CITIZEN’S CHARTER
(updated as of October 2017)
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Ten years ago, Republic Act No. 9485, also known as the Anti-Red Tape Act or ARTA, was enacted. The law provides for the cutting of red tape in all government frontline agencies through various mechanisms. These include the setting up of a Public Assistance and Complaints Desk or PACD, the implementation of the “No Noon Break” policy and the Anti-Fixer Campaign, and the provision of special lanes for the elderly, pregnant women, and differently abled persons.

Another is the publication of an agency’s Citizen’s Charter, a document that details all of its frontline services, including step-by-step procedures showing the requirements, time, and fees involved for clients to get what they need.

ARTA requires Citizen’s Charters to be displayed prominently in government service offices so that clients can easily check if they are being served according to proper standards. If they see any discrepancy between what is stated in the charter and the actual experience that they had, they may air complaints through the agency’s PACD or via the Contact Center ng Bayan hotline 1-6565.

The Citizen’s Charter is also the basis of the ARTA Report Card Survey (ARTA-RCS). The ARTA-RCS is conducted to check the level of implementation in government service offices. It usually starts with what is stated in an agency’s charter. If the agency complies with the provisions of ARTA and with its own service commitment based on the charter, it will be able to pass the ARTA-RCS. If not, it may get a failing mark.

That is how central the Citizen’s Charter is in the implementation of ARTA. The CSC, as the lead implementer of ARTA, also publishes its own Citizen’s Charter. We are pleased to present to our clients and stakeholders the second edition of our charter, updated based on the current services we are providing. We have included here details of each of our frontline service, including what office the client should go to, how many minutes a client might expect the transaction to be completed, and the exact amount a client should prepare for the availment of a service.

The CSC remains dedicated not only to checking nationwide implementation of ARTA but of also to modelling the way for the Philippine government. A popular saying goes, “You are only as good as your last success.” More and more government service offices have been garnering Excellent ratings in the ARTA-RCS, but they remain competitive, knowing that the biggest room is still the room for improvement. Likewise, the CSC has received recognition and high marks for its frontline services, including consistent ratings of Good in the 2011, 2013, and 2014 RCS conducted by Pulse Asia. In 2016, the CSC got a rating of Excellent. Despite that, the CSC knows it could not be complacent. Public service is a changing landscape, and the CSC needs to continuously reinvent itself in the context of technological advancement and the dynamic needs of its clients.

We hope that through the CSC Citizen’s Charter, we will continue to fulfill our commitment to a citizen-centered government.

ALICIA dela ROSA-BALA
Chairperson
The Civil Service Commission

Composition of the Civil Service Commission

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

Powers and Functions*

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

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

*Based on Subtitle A, Title I, Book V of E.O. 292 otherwise known as the Administrative Code of 1987
personnel, and transportation of examination materials which shall be exempt from inspection regulations;

• Prescribe all forms for Civil Service examinations, appointments, reports and such other forms as may be required by laws, rules and regulations;

• Declare positions in the Civil Service as may properly be primarily confidential, highly technical or policy determining;

• Formulate, administer and evaluate programs relative to the development and retention of qualified and competent workforce in the public service;

• Hear and decide administrative cases instituted by or brought before it directly or on appeal, including contested appointments, and review decisions and action of its offices and of the agencies attached to it. Officials and employees who fail to comply with such decisions, orders or rulings shall be liable for contempt of the Commission. Its decisions, orders or rulings shall be final and executory.

• Issue subpoena and subpoena duces tecum for the production of documents and records pertinent to investigations and inquiries conducted by it in accordance with its authority conferred by the Constitution and pertinent laws;

• Advise the President on all matters involving personnel management in the government service and submit to the President an annual report on personnel programs;

• Take appropriate action on all appointments and other personnel matters in the Civil Service including extension of service beyond retirement age;

• Inspect and audit the personnel actions and programs of the departments, agencies, bureaus, offices, local government units and other instrumentalities of the government including government-owned or controlled corporations; conduct periodic review of the decisions and actions of offices or officials to whom authority has been delegated by the Commission as well as the conduct of the officials and the employees in these offices and apply appropriate sanctions whenever necessary;

• Delegate authority for the performance of any function to departments, agencies and offices where such functions may be effectively performed;

• Administer the retirement program for government officials and employees, and accredit government services and evaluate qualifications for retirement;

• Keep and maintain personnel records of all officials and employees in the Civil Service; and

• Perform all functions properly belonging to a central personnel agency and such other functions as may be provided by law.
Vision and Mission

The Civil Service Commission (CSC) is the premier human resource institution of the Philippine government. Essentially, it takes care of the country’s 1.7 million civil servants in-charge of the efficient day-to-day operations of various offices to meet the needs of the citizenry by building a professional, motivated, and energized bureaucracy equipped with the necessary competencies to perform their public service missions through strategic human resource management and organization development.

With the core purpose of “Gawing lingkod-bayani ang bawat kawani,” fueled by the core values of “love of God and country, excellence and integrity,” the CSC shall realize its vision of being globally recognized as a center of excellence for strategic human resource and organization development by improving its HR and OD processes with the quality management framework and in alignment with global best practices.
Performance Pledge

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

**S**erving 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;

**E**nsuring strict compliance with service standards, with written explanation for any delays in frontline services;

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

**V**aluing every citizen’s comments, suggestions, and needs, including those with special needs such as the differently-abled, pregnant women, and senior citizens; and

**E**mpowering the public through 24/7 access to information on our policies, programs, activities and services through our website (www.csc.gov.ph [for RO/FO website, please check Directory on page 77]).

All these we pledge,
because YOU deserve no less.
Feedback and Redress Mechanisms

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

✓ Accomplish our Feedback Form available in the offices and put this in the drop box at the Public Assistance and Complaints Desk;

✓ Send your feedback through e-mail (feedback@csc.gov.ph) or text us at TextCSC (0917-8398272); or

✓ Talk to our OFFICER OF THE DAY.

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

THANK YOU for helping us continuously improve our services.
# List of Frontline Services

Central and Regional Offices

<table>
<thead>
<tr>
<th>Type of Frontline Service</th>
<th>Fees</th>
<th>Forms</th>
<th>Processing Time (Under normal circumstances per Transaction)</th>
<th>Person In-Charge/Office</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EXAMINATION &amp; ELIGIBILITIES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Processing of examination application</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>• Central Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>∗ Computerized Examination</td>
<td>Examination Fee (P600.00)</td>
<td>CS Form No. 100 (Revised September 2016)</td>
<td>18 minutes</td>
<td>Action Officer/Examination, Recruitment and Placement Office</td>
</tr>
<tr>
<td></td>
<td>Photo Capture Fee (P80.00)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Regional Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>∗ Career Service Examination - Pen and Paper Test</td>
<td>Examination Fee (P500.00)</td>
<td>CS Form No. 100 (Revised September 2016)</td>
<td>20 minutes</td>
<td>Action Officer/Examination Services Division-Regional</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>∗ Issuance of CSC Eligibility Card</td>
<td>(P200.00)</td>
<td>15 minutes</td>
<td></td>
<td>Action Officer/Examination Services Division-Regional</td>
</tr>
<tr>
<td>Type of Frontline Service</td>
<td>Fees</td>
<td>Forms</td>
<td>Processing Time (Under normal circumstances per Transaction)</td>
<td>Person In-Charge</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------------</td>
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<td>-------------------------------------------------------</td>
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<tr>
<td>Grant of eligibility under special laws and CSC issuances</td>
<td></td>
<td></td>
<td></td>
<td>Action Officer/Examination Services Division-Regional Office/Field Office</td>
</tr>
<tr>
<td>Regional Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Electronic Data Processing Specialist (EDPS) Eligibility</td>
<td></td>
<td>CS Form No. 101-A (Dec. 2011)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Scientific and Technological Specialist (STS) Eligibility (PD 997)</td>
<td></td>
<td>CS Form No. 101-C (Dec. 2011)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Veteran Preference Rating (VPR) Eligibility</td>
<td>Evaluation fee1 (P200.00)</td>
<td>CS Form No. 101-B (Dec. 2011)</td>
<td>1 hour</td>
<td></td>
</tr>
<tr>
<td>• Honor Graduate Eligibility (PD 907) (local schools)</td>
<td></td>
<td>CS Form No. 101-D (Sept. 2013)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Barangay Official Eligibility (BOE)</td>
<td></td>
<td>CS Form No. 101-E (Feb. 2017)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Barangay Health Worker (BHW) Eligibility</td>
<td>Processing fee2 (P300.00)</td>
<td>CS Form No. 101-H (Dec. 2011)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Barangay Nutrition Scholar (BNS) Eligibility</td>
<td></td>
<td>CS Form No. 101-I (Dec. 2011)</td>
<td></td>
<td></td>
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<tr>
<td>• Skills Eligibilities</td>
<td></td>
<td></td>
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<tr>
<td>• Category II (under MC 11, s. 1996 as amended by MC 10, s. 2013)</td>
<td></td>
<td>CS Form No. 101-G (Sept. 2013)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Sanggunian Member Eligibility (SME)</td>
<td></td>
<td>CS Form No. 101-J (March 2013)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Foreign School Honor Graduate Eligibility (FSHGE)</td>
<td></td>
<td>CS Form No. 101-K (Dec. 2013)</td>
<td></td>
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<tr>
<td>Issuance of Certification of Eligibility</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• Central Office (COMEX)</td>
<td></td>
<td>10 minutes</td>
<td></td>
<td>Action Officer/Examination, Recruitment and Placement Office, ARCT Bldg.</td>
</tr>
<tr>
<td>• Regional Office (CSC-PPT)</td>
<td></td>
<td>None</td>
<td>E6 Form (Profile of Eligibilities)</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>30 minutes</td>
<td>Action Officer/Examination Services Division-Regional Office/Field Office</td>
</tr>
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1 Shall be paid by the applicant upon filing of application, pursuant to CSC Resolution No. 1100975.
2 Shall be paid by the applicant only upon approval of application, pursuant to CSC Resolution No. 1100975.
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<thead>
<tr>
<th>Type of Frontline Service</th>
<th>Fees</th>
<th>Forms</th>
<th>Processing Time (Under normal circumstances per Transaction)</th>
<th>Person In-Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INFORMATION AND RECORDS MANAGEMENT</strong></td>
<td></td>
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<tr>
<td>Issuance of Certification of Eligibility (Walk-in, for lost certificate)</td>
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</tr>
<tr>
<td>• Central Office</td>
<td>P100.00</td>
<td>Exam Records Request Form</td>
<td>60 minutes</td>
<td>Action Officer/Integrated Records Management Office/Examination Services Division-Regional Office</td>
</tr>
<tr>
<td>• Regional Office</td>
<td>P100.00</td>
<td>Exam Records Request Form</td>
<td>60 minutes</td>
<td></td>
</tr>
<tr>
<td>Authentication of Certificate of Eligibility</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Central Office</td>
<td>P50.00/copy</td>
<td>Exam Records Request Form</td>
<td>60 minutes</td>
<td>Action Officer/Integrated Records Management Office</td>
</tr>
<tr>
<td>• Regional Office</td>
<td>P50.00/copy</td>
<td>Exam Records Request Form</td>
<td>60 minutes</td>
<td>Action Officer/Examination Services Division</td>
</tr>
<tr>
<td>Issuance of Certificate of No Pending Administrative Case</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Central Office</td>
<td>P100.00</td>
<td>Request for Certificate of No Pending Administrative Case Form</td>
<td>20 minutes/As scheduled</td>
<td>Action Officer/Public Assistance and Complaints Desk and Office for Legal Affairs</td>
</tr>
<tr>
<td>Personal pick-up/By mail</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Regional Office</td>
<td>P100.00</td>
<td>Request Form for Certificate of No Pending Administrative Case</td>
<td>20 minutes</td>
<td>Legal Service Division - Regional Office</td>
</tr>
<tr>
<td>Type of Frontline Service</td>
<td>Fees</td>
<td>Forms</td>
<td>Processing Time (Under normal circumstances per Transaction)</td>
<td>Person In-Charge</td>
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<tr>
<td>Issuance of certified copies of documents</td>
<td>(Authenticated Copy)</td>
<td>Personnel Records Request Form/Customer Information Sheet</td>
<td>25 minutes</td>
<td>Action Officer/Integrated Records Management Office</td>
</tr>
<tr>
<td>Central Office</td>
<td>P30.00 P40.00 P10.00/page P30.00/copy</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Appointments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Service Card/Record</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• CSC Issuances/Resolutions</td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>• SALN</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Regional Office</td>
<td>P30.00 P40.00 P10.00/page</td>
<td>Personnel Records Request Form/Customer Information Sheet</td>
<td>25 minutes</td>
<td>Action Officer/Public Assistance and Liaison Services Division/Legal Services Division</td>
</tr>
<tr>
<td>• Appointments</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Service Card/Record</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>• CSC Issuances/Resolutions</td>
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<tr>
<td>Filing of Pleading</td>
<td></td>
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<td></td>
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<tr>
<td>• Central Office</td>
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<td></td>
</tr>
<tr>
<td>• Regional Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Case/Appeal</td>
<td>P500.00*</td>
<td></td>
<td>10 minutes</td>
<td>Action Officer/Integrated Records Management Office - Central Office/Legal Services Division</td>
</tr>
<tr>
<td>- Motion for Reconsideration</td>
<td>(None)</td>
<td></td>
<td>5 minutes</td>
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</tr>
<tr>
<td><strong>PUBLIC ASSISTANCE AND INFORMATION OFFICE</strong></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td><strong>Counseling/Response to Queries/Assistance on Civil Service Matters (Walk-in)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Central Office</td>
<td>(None)</td>
<td>Customer Information Sheet/Clients Feedback Form</td>
<td>5 minutes</td>
<td>Action Officer/Public Assistance and Complaints Desk/Action Officer/Public Assistance and Liaison Services Division</td>
</tr>
<tr>
<td>• Regional Office</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Filing fee for Complaint is SUSPENDED per OM No. 92, s. 2012*
CSC CENTRAL OFFICE
FRONTLINE SERVICES

