto:pace_op@yahoo.com">pace_op@yahoo.com</a> pace@op.gov.ph</p> <p>Tel # (02) 784-4296 loc 4502/4568</p> <p>(02) 736-8621 (02) 736-8645 (02) 736-8602 (02) 736-8603 (02) 736-8606 (02) 736-8629</p>

## List of Acronyms

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

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

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