



Office of the Solicitor General

CITIZEN'S CHARTER

2020 (3rd Edition)



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I. Mandate

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

1. Represent the Government in the Supreme Court and the Court of Appeals in all criminal proceedings; represent the Government and its officers in the Supreme Court, the Court of Appeals, and all other courts or tribunals in all civil actions and special proceedings in which the Government or any officer thereof in his official capacity is a party.
2. Investigate, initiate court action, or in any manner proceed against any person, corporation or firm for the enforcement of any contract, bond, guarantee, mortgage, pledge or other collateral executed in favor of the Government. Where proceedings are to be conducted outside of the Philippines the Solicitor General may employ counsel to assist in the discharge of the aforementioned responsibilities.
3. Appear in any court in any action involving the validity of any treaty, law, executive order or proclamation, rule or regulation when in his judgment his intervention is necessary or when requested by the Court.
4. Appear in all proceedings involving the acquisition or loss of Philippine citizenship.
5. Represent the Government in all land registration and related proceedings. Institute actions for the reversion to the Government of lands of the public domain and improvements thereon as well as lands held in violation of the Constitution.
6. Prepare, upon request of the President or other proper officer of the National Government, rules and guidelines for government entities governing the preparation of contracts, making investments, undertaking of transactions, and drafting of forms or other writings needed for official use, with the end in view of facilitating their enforcement and insuring that they are entered into or prepared conformably with law and for the best interests of the public.



7. Deputize, whenever in the opinion of the Solicitor General the public interest requires, any provincial or city fiscal to assist him in the performance of any function or discharge of any duty incumbent upon him, within the jurisdiction of the aforesaid provincial or city fiscal. When so deputized, the fiscal shall be under the control and supervision of the Solicitor General with regard to the conduct of the proceedings assigned to the fiscal, and he may be required to render reports or furnish information regarding the assignment.
8. Deputize legal officers of government departments, bureaus, agencies and offices to assist the Solicitor General and appear or represent the Government in cases involving their respective offices, brought before the courts and exercise supervision and control over such legal Officers with respect to such cases.
9. Call on any department, bureau, office, agency or instrumentality of the Government for such service, assistance and cooperation as may be necessary in fulfilling its functions and responsibilities and for this purpose enlist the services of any government official or employee in the pursuit of his tasks. Departments, bureaus, agencies, offices, instrumentalities and corporations to whom the Office of the Solicitor General renders legal services are authorized to disburse funds from their sundry operating and other funds for the latter Office. For this purpose, the Solicitor General and his staff are specifically authorized to receive allowances as may be provided by the Government offices, instrumentalities and corporations concerned, in addition to their regular compensation.
10. Represent, upon the instructions of the President, the Republic of the Philippines in international litigations, negotiations or conferences where the legal position of the Republic must be defended or presented.
11. Act and represent the Republic and/or the people before any court, tribunal, body or commission in any matter, action or proceedings which, in his opinion affects the welfare of the people as the ends of justice may require; and
12. Perform such other functions as may be provided by law.



II. Vision:

The Office of the Solicitor General is the Republic Defender and People's Tribune securing justice for the nation through excellence in legal advocacy.

III. Mission:

We continuously provide excellent legal services to the Republic of the Philippines and its people.

IV. Service Pledge:

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

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



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Docket Management Service

External Services



1. Issuance of Certification on the OSG's receipt of court Decisions/Orders (Walk-in)

Issuance of a Certification that the OSG has received a Decision or Order from the court handling a particular case where the availing party is a party or counsel to the case.

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/ Counsel (one)		Availing Party		
Authorization Letter and Valid ID of the Representative, if Requester is authorized by one of the parties/counsel (one each)		Availing Party		
Properly accomplished request slip (one copy)		OSG-Public Assistance Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Secure a verification slip from the Public Assistance and Complaints Desk and fill out the required details.</p>	<p>1. Check if all fields required in the request slip are properly filled out.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Public Assistance Officer (PAO) /Officer of the Day (OD) (Window 2)</i></p>
<p>2. Proceed to the Docket Receiving Window for verification of the case and to Window No. 2 for the processing of the requested Certification.</p>	<p>2. Verify record of the case with the Docket Management Service.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Docket Management Service (DMS) Receiving Officer and Officer of the Day (OD) (Window 2)</i></p>
<p>3. Pay the required fee for the issuance of Certification at the Cash Window (Window 3).</p>	<p>3. Process payment and issue Official Receipt (O.R.).</p>	<p>P100 per Certification</p>	<p>5 minutes</p>	<p><i>Financial Management Service (FMS) Collecting Officer (Window 3)</i></p>



4. Present the Official Receipt of Payment at Window 2 for the release of requested Certification.	4. Release the requested certification.	None	5 minutes	<i>Officer of the Day (OD) (Window 2)</i>
Total Processing Time			20 minutes	

2. Issuance of Certification on the OSG's receipt of court Decisions/Orders (By Mail)

Issuance of a Certification that the OSG has received a Decision or Order from the court handling a particular case where the availing party is a party or counsel to the case. The Certification shall be sent through mail to the party/ counsel or authorized representative.