• Computerized Examination System (COMEX) 21
• Issuance of Certification of Eligibility Computerized Examination/ CSC COMEX 26
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• Authentication of Certificate of Eligibility (Walk-in) 29
• Issuance of Certificate of No Pending Administrative Case (Walk-in/By Mail) 31
• Issuance of Certified Copies of Documents (Appointments, Service Card/Record, CSC Issuances/Resolutions, SALN) 32
• Filing of Pleadings 34
• Counseling/Response to Queries/Assistance on Civil Service Matters (Walk-in) 36
COMPUTERIZED EXAMINATION SYSTEM (COMEX)

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

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

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

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

Note: IDs lacking information, particularly the applicant’s date of birth, should be supported by Birth Certificate issued/authenticated by the Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR).

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

3. For applicants holding dual citizenship under R.A. 9225-original and photocopy of Certification of Retention/Reacquisition of Philippine Citizenship by the Bureau of Immigration

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

Examination Fee: P600.00
### How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EXAMINATION ACCOUNT REGISTRATION</strong></td>
<td></td>
<td></td>
<td></td>
<td>COMEX</td>
<td></td>
<td>Online Registration Form</td>
</tr>
<tr>
<td><strong>1</strong></td>
<td>Accesses the COMEX website online and signs up to create a COMEX user account</td>
<td>System validates age and citizenship of the registrant, records account information details and sends confirmation email.</td>
<td>Based on system response time</td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>Opens COMEX confirmation email and activates COMEX account through corresponding activation link</td>
<td>System activates the user account.</td>
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<td></td>
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</tr>
<tr>
<td></td>
<td>NOTE: Registrants may log in to COMEX to view/update/edit account information. Registrants may also print the corresponding form.</td>
<td>System activates the user account.</td>
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<td></td>
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</tr>
<tr>
<td></td>
<td>NOTE: System shall send email notices of examination schedules and announcements to successful registrants, who agreed to receive said notices.</td>
<td>System validates age and citizenship of the registrant, records account information details and sends confirmation email.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>EXAMINATION SLOT RESERVATION</strong></td>
<td></td>
<td></td>
<td></td>
<td>COMEX</td>
<td></td>
<td>Log in form</td>
</tr>
<tr>
<td><strong>3</strong></td>
<td>Accesses the COMEX website online and logs in to the system</td>
<td>System authenticates username and password</td>
<td></td>
<td></td>
<td></td>
<td>Examination Schedule Page</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Views examination schedules or online offerings through the examination schedule tab</td>
<td>System displays the list of online offerings</td>
<td>Based on system response time</td>
<td></td>
<td></td>
<td>‘Slot Reservation’ Confirmation Page</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Selects desired examination schedule from among the list of online offerings, clicks the ‘reserve a slot’</td>
<td>System displays the ‘Slot Reservation’ confirmation page.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Action Officer</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
<td>Fees</td>
<td>Form</td>
</tr>
<tr>
<td>------</td>
<td>------------------</td>
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<td>------</td>
<td>------</td>
</tr>
<tr>
<td></td>
<td>button, and types the CAPTCHA code</td>
<td>System verifies status of applicant against the E-Retaker*, DIBAR** and EDQIS*** databases.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>NOTE: Applicant may print the details of the ‘slot reservation’ confirmation</td>
<td>NOTE: If qualified, system allows reservation; otherwise, blocks the reservation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Opens and prints the ‘slot reservation’ confirmation email</td>
<td>System sends ‘slot reservation’ confirmation email indicating details of preferred examination such as date and time of examination, and personal appearance.</td>
<td></td>
<td></td>
<td></td>
<td>‘Slot reservation’ confirmation email</td>
</tr>
</tbody>
</table>

**EXAMINATION SLOT CONFIRMATION**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Appears at the testing center on the scheduled date and time of personal appearance and secures queuing number</td>
<td>Guard checks name of applicant against the List of Applicants with Reserved Slots and issues queuing number.</td>
<td>1 minute</td>
<td>CSC Guard on Duty</td>
<td>Queuing stub</td>
<td></td>
</tr>
</tbody>
</table>

*E-retaker – frequency of examinees taking the same level of examination  
**DIBAR – Database of Individuals Barred from Entering Government Service and Taking Civil Service Examination  
***EDQIS – Eligibility Data Query Information System
<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Proceeds to processing area to do the following:</td>
<td>Processor does the following:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td>Present queuing number and documents to the Processor/Action Officer</td>
<td>✓ Receive the number, verifies applicant's identity and validates documents submitted. If validated, instructs applicant to pay the examination fee at the cashier</td>
<td></td>
<td>ERPO Processor</td>
<td></td>
<td>Valid I.D. COMEX confirmation email</td>
</tr>
<tr>
<td>✓</td>
<td>Pay to the cashier</td>
<td>✓ Encode payment details</td>
<td></td>
<td>Cashier</td>
<td>Php600.00</td>
<td>O.R.</td>
</tr>
<tr>
<td>✓</td>
<td>Present O.R. to the processor</td>
<td>✓ Take applicant’s photo</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td>Prepare name tag based on specifications</td>
<td>✓ Capture signature and fingerprint</td>
<td></td>
<td></td>
<td></td>
<td>AF</td>
</tr>
<tr>
<td>✓</td>
<td>Sign in the signature tablet, then places thumb in the biometric scanner</td>
<td>✓ Print the examination application form</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td>Sign the examination application form</td>
<td>✓ Print and issue the CSID</td>
<td></td>
<td></td>
<td></td>
<td>CSID Name Tag</td>
</tr>
<tr>
<td>✓</td>
<td>Receive CSID, then proceeds to waiting area for authentication process</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
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<td>Duration of Activity (Under Normal Circumstances)</td>
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</tr>
<tr>
<td>9</td>
<td></td>
<td>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. Room Examiner (or RE) conducts orientation/briefing. Room Proctor (or RP), RE, and Supervising Examiner (or SE) sign the EAS and PSP after all examinees have signed.</td>
<td>40 minutes</td>
<td>ERPO Processor</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>LS Administrator</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>RE</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>RP/RE/SE</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Proceeds to the COMEX Room</td>
<td>RP guides examinee to the assigned seat/testing machine. RP routes the PSP among the examinees [N.B.: RP, RE and SE sign the EAS and PSP after all examinees have signed.</td>
<td>1 minute</td>
<td>RP</td>
<td>PSP</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Takes the test</td>
<td>RE and RP administer the test.</td>
<td>3 hours and 10 minutes for CSE Professional 2 hours and 40 minutes for CSE SubProfessional</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
ISSUANCE OF CERTIFICATION OF ELIGIBILITY (COMEX)

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:
Those who passed the Career Service Professional and Subprofessional Examinations.

What are the Requirements:
1. Any of the following Identification (ID) cards, which must be valid (not expired): Current Office/Company ID; School ID (must be fully validated for the current school year); Passport; BIR ID; Police Clearance; GSIS ID; SSS ID; Driver’s License; PhilHealth ID; Voter’s ID; Postal ID; or Barangay ID. (NOTE: Any other ID card NOT included in the list shall NOT be accepted.)
2. Two (2) pieces of picture with complete nametag (preferably the picture at the time of examination)

Duration: 10 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid Identification (ID) Card</td>
<td>Validate identity by comparing the valid ID and the picture presented with the picture and signature appearing on the picture Seat Plan accomplished during the exam</td>
<td>5 minutes</td>
<td>Examination Administration Division personnel</td>
<td>None</td>
<td>Valid I.D.</td>
</tr>
<tr>
<td>2</td>
<td>Print Certification of Eligibility on CSC letterhead in 2 copies</td>
<td>3 minutes</td>
<td>None</td>
<td>Certificate of Eligibility</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Sign photocopy of Certification Receive Certification of Eligibility</td>
<td>• Ask the client to sign the photocopy of Certification as proof of receipt • Release CSC Eligibility Card</td>
<td>1 minute</td>
<td>Releasing officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Schedule of Availability of Service:
Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

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

What are the Basic Requirements:
1. Properly accomplished Eligibility/Examination Records Request Form (ERRF) and Declaration Form (DF)
2. One piece 1 inch by 1 inch picture with full name tag and signature affixed prior to having the photograph taken
   • Signature must be on top of the printed name.
   • Photograph should have been taken within three (3) months prior to filing of request for Certification of Eligibility.
   • Scanned, computer-generated photo/name/signature will not be accepted.
3. Certification fee: Php 100.00 per copy. Eligible may request for more than one copy.
4. Two (2) valid Identification (ID) Cards or
   If the requesting party works/lives abroad:
   1. Copy of Passport; and
   2. Copy of one (1) Identification Card duly authenticated by the Philippine Embassy or Consular Office
   (Note: Valid ID contains applicant’s clear picture, date of birth, signature, and signature of the authorized head of the issuing agency such as Driver’s License, SSS ID, GSIS ID, Philhealth ID, current Company/Office ID, Voter’s ID, Valid Passport, or Police Clearance. Any ID not included in the list shall NOT be accepted.)

Special Requirement:
1. PSA-issued Marriage Contract for women who married after taking the examination.

