

1. ISSUANCE OF CERTIFICATION ON THE RECEIPT OF COURT DECISIONS/ORDERS (WALK-IN)

Office or Division:	Docket Management Service, Cash Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Party/Counsel of Case or Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID if Requester is One of the Parties				
Authorization Letter and Valid ID, if Requester is authorized by one of the parties/counsel				
Properly accomplished request slip		Public Assistance Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a verification slip from the Public Assistance and Complaints Desk and fill-up the required details.	Check if all fields required in the request slip are properly filled-up.	None	5 minutes	Public Assistance Officer/Officer of the Day
2. Proceed to the Docket Receiving Window (Window 2) for verification of the case and processing of the requested certification. ¹	Verify record with the Docket Management Service.	None	5 minutes	Public Assistance Officer/Officer of the Day
3. Pay the required fee for the issuance of certification at the Cash Window (Window 3).	Process payment and issue Official Receipt (O.R.).	Php 100 per Certification	5 minutes	Financial Management Service Collecting Officer
4. Present the Official Receipt of Payment at Window 2 for the release of requested certification.	Release requested certification.	None	5 minutes	Public Assistance Officer/Officer of the Day

¹ If the case cannot be found in the database, the same shall be searched manually through ancient docket books and release of the certification will then cover at least THREE (3) DAYS