What are the Additional Requirements if request is filed through a Representative:
1. Authorization Letter or Special Power of Attorney (SPA); and
2. One (1) valid Identification Card of the representative

Duration:
60 minutes

Note: For verification of examinations conducted in 1985 and prior years, or eligibilities granted which need further verification, the process may take a longer duration and the client is advised accordingly.
### How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out Eligibility/Exam Records Request Form (ERRF) and Declaration Form (DF).</td>
<td>Receive/Review accomplished ERRF and DF; issue Order of Payment and advise client to pay to the Cashier</td>
<td>2 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Pay to the Cashier and claim Official Receipt</td>
<td>Process payment and issue Official Receipt.</td>
<td>1 minute</td>
<td>Cashier</td>
<td>P100.00 per copy</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>3</td>
<td>Present OR and wait for the request to be processed.</td>
<td>Process the request</td>
<td>55 minutes</td>
<td>RCAD verifiers/staff, PACD Officer, Director</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Affix signature on the release portion of the ERRF or file copy.</td>
<td>Release the Certification of Eligibility to client</td>
<td>2 minutes</td>
<td>ERS-IRMO Releasing Officer</td>
<td></td>
<td>Certification of Eligibility</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Note: Forms are available at the Certification/Authentication of Eligibility Window and at the CSC website www.csc.gov.ph. The 60-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.
AUTHENTICATION OF CERTIFICATE OF ELIGIBILITY (WALK-IN)

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

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

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

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

Special Requirement:
1. PSA-issued Marriage Contract for women who married after the examination.

What are the Additional Requirements if request is filed through a representative:
1. Authorization Letter or Special Power of Attorney (SPA); and
2. One (1) valid Identification Card of the Representative

Duration: 60 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out Eligibility/Exam Records Request Form (ERRF).</td>
<td>Receive/Review accomplished ERRF; issue Order of Payment; and advise client to pay to the Cashier.</td>
<td>2 minutes</td>
<td>ERS-IRMO Action Officer</td>
<td>ERRF (revised 100312); and Order or Payment</td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Action Officer</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
<td>Fees</td>
<td>Form</td>
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<td>--------------------------</td>
</tr>
<tr>
<td>2</td>
<td>Pay to the Cashier.</td>
<td>Process payment and issue Official Receipt (OR).</td>
<td>1 minute</td>
<td>Cashier</td>
<td>P50.00 per copy</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>3</td>
<td>Present OR and wait for the request to be processed.</td>
<td>Process the request</td>
<td>55 minutes</td>
<td>RCAD verifiers/staff PACD Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Affix signature on the release portion of the ERRF or file copy</td>
<td>Release the authenticated copy of COE or ROR to client</td>
<td>2 minutes</td>
<td>ERS-IRMO Releasing Officer</td>
<td></td>
<td>Authenticated copy</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Note: Forms are available at the Certification/Authentication of Eligibility Window and CSC website www.csc.gov.ph. The 60-minute processing time is for one client being served at one time. The time is extended when there are more clients.
ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE (WALK-IN/BY MAIL)

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:
Government officials and employees and other authorized individuals

What are the Requirements:
Accomplished Customer Information Sheet (CIS) and Request for Certificate of No Pending Administrative Case Form

Duration:  20 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Customer Action Sheet and Request for Certificate of No Pending Administrative Form.</td>
<td>Encode and provide client’s information via chat network to OLA, issue charge slip, and advise client to pay while request is being processed. Receive information via chat network and verify/check to Case Tracking System/Rapid file of OLA, prepare the Certificate and release to PACD.</td>
<td>5 minutes</td>
<td>PACD Action Officer</td>
<td></td>
<td>CIS and Request for Certificate of No Pending Administrative Case Form</td>
</tr>
<tr>
<td>2</td>
<td>Pay to the Cashier.</td>
<td>Process payment and issue O.R.</td>
<td>4 minutes</td>
<td>Cashier</td>
<td>P100.00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Present receipt and get the Certificate.</td>
<td>Release certificate.</td>
<td>1 minute</td>
<td>PACD Action Officer</td>
<td></td>
<td>Signed Certificate of No Pending Administrative Case</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
**ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE (ONLINE)**

**Schedule of Availability of Service:**
A request for issuance of Certificate of No Pending Administrative Case may be filed online at any time as preferred by the client.

**Who May Avail of the Service:**
Government officials and employees and other authorized individuals

**What are the Requirements:**
Accomplished Request for Clearance (downloadable at cscclearance@csc.gov.ph)

**Duration:** 20 minutes

**How to Avail of the Service:**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Customer downloadable form (Request for Clearance)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>Request for Clearance</td>
</tr>
<tr>
<td>2</td>
<td>Write N/A for each field that is not applicable. Send accomplished form thru email using the applicant’s own email account.</td>
<td>- Acknowledge the emailed request with instructions on mode of payment/mode and date of release. - Verify and check information in the Integrated Case Management System Case Tracking System Rapid File of OLA - Prepare Certificate</td>
<td>2 minutes</td>
<td>10 minutes</td>
<td>OLA Action Officer</td>
<td></td>
</tr>
</tbody>
</table>
| 3    | PERSONAL PICK-UP Pay to the Cashier Present receipt and get the certificate  
*Note: if thru a representative, present authorization letter and valid ID of applicant* | Process payment and issue O.R. Release certificate. | 4 minutes | Cashier PACD Action Officer | P100.00 | Signed Certificate of No Pending Administrative Case |
| 4    | BY MAIL Send self-addressed stamped envelope or LBC Pouch and Postal Money Order (PMO) | Mail the sign Certificate of No Pending Administrative Case upon receipt of self-addressed stamped envelope or LBC pouch and PMO | As scheduled | OLA Action Officer | P100.00 | Signed Certificate of No Pending Administrative Case |

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

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

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

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

Duration: 25 minutes

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish Personnel Records Request Form (PRRF)/Request for SALN Form.</td>
<td>Receive/review the accomplished form.</td>
<td>2 minutes</td>
<td>PRS-RCAD Action Officer</td>
<td>PRRF/Request for SALN Form</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Wait while the requested documents are being retrieved.</td>
<td>Retrieve the requested records, issue order of payment and advise client to pay corresponding fee if records are available. If records are not available, inform the client that the requested documents/records are not available.</td>
<td>19 minutes</td>
<td>PRS-RCAD Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Action Officer</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
<td>Fees</td>
<td>Form</td>
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</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>In the case of request for SALN, approval by IRMO Director is required prior to payment of SALN fee (Ref.: CSC Resolution 1100356 dated March 15, 2011).</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier.</td>
<td>While the client pays the corresponding fee, the requested records are being photocopied/reproduced.</td>
<td>2 minutes</td>
<td>Cashier</td>
<td>(Authenticated Copy) Appointment: P30.00; Service Card/Record: P40.00; CSC Issuances/Resolutions: P10.00/page; SALN: P30.00/copy</td>
<td>Official Receipt</td>
</tr>
<tr>
<td></td>
<td>Present Official Receipt (OR).</td>
<td>Record OR Number</td>
<td></td>
<td>PRS-RCAD Staff</td>
<td></td>
<td>Certified copy of document</td>
</tr>
<tr>
<td>4</td>
<td>Receive the documents requested.</td>
<td>Release requested documents/records to client</td>
<td>2 minutes</td>
<td>PRS-RCAD Staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Note: Forms are available at the Certification/Authentication window free of charge.

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

Schedule of Availability of Service:
Monday – Friday
8:00 am – 5:00 pm without noon break

Who May Avail of the Service:
The following may file the appropriate pleading:
1. Complaint – any person;
2. Appeal/Petition for Review – party adversely affected by a decision/resolution; the complainant from a decision of the Civil Service Commission Regional Office (CSC RO);
3. Motion for reconsideration – party adversely affected by a decision/resolution; private complainant in cases decided by the CSC RO;
4. Petition for a favorable recommendation for the grant of removal of administrative penalties or disabilities of official or employee who was dismissed from the service.

What are the Requirements:
A. Complaint
   1. Must be in writing and subscribed and sworn to by the complainant;
   2. Must contain the following:
      a. Full name and address of the complainant;
      b. Full name and address of the person complained of as well as his/her position and office of employment;
      c. A narration of the relevant and material facts which shows the acts or omissions allegedly committed;
      d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and
      e. Certification or Statement of Non-Forum Shopping duly notarized by a commissioned Notary Public

B. Motions for Reconsideration
   1. Motion for Reconsideration

C. Appeal/Petition for Review
   1. Appeal Memorandum (3 copies)
   2. Certified true copies of the assailed decision, resolution or order;
   3. Certified true copies of document or evidence relevant to the case;
   4. Proof of Service of a copy of the appeal memorandum to Disciplining Office (DO);
   5. Proof of payment of the required fee; and
   6. Certification or Statement of Non-forum Shopping duly notarized.

---

Pleadings may be filed through private couriers which may have a different schedule than the government operating hours
Refers to the respondent against whom a decision in an administrative case has been rendered or to the disciplining authority or prosecuting agency in an appeal from a decision reversing or modifying the original decision
The number of copies of the complaint shall depend on the number of persons complained of
**Duration:**  
Filing of Complaint/Appeal/Petition for Review – 10 minutes  
Filing of Motions for Reconsideration – 5 minutes

**How to Avail of the Service:**

### Filing of Complaint/Appeal/Petition for Review

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>File the complaint/appeal along with the requirements at IRMO receiving counter.</td>
<td>Receive the complaint/appeal and other documents, if any, and require the client to pay the filing fee.</td>
<td>5 minutes</td>
<td>CMD-Officer of the day (OD)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Pay to the cashier.</td>
<td>Process payment and issue Official Receipt (O.R.) and Notice of Payment.</td>
<td>2 minutes</td>
<td>Cashier-OFAM</td>
<td>Php500.00*</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Return to the receiving counter. Present O.R. and Notice of Payment.</td>
<td>Receive Notice of Payment.</td>
<td>2 minutes</td>
<td>CMD-OD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receive the receiving copy of the complaint/appeal.</td>
<td>Issue the receiving copy to the client.</td>
<td>1 minute</td>
<td>CMD-OD</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Filing of Motions for Reconsideration

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>File the motion for reconsideration at IRMO receiving counter.</td>
<td>Receive the motion for reconsideration and issue the receiving copy to the client.</td>
<td>5 minutes</td>
<td>CMD-Officer of the Day (OD)</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

*Filing fee for complaint is suspended per OM No. 97, s. 2012*
### Schedule of Availability of Service:
Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break

### Who May Avail of the Service:
General Public

### What are the Requirements:
None

### Duration:
5 minutes

### How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish and submit Customer Information Sheet.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Action Officer</th>
</tr>
</thead>
</table>
| Provide reply to simple queries.  
For complex queries or concerns, request the client to fill-out Aksyon Agad Para sa Taumbayan Form and advise him/her that the matter will be referred to appropriate office. |

<table>
<thead>
<tr>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 minutes</td>
<td>Action Officer/ Public Assistance and Complaints Desk</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Clients Feedback Forms:</td>
</tr>
<tr>
<td></td>
<td>Form 1 - For commendation (pink)</td>
</tr>
<tr>
<td></td>
<td>Form 2 - For request for Assistance (blue)</td>
</tr>
<tr>
<td></td>
<td>Form 3 - For complaint (white)</td>
</tr>
<tr>
<td></td>
<td>Form 4 - For suggestion (yellow)</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processing of Examination Application (CSE-Pen and Paper Test) (Professional or Subprofessional Level)</td>
<td>41</td>
</tr>
<tr>
<td>Grant of Eligibility Under Special Laws and CSC Issuances</td>
<td>44</td>
</tr>
<tr>
<td>Issuance of Certificate of Eligibility (CSE-Pen and Paper Test)</td>
<td>59</td>
</tr>
<tr>
<td>Issuance of CSC Eligibility Card</td>
<td>61</td>
</tr>
<tr>
<td>Issuance of Certification of Eligibility (Walk-in, for Lost Certificate)</td>
<td>64</td>
</tr>
<tr>
<td>Authentication of Certificate of Eligibility (Walk-in)</td>
<td>65</td>
</tr>
<tr>
<td>Issuance of Certificate of No Pending Administrative Case</td>
<td>67</td>
</tr>
<tr>
<td>Issuance of Certified Copies of Documents (Appointments, Service Cards/Records, CSC Issuances and Resolutions)</td>
<td>68</td>
</tr>
<tr>
<td>Filing of Pleadings</td>
<td>70</td>
</tr>
<tr>
<td>Counseling/Response to Queries/Assistance on Civil Service Matters (Walk-in)</td>
<td>72</td>
</tr>
</tbody>
</table>
**PROCESSING OF EXAMINATION APPLICATION (CAREER SERVICE EXAMINATION-PEN AND PAPER TEST) (PROFESSIONAL OR SUBPROFESSIONAL TEST)**

**Schedule of Availability of Service:**
- Monday to Friday
- 8:00 a.m. – 5:00 p.m. without noon break

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

**What are the Requirements:**
1. Fully accomplished application form (CS Form No. 100 Revised September 2016). The spaces for “Signature of Applicant” and “Right Thumbmark” on the form should be left blank. These shall be accomplished in the presence of the CSC processor.
2. Four (4) copies of identical pictures with specification as follows:
   - Philippine passport size (4.5 cm x 3.5 cm or 1.8 inches x 1.4 inches)
   - colored, with white background
   - printed on good quality photo paper
   - in standard close-up shot (from shoulder level up with the head and face occupying at least 80% of the picture and with the name tag position at approximately 1 inch or 2.54 cm below the chin);
   - in bare face (with no eyeglasses or any accessories that may cover the facial features);
   - showing left and right ears;
   - taken in full-face view directly facing the camera
   - with neutral facial expression and both eyes open not computer enhanced
   - with full and handwritten (not computer-generated) name tag in the format: First Name, Middle Initial, Last Name, and Extension Name, if any (e.g. JUAN C. DELA CRUZ, JR.), and signature over printed name
   - taken within the last three (3) months prior to filing of application
3. Original and photocopy of any valid ID containing applicant’s clear picture, date of birth, signature, and signature of the authorized head of the issuing agency. Only the following IDs shall be accepted: Driver’s License, SSS ID, GSIS ID, Philhealth ID, current Company/Office ID, current School ID, Postal ID, BIR ID, Barangay ID, Voter’s ID, Valid Passport, or Police Clearance.
   - IDs lacking information, particularly the applicant’s date of birth, should be supported by Birth Certificate issued/authenticated by the Philippine Statistics Authority (PSA) or Local Civil Registrar (LCR).

**Duration:** 20 minutes
### How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Secure application form or download the same from the CSC website (<a href="http://www.csc.gov.ph">www.csc.gov.ph</a>)</td>
<td>2 minutes</td>
<td>Action Officer (CSC Regional and Field Offices)</td>
<td>CSC Form 100 (Revised September 2016)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Submit accomplished application form without affixing signature and thumbprint.</td>
<td>10 minutes</td>
<td>Action Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Review and evaluate Application Form and make clarifications, if necessary.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Check the following:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>a. proper accomplishment of the form</td>
<td>2 minutes</td>
<td>Action Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>b. qualification of the applicant (citizenship and age)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>c. completeness and validity of supporting documents/requirements</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• require applicant to affix signature and properly affix thumb mark</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Affix signature and thumbprint on the form in the presence of Action Officer.</td>
<td>1 minute</td>
<td>Action Officer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Verify examination records of applicant through E-Retaker*/DIBAR** System.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>If applicant is qualified to take examination, return application form and advise client to pay the examination fee to the cashier. If applicant is not qualified, inform applicant of the reason for the disqualification, and return the application form.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Action Officer</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
<td>Fees</td>
<td>Form</td>
</tr>
<tr>
<td>------</td>
<td>------------------</td>
<td>----------------</td>
<td>---------------------------------------------------</td>
<td>------------------</td>
<td>------</td>
<td>------</td>
</tr>
<tr>
<td>4</td>
<td>Pay the examination fee.</td>
<td>Process payment and issue Official Receipt (OR).</td>
<td>5 minutes</td>
<td>Cashier/Deputized Cashier</td>
<td>P500.00</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Present OR and processed application form to Action Officer.</td>
<td>Give examination receipt slip, Examinee Guide</td>
<td>2 minutes</td>
<td>Action Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

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

**DIBAR System refers to the Database of Individuals Barred from Entering the Government Service and taking Career Service Examinations.
Schedule of Availability of Service:
Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

Who May Avail of the Service:

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

Eligibilities Granted Under Special Laws and CSC Issuances
- Electronic Data Processing Specialist (EDPS) Eligibility – pursuant to CSC Resolution No. 90-083 dated Jan. 22, 1990
  Conferred on passers of the proficiency test or training course conducted by the Department of Information and Communications Technology (DICT) on the following computer courses: Systems Analysis and Design; Computer Programming; Java; MS Access; and Visual Basic.

- Scientific and Technological Specialist (STS) Eligibility – pursuant to PD No. 997
  Conferred on S&T Specialist who has at least a bachelor’s degree in areas enumerated in Section 1 of the Rules and Regulations Implementing the Provisions of PD 997 (Revised 2009) and who meets any of the following additional requirements:
  - At least three (3) years of continuous experience in research and/or teaching in pertinent field which may include specialized training in research, or teaching experience at the college level in one’s major field or field of specialization, or completion of a patented invention; or
  - Has earned a master’s or doctorate degree in any of the fields of study enumerated under Section 1 of the Rules and Regulations Implementing the Provisions of PD 997 (Revised 2009) from a school recognized by the Commission on Higher Education at the time of filing of application.

- Veteran Preference Rating (VPR) Eligibility – pursuant to E0 No. 132/790
  Granted to PVAO*-certified World War II veteran, or his/her spouse, or any one of his/her children who failed and lacks no more than 10 points in either the Career Service Professional Examination, the Career Service SubProfessional Examination, the Fire Officer Examination, or the Penology Officer Examination.

Note: For the STS eligibility, the CSCROs only receives applications, and releases the Certificate of Eligibility. Processing is done at the Department of Science and Technology.

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

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

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

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

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

- **Honor Graduate Eligibility (HGE)** – pursuant to PD 907 (local schools)
  Granted to individuals who meet the following qualifications:
  - Graduated summa cum laude, magna cum laude, or cum laude, in their Baccalaureate/Bachelor’s degree, regardless of the number of years of completion;
  - Graduated from school year 1972-1973, and thereafter; and
  - With baccalaureate/bachelor’s degree recognized by the Commission on Higher Education (for those who graduated from private Higher Education Institutions), or with baccalaureate/bachelor’s degree included in the charter (for those who graduated from state/local universities/colleges).

- **Sanggunian Member Eligibility (SME)** – pursuant to RA 10156
  Granted to the following Sanggunian Members (SM):
  a. Sangguniang Bayan - the vice mayor, as presiding officer and the regular Sanggunian members;
  b. Sangguniang Panlunsod - the vice mayor, as presiding officer and the regular Sanggunian members; and
  c. Sangguniang Panlalawigan - the vice governor, as presiding officer, and the regular Sanggunian members.

  Above SM must meet the following qualifications:
  a. For SME (first level):
     - Served as Sanggunian Member for an aggregate period of six (6) years; and completed at least 72 units leading to a baccalaureate/bachelor’s degree.
  b. For SME (second level):
     - Served as Sanggunian Member for an aggregate period of nine (9) years; and completed a baccalaureate/bachelor’s degree.
  c. Name is included in the corresponding Master List issued by the concerned DILG Office.
  d. Must have filed their application within the prescriptive period.

- **Foreign School Honor Graduate Eligibility (FSHGE)** – pursuant to CSC Resolution No. 1302714
  Granted to Filipino citizens who graduated summa cum laude, magna cum laude, cum laude, or its equivalent, in their baccalaureate degree from school year 1972-1973 and thereafter, in legitimate prominent/reputable school/college/university in other countries as verified by the Department of Foreign Affairs (DFA), through the Philippine Foreign Service Posts.
What are the Requirements:

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

1. Properly accomplished Application Form:

<table>
<thead>
<tr>
<th>Form</th>
<th>Type of Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>CS Form No. 101 - A (Dec. 2011)</td>
<td>Electronic Data Processing Specialist Eligibility (EDPSE)</td>
</tr>
<tr>
<td>CS Form No. 101 - C (Dec. 2011)</td>
<td>Scientific and Technological Specialist Eligibility (STSE)</td>
</tr>
<tr>
<td>CS Form No. 101 - B (Dec. 2011)</td>
<td>Veteran Preference Rating Eligibility (VPRE)</td>
</tr>
<tr>
<td>CS Form No. 101 - D (Revised, Sept. 2013)</td>
<td>Honor Graduate Eligibility (HGE)</td>
</tr>
<tr>
<td>CS Form No. 101 - E (Revised, Feb. 2017)</td>
<td>Barangay Official Eligibility (BOE)</td>
</tr>
<tr>
<td>CS Form No. 101 - H (Dec. 2011)</td>
<td>Barangay Health Worker Eligibility (BHWE)</td>
</tr>
<tr>
<td>CS Form No. 101 - I (Dec. 2011)</td>
<td>Barangay Nutrition Scholar Eligibility (BNSE)</td>
</tr>
<tr>
<td>CS Form No. 101 - G (Revised, Sept. 2013)</td>
<td>Skills Eligibilities - Category II</td>
</tr>
<tr>
<td>CS Form No. 101 – J (Revised, Dec. 2013)</td>
<td>Sanggunian Member Eligibility (SME)</td>
</tr>
<tr>
<td>CS Form No. 101 - K (Dec. 2013)</td>
<td>Foreign School Honor Graduate Eligibility (FSHGE)</td>
</tr>
</tbody>
</table>

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

3. Original and photocopy of any of the following I.D. cards, which must be valid (not expired upon filing of application), and contains the name, clear picture, date of birth and signature of applicant, and the name and signature of the issuing agency’s current head/authorized representative:
Current Office/Company I.D., GSIS ID, PhilHealth ID (ATM Type), School ID (must be duly validated for the current school year), SSS I.D., Voter’s I.D., Passport, PRC License, Postal I.D., BIR I.D., Driver’s License, Barangay I.D. and Police Clearance (with picture).

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

4. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the Philippine Statistics Authority (PSA);

N.B.: *In case where the PSA Birth Certificate is not legible, or the PSA has duly issued a negative certification of birth (PSA CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her PSA birth certificate authenticated/issued by the Local Civil Registrar (LCR).*

5. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA;

N.B.: *In case where the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the LCR.*

6. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012); and

7. If the application is filed through a representative:
   a. Authorization letter or SPA executed by the applicant; and
   b. Original and photocopy of at least one (1) valid I.D. card of the representative, as listed under Item No. 3 above.

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

1. **ELECTRONIC DATA PROCESSING SPECIALIST (EDPS) ELIGIBILITY**

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

   B. For Proficiency Test:
      1. Original and certified copy of the Certificate of Proficiency issued by the DICT on the following computer courses:
         Systems Analysis and Design, Computer Programming, Java, MS Access, or Visual Basic;
      2. Original and photocopy of the Notification Slip issued by DICT.
2. **SCIENTIFIC AND TECHNOLOGICAL SPECIALIST (STS) ELIGIBILITY**

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

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

1. Duly accomplished CS Form 101-C, Dec. 2011

2. Three (3) pieces of identical I.D. pictures (Refer to Item No. 2 of the General Documentary Requirements for specifications)

3. Assessment fee of P100.00 payable to DOST; and

4. Five (5) copies each of the following documents:
   a. Duly certified statement of duties and responsibilities
   b. Original and photocopy of Transcript of Records (TOR) and diploma
   c. Recommendation from head of office or school on the application for PD 997 eligibility, which shall include a statement regarding his/her assessment of the applicant’s research or teaching proficiency
   d. List of S&T subjects taught/being taught and the duration of teaching said subjects, duly certified by the Dean of the school; and
   e. Other documents such as:
      - Published research paper/technical reports for concluded scientific research, or progress reports for researches still in progress. The reports must be certified as true copy by authorities to whom the original copies were submitted.
      - Certification of research proficiency indicating the title of scientific research project/s the applicant has participated in and the duration and nature of participation and/or responsibilities of the applicant in the research project.
      - Certificate of patented invention, if available.

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

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

1. Original and photocopy of valid I.D. card (Refer to Item No. 3 of the General Documentary Requirements for the list of I.D. cards accepted)

2. Original and photocopy of Birth Certificate of the applicant authenticated/issued by the PSA [Note: In case the PSA Birth Certificate is not legible, or the PSA has duly issued a Negative Certification of Birth (NSO CRS Form No. 1) printed in PSA security form, the applicant shall, in addition, submit the original and photocopy of his/her Birth Certificate authenticated/issued by the Local Civil Registrar.]
3. For female married applicants, original and photocopy of Marriage Certificate authenticated/issued by the PSA (Note: In case the PSA authenticated Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the Local Civil Registrar.)

4. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012).

3. **VETERAN PREFERENCE RATING (VPR) ELIGIBILITY**

   a) Original and photocopy of Birth Certificate (PSA or LCR authenticated) of the Veteran;
   b) Original and photocopy of Marriage Contract (PSA or LCR authenticated) of the Veteran;
   c) Affidavit of Waiver to be executed by the veteran only if still alive; or Joint Affidavit of Waiver by the veteran’s surviving spouse and other children, if the veteran is deceased and one of his/her children is availing of the grant;
   d) Original and photocopy of Death Certificate (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.)
   e) 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)
   f) Original and photocopy of the Report of Rating in the CS examination where the VPR shall be applied; and
   g) Verification Slip of the applicant’s examination result/rating issued by CSC-IRMO/CSC Regional Office concerned

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

4. **BARANGAY NUTRITION SCHOLAR (BNS) ELIGIBILITY**

   a) Diploma or authentic evidence of completion of high school course
   b) Certification of residency in the barangay for at least six (6) years, and can speak the dialect
   c) Certification of completion of the prescribed 10-day training course and 20-day practicum in the barangay where applicant is assigned
   d) Certification that the applicant has obtained a passing mark in the accomplishment of targets set in the action plan
   e) Copies of monthly accomplishment report (NNC Form 5) for the last two years authenticated by the nutrition action officer
f) Copies of BNS performance evaluation sheets for the last two years authenticated by the nutrition action officer for services rendered from Jan. 1, 1981

g) Certification of at least two-year continuous and satisfactory service as BNS by the nutrition action officer and attested by the district city nutrition program coordinator

h) Copies of Memorandum of Agreement or contract of service as BNS for the last two years

i) Notarized Affidavit stating that the BNS was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement

*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BNS has not been issued any appointment, whether permanent, temporary, substitute, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her service requirement

j) Original/Authenticated and dry-sealed List of BNS issued by the National Nutrition Council (agency to agency concern; to be submitted by NNC to CSCRO)

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

a) School certificate or transcript of record [applicant must have completed at least two (2) years of college education leading to a college degree]

b) Certificate of Accreditation issued and signed by the chairman or authorized official of the Barangay Health Worker Registration and Accreditation Committee and of the Local Health Board (the Certificate of Accreditation must have been issued on or before the start of the five-year voluntary service)

c) Certification of at least five (5) years of continuous and satisfactory service as an accredited BHW issued by the Local Health Board

d) Notarized Affidavit stating that the BHW was not employed in the government during his/her service requirement, and that he/she did not receive any form of salary/compensation, except honorarium, during his/her service requirement

*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the BHW has not been issued any appointment, whether permanent, temporary, substitute, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her service requirement

e) Authenticated/Certified copy of Annual Accomplishment Reports

f) Original/Authenticated and dry-sealed Registry of Accredited BHW issued by the Department of Health (agency to agency concern; to be submitted by DOH to CSCRO)

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

a) Certification from authorized DILG official at the municipal, city, provincial or regional level of the services rendered by the barangay official, using the prescribed CSC-ERPO Form 1a (February 2017), for elective barangay officials, or CSC-ERPO Form 1b (April 2012) for appointive barangay officials.

b) Certification from the Barangay Chairman on the services rendered by the barangay official
c) Duly signed oath-taking certificate or other proofs of having been duly elected or appointed such as election returns and appointment paper

d) Notarized Affidavit stating that the barangay official was not employed in the government during his/her term of office, or service requirement, and that he/she did not receive any form of salary/compensation, except honorarium for holding a position in an ex-officio capacity, during his/her term of office or service requirement

*For purposes of the requirement for Notarized Affidavit, the phrase “was not employed in the government” shall mean that the Barangay Official has not been issued any appointment, whether permanent, temporary, substitute, co-terminous, contractual, or casual, and that he/she has not received any salary/compensation derived from any government agency plantilla payroll, during his/her term of office, or service requirement

e) For appointive barangay officials (Barangay Secretary & Barangay Treasurer), notarized Affidavit stating that the appointive barangay official is not related up to the 4th degree of consanguinity, or of affinity, to the appointing Punong Barangay

f) Original/Authenticated and dry-sealed Master List of Elected/Appointed Barangay Officials issued by the DILG (agency to agency concern; to be submitted by DILG to CSCRO)

g) Other documents as may be deemed necessary by the CSC Regional Office in verifying authenticity of information supplied by the barangay official

7. **SKILL ELIGIBILITY (Category II)**

a) Original and photocopy of Appointment Paper of the applicant, specifically indicating the status of appointment as “Temporary” (NOTE: No status of appointment other than “Temporary” shall be considered for the grant of eligibility under Category II)

b) Certification (using the prescribed CSC-ERPO Cat. II Form No. 1, Revised Oct. 2009) from the agency head/highest HRMO that the appointee obtained at least Very Satisfactory rating for the two rating periods during the one-year temporary appointment

c) Statement of Actual Duties and Responsibilities (using the prescribed CSC-ERPO Cat. II Form No. 2, Jan. 2011) of the applicant executed by the applicant’s immediate supervisor

d) Authenticated copy of the applicant’s Performance Rating Form, duly confirmed by the agency’s Performance Evaluation and Review Committee (PERC), for the two rating periods covered by the one-year temporary appointment

8. **HONOR GRADUATE ELIGIBILITY (HGE)**

a) Original and photocopy of Transcript of Record (TOR) of the applicant;

b) Certification from the university/college that the applicant graduated summa cum laude, magna cum laude, or cum laude. (This certification is separate from and on top of the Transcript of Record); and

c) List of Honor Graduates certified and submitted by the School Registrar to the CSC (agency to agency concern).
9. **SANGGUNIAN MEMBER ELIGIBILITY (SME)**

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

10. **FOREIGN SCHOOL HONOR GRADUATE ELIGIBILITY (FSHGE)**

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

**Duration:** 1 hour
**How to Avail of the Service:** The grant of eligibility under special laws and CSC issuances involves two (2) stages – Evaluation of Application, and Processing of Certificate of Eligibility.

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>File duly accomplished form and documentary requirements at the CSC Regional Office thru the Examination Services Division (ESD)</td>
<td>Require the applicant to pay the evaluation fee at the Cashier</td>
<td>1 minute</td>
<td>1st Processor</td>
<td></td>
<td>Appropriate Application Form</td>
</tr>
<tr>
<td>2</td>
<td>Pay the evaluation fee* at the CSC Cashier</td>
<td>Process payment and issue Official Receipt</td>
<td>1 minute</td>
<td>Cashier</td>
<td>P200.00</td>
<td>CSC Official Receipt</td>
</tr>
<tr>
<td>3</td>
<td>Return to ESD and present O.R. and application form to the attending Action Officer</td>
<td>Receive the O.R. and process the application form</td>
<td>18 minutes</td>
<td>1st Processor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

  - Check if the name of the applicant is included in the corresponding master list provided by the agency concerned, including the consistency of all of the applicant’s data indicated therein, affix initials and date opposite the applicant’s data entry
  - Fill out the jurat, if applicable

*The evaluation fee shall be paid by the applicant upon filing of application.*
<table>
<thead>
<tr>
<th>Step</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Accomplish the “Action Taken” portion on the application form, fill the eligibility data on space provided as applicable, and affix signature over printed name and date on space provided for 1&lt;sup&gt;st&lt;/sup&gt; Processor. 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 2&lt;sup&gt;nd&lt;/sup&gt; Processor on application form.</td>
<td>7 minutes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Pay the processing fee* at the Cashier</td>
<td>Give the duly evaluated and approved application form and instruct the client to pay the processing fee at the Cashier</td>
<td>1 minute</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; Processor; Cashier</td>
<td>P300.00</td>
<td>CSC Official Receipt</td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Action Officer</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
<td>Fees</td>
<td>Form*</td>
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</tbody>
</table>
| 5    | Return to ESD and present OR and application form to the attending Action Officer | Receive the OR and process the application form  
Print the CoE draft on paper | 12 minutes | 1st Processor; Cashier | | Security Form |
| 6    | Review the draft CoE (particularly as to his/her name and date and place of birth) and affix signature on the draft CoE and signature over printed name and the date on the “Checked by” portion | Stamp the draft CoE with “Checked by” and present the same to the applicant for review  
Print the CoE on security form | 5 minutes | 1st Processor | Security Form |
| 7    | Paste picture and affix signature on appropriate spaces on the security form | Check proper and accurate printing of the CoE on security form and endorse the same, together with the rest of the documents, to the Directors for signature  
Review the documents, and sign CoE  
Record the application data on the corresponding Logbook, and prepare the receiving photocopies of the CoE | 2 minutes  8 minutes | 2nd Processor; Directors/Authorized Signatory  
1st Processor | |

*The processing fee shall be paid by the applicant upon approval of application.*
<table>
<thead>
<tr>
<th>Step</th>
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<th>Fees</th>
<th>Form*</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Receive the original CoE and ORs and sign the receiving copies and the Logbook</td>
<td>Release the fully accomplished original CoE to the applicant, together with the original ORs and the application receipt stub and accomplish appropriate portion in the receiving copies</td>
<td>5 minutes</td>
<td>1st Processor</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Note: Application Form is available FREE OF CHARGE at any CSC office, or may be downloaded from the CSC website www.csc.gov.ph
**ISSUANCE OF CERTIFICATE OF ELIGIBILITY (CAREER SERVICE EXAMINATION-PEN AND PAPER TEST)**

**Schedule of Availability of Service:**
Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

**Who may avail of the Service:**
Those who pass the CS Professional and Subprofessional Examinations and will claim the certificate for the first time

**What are the Basic Requirements:**
1. Valid I.D.
2. Two (2) pieces picture with complete nametag (preferably the picture used at the time of examination)

**Duration:** 30 minutes

**How to Avail of the Service:**

<table>
<thead>
<tr>
<th>Step</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out the Client Logbook.</td>
<td>Inform the client to wait for his/her name to be called.</td>
<td>1 minute</td>
<td>ESD Personnel</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Present valid I.D. and picture with complete nametag (preferably the picture used at the time of examination).</td>
<td>Verify identity of the client by comparing the valid ID and the picture presented with the picture and signature appearing on the Picture Seat Plan accomplished during the exam. After evaluation, ask the client to indicate the serial number of CoE and sign the copy of the Register of Eligibles.</td>
<td>15 minutes</td>
<td>ESD Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Action Officer</td>
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<td>Person in Charge</td>
<td>Fees</td>
<td>Form</td>
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</tr>
<tr>
<td>3</td>
<td>Paste picture on the Certificate of Eligibility and affix signature on the space provided for in the Certificate of Eligibility.</td>
<td>Photocopy Certificate of Eligibility together with the valid I.D. Ask the client to sign the photocopy of the Certificate of Eligibility as proof of receipt and affix the official seal of CSC on the original copy of the Certificate. Request client to accomplish E-6 form.</td>
<td>5 minutes 7 minutes</td>
<td>ESD Personnel ESD Personnel</td>
<td>E-6 Form (Profile of Eligibles)</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receive Certificate of Eligibility.</td>
<td>Release the Certificate of Eligibility to the client Accept the accomplished E-6 Form.</td>
<td>1 minute</td>
<td>ESD Personnel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
ISSUANCE OF CSC ELIGIBILITY CARD

Schedule of Availability of Service:
Monday to Friday
8:00 a.m. to 5:00 p.m.

Who may avail of the Service:
1. Those who passed the Career Service Professional and Subprofessional Examination (CSC COMEX, Pen and paper test);
2. Those granted the following: Fire Officer Eligibility; Penology Officer Eligibility; Career Foreign Service Officer Eligibility; and Meat Inspector Eligibility; and
3. Those granted the following special eligibilities under special laws and CSC issuances: Honor Graduate Eligibility; Scientific and Technological Specialist Eligibility; Electronic Data Processing Specialist Eligibility; Sanggunian Member Second Level Eligibility; Sanggunian Member First Level Eligibility; Foreign Honor Graduate Eligibility; Barangay Official Eligibility; Barangay Health Worker Eligibility; Barangay Nutrition Scholar Eligibility; Veteran’s Preference Rating Eligibility; and Skills Eligibility (Category II pursuant to CSC MC 11, s. 1998 as amended by CSC MC 10, s. 2013).

The eligible is required to appear in person at the CSC Regional Office concerned in claiming the card. Representatives shall not be allowed to claim the card on behalf of the eligible.

What are the Basic Requirements:
Any of the following identification (ID) cards, which must be valid (not expired on the date of claiming): Driver’s license; Passport; PRC license; SSS ID; GSIS ID (UMID); Voter’s ID; BIR ID (ATM type/TIN card type with picture); PhilHealth ID (must at least contain the holder’s name, clear picture, signature and PhilHealth number); Company/Office ID; School ID (validated for the current school year/semester/trimester); Police Clearance (with picture); Postal ID; Barangay ID; or NBI Clearance.

Duration: 15 minutes

How to Avail of the Service:

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</tr>
</thead>
</table>
| 1    | Present valid ID to the Examination Services Division (ESD) | • Establish and validate the identity of the eligible  
• Require applicant to pay card processing fee | 3 minutes | | | Valid ID |
<table>
<thead>
<tr>
<th>Step</th>
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<tbody>
<tr>
<td>2</td>
<td>Pay the card processing fee</td>
<td>Process payment and issue Official Receipt</td>
<td>3 minutes</td>
<td>Cashier</td>
<td>P200</td>
<td>Official Receipt</td>
</tr>
</tbody>
</table>
| 3    | Present O.R. to Releasing Officer | • Require eligible to sign on the signature panel of the card  
• Verify the signature  
• Return ID and other items presented by the eligible | 5 minutes                                        | Releasing Officer                               |                   |                    |
| 4    |                             | Release CSC Eligibility Card                                                  | 1 minute                                         | Releasing Officer |       | CSC Eligibility Card |
| 5    | Receive and accomplish the Receipt form | Accomplish the Receipt form                                                   | 1 minute                                         |                   |       | Receipt form        |
| 6    | Accomplish Feedback form   | Request eligible to accomplish Feedback form                                  | 2 minutes                                        |                   |       | Feedback form       |

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

Schedule of Availability of Service:
Monday to Friday
8:00 a.m. to 5:00 p.m. without noon break

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

What are the Basic Requirements:
1. Properly accomplished Eligibility/Examination Records Request Form (ERRF) and Declaration Form (DF)
2. One piece 1 inch by 1 inch picture with full name tag and signature affixed prior to having the photograph taken
   • Signature must be on top of the printed name.
   • Photograph should have been taken within three (3) months prior to filing of request for Certification of Eligibility.
   • Scanned, computer-generated photo/name/signature will not be accepted.
3. Certification fee: Php 100.00 per copy
4. Two (2) valid Identification (ID) Cards or
   If the requesting party works/lives abroad:
   1. Copy of Passport; and
   2. Copy of one (1) Identification Card duly authenticated by the Philippine Embassy or Consular Office
      (Note: Valid ID contains applicant’s clear picture, date of birth, signature, and signature of the authorized head of the issuing agency such as Driver’s License, SSS ID, GSIS ID, Philhealth ID, current Company/Office ID, current School ID, Postal ID, BIR ID, Barangay ID, Voter’s ID, Valid Passport, or Police Clearance. Any ID not included in the list shall NOT be accepted.)

Special Requirement:
1. PSA-Issued Marriage Contract for women who married after taking the examination

What are the Additional Requirements if request is filed thru a representative:
1. Authorization Letter or Special Power of Attorney (SPA); and
2. One (1) valid Identification Card of the representative

Duration: 60 minutes

Note: For verification of examinations conducted in 1985 and prior years, or eligibilities granted which need further verification, the process may take a longer duration and the client is advised accordingly.
# How to Avail of the Service:

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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out Eligibility/Exam Records Request Form (ERRF).</td>
<td>Receive/review accomplished ERRF and DF, and issue Order of Payment.</td>
<td>1 minute</td>
<td>ESD personnel</td>
<td></td>
<td>ERRF (Revised 100312); DF and Order of Payment</td>
</tr>
<tr>
<td>2</td>
<td>Wait for the request to be processed.</td>
<td>Process the request</td>
<td>56 minutes</td>
<td>ESD personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier.</td>
<td>Process payment and issue Official Receipt.</td>
<td>1 minute</td>
<td>Director</td>
<td>P100.00/ copy</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>4</td>
<td>Present OR and affix signature on the release portion of the ERRF or file copy.</td>
<td>Release the Certification of Eligibility to client.</td>
<td>2 minutes</td>
<td>ESD personnel</td>
<td></td>
<td>Certification of Eligibility</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

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

The 60-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.
AUTHENTICATION OF CERTIFICATE OF ELIGIBILITY (WALK-IN)

Schedule of Availability of Service:
Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

Who May Avail of the Service:
Eligible/s who have original copy/ies of the certificate/s of eligibility or report/s of rating in their possession and want it/these authenticated.

What are the Basic Requirements:
1. Properly accomplished Eligibility/Exam Records Request Form (ERRF)
2. Original Certificate/Certification of Eligibility or Report of Rating
3. Certification fee: Php 50.00 per copy
4. Two (2) valid Identification (ID) Cards
   If the requesting party works/lives abroad:
   1. Copy of Passport; and
   2. Copy of one (1) Identification Card

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

Special Requirement:
1. PSA-Issued Marriage Contract for women who married after taking the examination

What are the Additional Requirements if request is filed through a representative:
1. Authorization Letter or Special Power of Attorney (SPA); and
2. One (1) valid Identification Card of the Representative

Duration: 60 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out Eligibility/Exam Records Request Form (ERRF).</td>
<td>Receive/review accomplished ESRF; issue Order of Payment; and advise client to pay to the Cashier.</td>
<td>1 minute</td>
<td>ESD Personnel</td>
<td>ERRF (revised 100312); and Order of Payment</td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Action Officer</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
<td>Fees</td>
<td>Form</td>
</tr>
<tr>
<td>------</td>
<td>-----------------</td>
<td>----------------</td>
<td>---------------------------------------------------</td>
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<td>------</td>
</tr>
<tr>
<td>2</td>
<td>Wait for the request to be processed</td>
<td>Process the request</td>
<td>56 minutes</td>
<td>ESD Personnel Supervisor/Senior Human Resource Specialist</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cashier</td>
<td>P50.00/copy</td>
<td>Official Receipt</td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier</td>
<td>Process payment and issue Official Receipt (OR)</td>
<td>1 minute</td>
<td>ESD Personnel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Affix signature on the release portion of the ERRF or file copy</td>
<td>Release the authenticated copy of the CoE or ROR to client</td>
<td>2 minutes</td>
<td>ESD Personnel</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

Note: Form is available at the CSC Regional Office and CSC website www.csc.gov.ph.
The 60-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.
ISSUANCE OF CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE (WALK-IN/BY MAIL)

Schedule of Availability of Service:
Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

Who May Avail of the Service:
Government officials and employees and other authorized individuals

What are the Requirements:
1. Accomplished Customer Information Sheet (CIS) and Request for Certificate of No Pending Administrative Case Form;
2. Certified photocopy of valid ID of the requesting party. If request is through a representative, authorization letter and valid ID of the representative.
3. Proof of payment of certification fee (except if the purpose is for COMPULSORY RETIREMENT or for candidates of HONOR AWARDS PROGRAM)

Duration: 20 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submit accomplished Customer Information Sheet (CIS) and request form.</td>
<td>Assess the request form. Issue charge slip and advise client to pay to the Cashier while request is being processed.</td>
<td>10 minutes</td>
<td>Action Officer</td>
<td>1 minute</td>
<td>P100.00</td>
</tr>
<tr>
<td>2</td>
<td>Pay to the Cashier.</td>
<td>Process payment and issue OR.</td>
<td>4 minutes</td>
<td>Cashier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Present receipt and request form and get the Certificate.</td>
<td>Release the Certificate.</td>
<td>5 minutes</td>
<td>Action Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

Schedule of Availability of Service:
Monday - Friday
8:00 a.m. - 5:00 p.m. without noon break

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

What are the Requirements:
1) Accomplished Personnel Records Request Form (PRRF);
2) One (1) valid identification (ID) card; and
3) If the request is filed through a representative, an Authorization Letter or Special Power of Attorney (SPA) and one (1) valid ID of the representative.
4) If a requesting party claims to be surviving spouse/heir, a Certificate of Death shall be required.

Duration: 25 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplished Personnel Records Request Form.</td>
<td>Receive and review the accomplished form.</td>
<td>2 minutes</td>
<td>Action Officer</td>
<td>PRRF</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Wait while the requested documents are being retrieved.</td>
<td>Retrieve the requested records, issue order of payment, and advise client to pay corresponding fee if records are available. If records are not available, inform the client that requested records are not available.</td>
<td>19 minutes</td>
<td>Action Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Step</td>
<td>Applicant/Client</td>
<td>Action Officer</td>
<td>Duration of Activity (Under Normal Circumstances)</td>
<td>Person in Charge</td>
<td>Fees</td>
<td>Form</td>
</tr>
<tr>
<td>------</td>
<td>------------------------------------------</td>
<td>----------------</td>
<td>---------------------------------------------------</td>
<td>------------------</td>
<td>----------------------------------------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>3</td>
<td>Pay to the Cashier.</td>
<td>While the client pays the corresponding fee, the requested records are being photocopied/reproduced</td>
<td>2 minutes</td>
<td>Cashier</td>
<td>(Authenticated Copy)</td>
<td>Official Receipt</td>
</tr>
<tr>
<td></td>
<td>Present Official Receipt</td>
<td>Record O.R. Number.</td>
<td></td>
<td>Action Officer</td>
<td>Appointment: P30.00; Service Card/Record: P40.00; CSC Issuances/Resolutions: P10.00/page</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receive the documents requested.</td>
<td>Release certified photocopy of requested documents/records to client.</td>
<td>2 minutes</td>
<td>Action Officer</td>
<td>Certified copy of document</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

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

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

Schedule of Availability of Service:
   Monday – Friday
   8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:
   Any person may file an administrative complaint against any non-presidential appointee in the government

What are the Requirements:

Filing of Cases
   Complaint
   1. Must be in writing and subscribed and sworn to by the complainant;
   2. Must contain the following:
      a. Full name and address of the complainant;
      b. Full name and address of the person complained of as well as his/her position and office of employment;
      c. Narration of the relevant and materials facts which shows the acts or omissions allegedly committed by the civil servant;
      d. Certified true copies of documentary evidence and affidavits of witnesses, if any; and
      e. Certificate/Statement of Non-Forum Shopping duly notarized by a commissioned Notary Public

Filing of Appeals
   Invalidated/Disapproved Appointments: appointing authority or appointee
   1. Appeal Memorandum, together with the certified true copy of the decision, resolution or order appealed from, and certified copies of the documents or evidence (3 copies);
   2. Proof of Service of a copy of the appeal memorandum to the appointing authority;
   3. Proof of payment of the appeal fee; and
   4. Statement/Certificate of Non-Forum Shopping duly notarized by a commissioned Notary Public

Protest: qualified next-in-rank official/employee
   1. Appeal Memorandum, together with the certified true copy of the decision, resolution or order appealed from, and certified copies of the documents or evidence (i.e. appointment and Personal Data Sheets, and other pertinent documents);
   2. Proof of service of a copy of the appeal memorandum to the appointing authority;
   3. Proof of payment of the appeal fee; and
   4. Statement/Certificate of Non-Forum Shopping duly notarized by a commissioned Notary Public

Recall of Approval/Validation of Appointment: any person or motu proprio by the CSC
Reassignment: person reassigned to another unit/division
Dropping from the rolls: party adversely affected by the Order of dropping from the rolls
   1. Appeal Memorandum (Petition for Recall), together with the certified true copy of the decision, resolution or order appealed from, and certified copies of the documents or evidence;
   2. Proof of service of a copy of the appeal memorandum to the appointing authority;
3. Proof of payment of the appeal fee; and
4. Statement/Certificate of Non-Forum Shopping duly notarized by a commissioned Notary Public

**Filing of Motions for Reconsideration (Disciplinary and Non-Disciplinary Cases)**
Duly signed Motion for Reconsideration.

**Duration:**
- Filing of Cases/Appeals – 10 minutes
- Filing of Motions for Reconsideration - 5 minutes

**How to Avail of the Service:**

### Filing of Cases/Appeals

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>File the complaint/appeal along with the requirements at Legal Services Division for evaluation.</td>
<td>Review the complaint/appeal and other documents, if any, and require the client to pay the filing fee.</td>
<td>5 minutes</td>
<td>LSD Action Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Pay to the cashier.</td>
<td>Process payment and issue Official Receipt (O.R.).</td>
<td>2 minutes</td>
<td>Cashier</td>
<td>P500.00*</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Return to the receiving counter and present O.R.</td>
<td>Receive the complaint/appeal.</td>
<td>2 minutes</td>
<td>LSD Action Officer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Receive the receiving copy of the complaint/appeal.</td>
<td>Issue the receiving copy to the client.</td>
<td>1 minute</td>
<td>LSD Action Officer</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Filing of Motions for Reconsideration

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Duration of Activity (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>File the motion for reconsideration at the Legal Services Division.</td>
<td>Receive the motion for reconsideration.</td>
<td>3 minutes</td>
<td>LSD Action Officer</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Issue the receiving copy to the client.</td>
<td></td>
<td>2 minutes</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**

*Filing fee for Complaints is temporarily suspended Per OM No. 92, s. 2012*
COUNSELING/RESPONSE TO QUERIES/ASSISTANCE ON CIVIL SERVICE MATTERS (WALK-IN)

Schedule of Availability of Service:
Monday – Friday
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service: General Public

What are the Requirements: None

Duration: 5 minutes

How to Avail of the Service:

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Action Officer</th>
<th>Response Time (Under Normal Circumstances)</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish and submit Customer Information Sheet.</td>
<td>Provide reply to simple queries. For complex queries or concerns, request client to fill-out Aksyon Para sa Taumbayan Form and advise him/her that the matter will be referred to appropriate office.</td>
<td>5 minutes</td>
<td>Assigned Action Officer</td>
<td></td>
<td>Aksyon Agad Para sa Taumbayan Forms:</td>
</tr>
</tbody>
</table>

Form 1 - For commendation
Form 2 - For request for Assistance
Form 3 - For complaint
Form 4 - For suggestion

END OF TRANSACTION
FEEDBACK FORM
(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box. (Ipaalam po ninyo sa amin kung paano namin kayo napagtingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring i-tsek lamang ang kahong naaayon.)

<table>
<thead>
<tr>
<th>COMPLIMENT (Papuri)</th>
<th>COMPLAINT (Reklamo)</th>
<th>SUGGESTION (Mungkahi)</th>
</tr>
</thead>
</table>

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

Facts or Details Surrounding the Incident: ____________________________________________
(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

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

(Please use additional sheet/s if necessary)
(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name [OPTIONAL]: ____________________________________________
(Pangalan)

Office/Agency: ____________________________________________
(Tanggapan/Ahensya)

Address: ____________________________________________
(Tirahan)

Contact Number(s) (if any): ____________________________________________
(Telepono)

E-mail Address (if any) ____________________________________________

Signature: ____________________________________________
(Lagda)

Date: ____________________________________________
(Petsa)
CENTRAL OFFICE DIRECTORY

The Commission

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National Telecommunication
Commission - CO
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Commission – NCR
National Transmission Corporation
National Council on Disability Affairs
Occupational Safety & Health Center
Office of the Ombudsman
Philippine Atmospheric, Geophysical & Astronomical Services Administration
Philippine Drug Enforcement Agency
Philippine Science High School
Philippine Children's Medical Center
Public Private Partnership Center of the Philippines
Power Sector Assets and Liabilities Management

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Bureau of Plant Industry
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Central Board of Assessment Appeals
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Department of Finance
Department of Labor and Employment – CO
Department of Labor and Employment – NCR
Institute for Labor Studies
Insurance Commission
Intramuros Administration
Land Bank of the Philippines
Maritime Industry Authority
National Archives of the Philippines
National Conciliation and Mediation Board
National Historical Commission of the Philippines
National Parks Development Committee
National Wages and Productivity Commission
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National Commission on Muslim Filipinos
National Electrification Administration
National Irrigation Administration
National Kidney & Transplant Institute
National Security Council
National Water Resources Board
Office of the Government Corporate Counsel
Parole & Probation Administration – CO
Parole & Probation Administration – NCR
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Philippine Heart Center
Philippine National Volunteer Service Coordinating Agency
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AFP Philippine Air Force
AFP Philippine Army
AFP Philippine Military Academy
AFP Philippine Navy
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Department of National Defense
Department of Transportation
Development Academy of the Philippines
Division of City Schools - San Juan
Energy Regulatory Commission
Metro Rail Transit III
National Defense College of the Philippines
National Economic and Development Authority
Office for Civil Defense
Office for Transportation Security
Office of the Presidential Adviser on the Peace Process
Philippine Competition Commission
Philippine Coast Guard – Civilian
Philippine Overseas Employment Administration
Philippine Veterans Affairs Office
Presidential Commission on Good Government
Securities and Exchange Commission
The Government Arsenal
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National Children’s Hospital
Philippine Institute for Traditional & Alternative Healthcare
Philippine Orthopedic Center
Quirino Memorial Medical Center
Rizal Medical Center
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CGO – Navotas
CGO – Valenzuela
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Forest Products Research and Development Institute
Industrial Technology Development Institute
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Court of Tax Appeals
Department of Justice
Division of City Schools – Manila
National Bureau of Investigation
Pamantasan ng Lungsod ng Maynila
OFFICE OF THE PRESIDENT
Bureau of Communications Services
Climate Change Commission
Commission on the Filipino Language
Cooperative Development Authority
Council for the Welfare of Children
DBM - Procurement Service
Department of Budget and Management - CO
Department of Budget and Management – NCR
Department of Social Welfare and Development - NCR
Eulogio “Amang” Rodriguez Institute of Science & Technology
Movie and TV Review and Classification Board
National Anti-Poverty Commission
National Commission on Culture and the Arts
National Labor Relations Commission
National Printing Office
National Tobacco Administration
National Youth Commission
News and Information Bureau
Office of the President
Optical Media Board
Pasig River Rehabilitation Commission
Philippine Commission on Women
Polytechnic University of the Philippines
Presidential Broadcast Staff (RTVM)
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Commission on Human Rights
Division of City Schools – Marikina
Department of Information and Communication Technology
Local Water Utilities Administration
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Metropolitan Waterworks & Sewerage System - Corporate Office
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Department of Agrarian Reform
Department of Agriculture
Philippine Fiber Industry Development Authority
National Dairy Authority
National Food Authority - CO & NCR
National Meat Inspection Service
Office of Transportation Cooperatives
Fertilizer & Pesticide Authority
Philippine Carabao Center
Philippine Coconut Authority - CO & IV B
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Environmental Management Bureau - NCR
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Division of City Schools - Muntinlupa
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2/F BPI Bldg., Port Area,  
7000 Zamboanga City  
(062) 993-2942  
ro09.fo_zamboangacity@csc.gov.ph;  
cscro9_zcfo@yahoo.com
Director II Mario Jose T. Cunting  
CSC Field Office - Zamboanga Del Sur  
Provincial Capitol Compound,  
7016 Pagadian City  
📞 (062) 215-3017  
📧 ro09.fo_zamboangadelsur@csc.gov.ph; csczambosur@gmail.com

Director II Jerry N. Mayormita  
CSC Field Office - Zamboanga Del Norte  
ZDN Sports Complex Tower,  
Estaka, 7100 Dipolog City  
📞 (065) 212-3762  
📧 ro09.fo_zamboangadelnorte@csc.gov.ph; znfo9@yahoo.com

CSCRO 10 - Field Offices

Acting Director II Cosette Maglasang-Mundo  
CSC Field Office - Misamis Oriental  
2/F of CSCRO 10  
Vamenta Blvd. Carmen,  
9000 Cagayan de Oro City  
📞 (088) 531-1280  
📧 ro10.fo_misamisoriental@csc.gov.ph; csfmisisor@gmail.com

Director II Abdulla M. Datu-Dacula  
CSC Field Office - Misamis Occidental  
Provincial Capitol Compound,  
7207 Oroquieta City 7207  
📞 (088) 531-1280  
📧 ro10.fo_misamisoccidental@csc.gov.ph; csc_misocc@yahoo.com

Director II Lourdes B. Pelaez  
CSC Field Office - Bukidnon  
San Victor St., Brgy. 9, Malaybalay City,  
8700 Bukidnon  
📞 (088) 813-2520  
📧 ro10.fo_bukidnon@csc.gov.ph; csc10_buk@yahoo.com.ph

Director II Alan B. Besario  
CSC Field Office - Camiguin  
CPSC Compound, Balbagon,  
Mambajao, 9100 Camiguin  
📞 (088) 387-2100  
📧 ro10.fo_camiguin@csc.gov.ph; csc_cam@yahoo.com

Director II Alona B. Carumba  
CSC Field Office - Lanao del Norte  
DepEd City Division,  
Aguinaldo St., 9200 Iligan City  
📞 (063) 221-4065  
📧 ro10.fo_lanaodelnorte@csc.gov.ph; csc_lanao@yahoo.com

Director II Richard T. Ortiz  
CSC Field Office - Davao del Sur  
DPWH Compound  
Lapu-Lapu St., Digos City  
📞 (082) 553-4671  
📧 ro11.fo_davaodelsur@csc.gov.ph; davaodelnortefieldoffice@yahoo.com

Director II Nelly L. Esperanza  
CSC Field Office - Davao del Norte  
Government Center, Mankilam,  
Tagum City  
📞 (084) 216-3674  
📧 ro11.fo_davaodelnorte@csc.gov.ph; davaodelnortefieldoffice@yahoo.com

Acting Director II Vicente D. Luna  
CSC Field Office - Compostela Valley  
Nabunturan, Compostela Valley Province  
📞 ro11.fo_compostelacity@csc.gov.ph; csc.comval@yahoo.com.ph

Director II Ma. Cynthia P. Aranas  
CSC Field Office - Davao Oriental  
Dahican, Davao Oriental  
📞 (087) 388-4681  
📧 ro11.fo_davaooriental@csc.gov.ph; csddavaooriental@yahoo.com

CSCRO 12 - Field Offices

Director III Venus D. Ondoy (Concurrent)  
CSC Field Office - Cotabato City  
DPWH Cotabato City,  
DEO Compound, Ramon Rabago St. Motorpool, Access Road  
Cotabato City  
📞 (064) 421-1915  
📧 ro12.fo_cotabatocity@csc.gov.ph; csfo_cotabatocity@yahoo.com

Director II Ma. Josefina G. Buenbrazo  
CSC Field Office - North Cotabato  
Provincial Capitol, Amas,  
Kidapawan City  
📞 (064) 572-8028  
📧 ro12.fo_northcotabato@csc.gov.ph; csfo_northcot@yahoo.com

Director II Glenda I. Foronda-Lasaga  
CSC Field Office - Sarangani  
Provincial Capitol Compound,  
Alabel, Sarangani Province  
📞 (083) 508-2034  
📧 ro12.fo_sarangani@csc.gov.ph; cscfo_sargen@yahoo.com
Director II Teresita R. Antolin  
CSC Field Office - South Cotabato  
+ Alunan Avenue, Koronadal City  
✆ (083) 228-1283  
✉ ro12.fo_southcotabato@csc.gov.ph; cscsouthcot@yahoo.com

Director II Edna C. Nebrija-Mahinay  
CSC Field Office - Sultan Kudarat  
+ Old Capitol Compound  
Isulan, Sultan Kudarat  
✆ (064) 201-4141  
✉ ro12.fo_sultankudarat@csc.gov.ph; cscskfo@yahoo.com

CSC CAR - Field Offices

Director II Perfecto B. Cardenas  
CSC Field Office - Abra  
+ Provincial Capitol Compound,  
Bangued, 2800 Abra  
✆ (074) 424-2659  
✉ rocar.fo_abra@csc.gov.ph; cscfoabra@yahoo.com

Director II Ruben U. Wacas  
CSC Field Office - Apayao  
+ Apayao Provincial Office,  
Luna, 3813 Apayao  
✆ (085) 342-7071  
✉ rocar.fo_apayao@csc.gov.ph; csc_kal_ap@yahoo.com

CSC CARAGA - Field Offices

Director II Christopher C. Mabale  
CSC Field Office - Agusan del Norte  
+ DepEd Butuan City Division  
Compound, Rosal Street, Butuan City  
✆ (085) 342-7071  
✉ rocar.fo_agusanodelnorte@csc.gov.ph; csc_kal_ap@yahoo.com

Director II Harold P. Pareja  
CSC Field Office - Agusan del Sur  
+ Government D.O. Plaza Gov’t.  
Center, Patin-ay, Agusan del Sur  
✆ (085) 343-7309  
✉ rocarag.fo_agusanodelsur@csc.gov.ph; cscxilagusanfo@gmail.com

CSC ARMM - Field Offices

Director II Mary Grace Q. Mission  
CSC Field Office ARMM Line Agencies  
+ ARMM Compound,  
9600 Cotabato City  
✆ (064) 552-0512  
✉ roarmm.fo_cotabatocity@csc.gov.ph; cscfoCOTarmm@yahoo.com

Director II Sandrah Arina M. Usman  
CSC Field Office - Lanao del Sur  
+ City Hall Building, Bangon Street,  
Marawi City 9700  
✉ roarmm.fo_lanaodelsur@csc.gov.ph; csfolanaosur@yahoo.com

OIC Dir II Gil D. Caburnay  
concurrent  
CSC Field Office - Sulu  
+ Municipal Hall of Jolo, Jolo, 7400 Sulu  
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OIC Director II Gil D. Caburnay  
CSC Field Office - Basilan  
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Director II Shastri S. Buddin  
CSC Field Office - Tawi-tawi  
+ Bongao, 7500 Tawi-Tawi  
 تعالى (068) 868-1543  
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Director II Arnold V. Juloya
CSC Field Office - Maguindanao
Provincial Government Center
Butuan, Maguindanao
roarmm.fo_maguindanao@csc.gov.ph; cscfo_maguindanao@yahoo.com.ph
CIVIL SERVICE COMMISSION
Client’s Feedback Form

Date: _______________________ Time: _____________________

Name of CSC Service Office: ______________________________________

Name of Action Officer: __________________________________________

Client’s Name: _________________________________________________
Contact Number: _________________________________________________
Position/Designation: _____________________________________________
Office Name & Address: ___________________________________________

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

Purpose of Visit:
Secure Records
☐ Appointment          ☐ Authentication
☐ Certification of Eligibility   ☐ Service Record

Examination/Eligibility
☐ Inquire on exam     ☐ File application for exam
☐ Inquire about special eligibility
☐ Conversion of eligibility

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

Other Services
☐ Extension of service
☐ Purchase of publication/Photocopy
☐ Research/Interview
☐ Request for assistance/follow-up
☐ CNA & Union registration/accreditation

Please help us improve our service by rating us. Thank you.

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

Comments/Suggestions:
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

*Please put this form in the drop box. You may also send us your feedback through email address feedback@webmail.csc.gov.ph or text at TextCSC (09178398272).
REQUEST FOR CSC ISSUANCES/RESOLUTIONS

DATE: ___________

REQUESTED BY:

NAME: _________________________________________
OFFICE: _________________________________________

PURPOSE:

__________________________________________________________________________

__________________________________________________________________________

1. CSC MEMORANDUM CIRCULAR:
   YEAR: ___________   NO: __________
   YEAR: ___________   NO: __________
   YEAR: ___________   NO: __________
   YEAR: ___________   NO: __________

2. CSC RESOLUTIONS:
   YEAR: ___________   NO: __________
   YEAR: ___________   NO: __________
   YEAR: ___________   NO: __________
   YEAR: ___________   NO: __________

ACTION TAKEN BY RCAD:

FILING FEE
MEMORANDUM CIRCULAR

RESOLUTIONS
TOTAL AMOUNT
OFFICIAL RECEIPT NO.

RECEIVED BY: ____________________________

PRINT NAME & SIGNATURE

ATTENDED BY: ____________________________

RCAD STAFF
Form No. 1- COMMENDATION (Papuri)

Date (Petsa) __________________________

Name of Commending Party: __________________________
(Pangalan ng Nagbibigay Papuri) __________________________
(Telepono) __________________________

Office/Address: __________________________
(Tanggapan/Lugar) __________________________

Residence Address: __________________________
(Tirahan) __________________________

Name of Person Being Commended: __________________________
(Pangalan ng Pinapupurihan) __________________________

Position/Office: __________________________
(Posisyon/Tanggapan) __________________________

Reason for Commendation (Dahilan ng Papuri)* __________________________

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

Signature (Lagda) __________________________

PAIO
Sept 2011

Form No. 2- REQUEST for ASSISTANCE (Paghihing Tulong)

Date (Petsa) __________________________

Name of Requesting Party: __________________________
(Pangalan ng Humihining ng Tulong) __________________________
(Telepono) __________________________

Office/Address: __________________________
(Tanggapan/Lugar) __________________________

Residence Address: __________________________
(Tirahan) __________________________

Assistance Requested (Hinihinging Tulong)
________________________________________________________
________________________________________________________
________________________________________________________
________________________________________________________
________________________________________________________
________________________________________________________
________________________________________________________
________________________________________________________
________________________________________________________

Signature (Lagda) __________________________

PAIO
Sept 2011
Form No. 3 - COMPLAINT (Reklamo)

Name of Complainant Party: ______________________________________________________________
(Tanggapan/Lugar)

Office/Address: __________________________________________________________________________
(Tanggapan/Lugar)

Residence Address: _______________________________________________________________________
(Tirahan)

Name of Person Being Complained: ______________________________________________________________________________________________________________
(Pangalan ng Inirereklamo)

Position/Office: __________________________________________________________________________________________________________________________
(Posisyon/Tanggapan)

Reason for Complaint (Dahilan ng Pagrereklamo): __________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
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____________________________________________________________________________________________________________________________________
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____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________

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

Signature (Lagda)

Form No. 4- RECOMMENDATION (Mungkahi)

Name of Recommending Party: ______________________________________________________________
(Tanggapan/Lugar)

Office/Address: __________________________________________________________________________
(Tanggapan/Lugar)

Residence Address: _______________________________________________________________________
(Tirahan)

Recommendation/Suggestion (Mungkahi/Suhestyon)* __________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________
____________________________________________________________________________________________________________________________________

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

Signature (Lagda)
Republic of the Philippines
Integrated Records Management Office
CIVIL SERVICE COMMISSION
REQUEST FOR PERSONNEL RECORDS

<table>
<thead>
<tr>
<th>Appointment</th>
<th>Service Card</th>
<th>Others:</th>
</tr>
</thead>
</table>

NAME OF REQUESTING PARTY (Please print)
Employee/Retiree:
Surname | First Name | Middle Name
Maiden Name for married woman: | Date of Birth:
Place of Birth: | Mailing Address:

Purpose of Request: | Accomplished By:

Employee / Retiree
Signature over Printed Name

Authorized Representative
Signature over Printed Name

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

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

<table>
<thead>
<tr>
<th>POSITION / STATUS</th>
<th>EFFECTIVITY / DATE OF APPOINTMENT/S</th>
<th>OFFICE / AGENCY</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

RELEASE OF REQUEST/S

<table>
<thead>
<tr>
<th>ACTION TAKEN</th>
<th>Available Records</th>
<th>No Available Records</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Photocopy</td>
<td>Printout copy</td>
</tr>
</tbody>
</table>

Issued/Referred (Printed Name & Signature)
RCAD Personnel
1st Verifier: Date/Time
2nd Verifier: Date/Time

Received By: Date
Referral To: Date/Time
Approved By:

Signature of Requesting Party

O.R. No./Date: RCAD Personnel

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DECLARATION

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

__________________________, (Address)

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

(Date of Issuance/Exam)

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

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

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

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

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

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

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

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

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

__________________________ (Signature of Eligible/Examinee)

__________________________ (Date)

__________________________ (Right Thumb Print)

Identification Cards presented:

Issued by:  Issued at:  Date of Issuance:

1 ________________________________  ________________________________  ________________________________

2 ________________________________  ________________________________  ________________________________

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

*e.g. Career Service Professional/Subprofessional  PD 907  RA 1080 (Professional/Subprofessional/Teacher)
Police Officer/Police Officer I  Barangay Official  MC 11 (Data Encoder/Plumber/Carpenter, etc.)
Professional Board Examinations for Teachers  Stenographer  Res. 435 (Security Guard, Messenger, etc.)
Fire Officer/ Penology Officer  Agricultural Officer  Others

Revised 01152011