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	
Photocopy of Valid ID if Requester is One of the Parties / Counsel (one)	Availing Party	



Authorization Letter and Photocopy of Valid ID, if Requester is authorized by one of the parties/counsel (one each)		Availing Party		
Actual Postal Money Order or Copy of Bank Deposit Slip (one copy)		Availing Party (from Post Office or Bank)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Write a letter request for issuance of certification on the receipt of court decisions/ orders indicating the Case Number, the Case Title, as well as the date, or if unavailable, the nature of the decision/order requested, addressed to the:</p> <p>Docket Management Service Office of the Solicitor General 134 Amorsolo Street, Legaspi Village, Makati City 1229</p>	<p>1.1. Verify record with the Docket Management Service.</p> <p>1.2. Docket Management Service will instruct the applicant, through any of the contact details provided, to send his/her payment through Postal Money Order or Bank Deposit.</p>	None	None	<i>Docket Management Service Personnel</i>



<p>Include contact information such as e-mail address, mobile number, phone number, and/or home/office address to facilitate the transaction.</p>				
<p>2. Send payment to the Office of the Solicitor General either through:</p> <p>1. Postal Money Order; OR</p> <p>2. Deposit to OSG's account with Landbank of the Philippines, Paseo de Roxas Branch with Account Number 001802-1016-23</p>	<p>None</p>	<p>P100 per Certification</p>	<p>None</p>	<p>None</p>



<p>3. Send either Postal Money Order or a clear copy of bank deposit slip through reputable private couriers</p>	<p>3. Upon receipt of proof of payment, Docket Management Service will process the document. The OSG will release the Certification through mail and inform the requester on the availability and status of the document through any of the contact details provided.</p>	<p>None</p>	<p>3 Working Days</p>	<p><i>Docket Management Service Personnel</i></p>
<p>Total Processing Time</p>			<p>3 Working Days</p>	



3. Issuance of Certification on the OSG's receipt of court Decisions/Orders (By Electronic Mail)

Issuance of a Certification that the OSG has received a Decision or Order from the court handling a particular case where the availing party is a party or counsel to the case.

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		
Soft copy of Valid ID if Requester is One of the Parties/Counsel (one)		Availing Party		
Authorization Letter and Softcopy of Valid ID, if Requester is authorized by one of the parties/counsel (one each)		Availing Party		
Postal Money Order (PMO) or Softcopy of Bank Deposit Slip (one copy)		Availing Party (from Post Office or Bank)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Send an email to certifications@osg.gov.ph requesting for a Certification on the receipt of court decisions/orders indicating the Case Number and Case Title, as well as the date, or if unavailable, the nature of the decision/order requested.</p> <p>Include contact information such as e-mail address, mobile number, phone number, and/or home/office address to facilitate the transaction.</p>	<p>1.1. Verify record with the Docket Management Service on the OSG's receipt of the Decision/ Order.</p> <p>1.2. Docket Management Service will inform the applicant to send his/her payment through Postal Money Order or Bank Deposit</p>	None	None	<i>Docket Management Service Personnel</i>
<p>2. Send payment to the Office of the Solicitor General either through:</p> <p>2.1. Postal Money Order; OR</p> <p>2.2. Deposit to OSG's account with Landbank of the Philippines Paseo de Roxas Branch with Account Number 001802-1016-23</p>	None	P100 per Certification	None	<i>None</i>



<p>3. Furnish the OSG a clear copy of the Deposit slip through email. Should the requester send his payment via Postal Money Order, the actual PMO should be sent to OSG either through Philpost or through reputable private couriers. The requested certification would not be processed until the OSG receives the PMO or deposit slip.</p>	<p>3. Upon receipt of proof of payment, Docket Management Service will process the document. The OSG will release the Certification through mail and inform the applicant on the availability and status of the document.</p>	<p>None</p>	<p>3 Working Days</p>	<p><i>Docket Management Service Personnel</i></p>
<p>Total Processing Time</p>			<p>3 Working Days</p>	



4. Issuance of Certified True Copy of Notice of Appearance already filed

Issuance of a Certified True Copy of the OSG's Notice of Appearance it has already filed in court for a particular case.

Office or Division:	Docket Management Service, Legal Division, 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 / Counsel (one)		Availing Party		
Authorization Letter and Copy of Valid ID, if Requester is authorized by one of the parties/counsel (one each)		Availing Party		
Copy of Petition/Complaint Filed in Court (one)		Availing Party (from Court where case is filed)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Check with the Officer of the Day (OD) the handling lawyer and division of the case being inquired about.</p>	<p>1. Officer of the Day (OD) will check eCMT for the handling lawyer/division. Ensure client has proper identification, authorization from the party concerned.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Officer of the Day (OD), OSG Building Lobby</i></p>
<p>2. Upon verification of the information from the eCMT, wait for OD to coordinate with the legal secretary of the handling lawyer to whom the case is assigned.</p>	<p>2. OD will contact the legal division concerned.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Officer of the Day</i></p>
<p>3. Make the necessary payment with the cashier.</p>	<p>3. Cashier will collect payment and issue the Official Receipt</p>	<p>P15 per page of the Certified</p>	<p>15 minutes</p>	<p><i>Cashier, OSG Building Lobby</i></p>



	for such payment.	True Copy		
4. Wait for the Legal Secretary to secure a copy of the Notice of Appearance being requested from the case records, or from eCMT (if uploaded and signed), and prepare copies for certification and receipt.	4. Legal Secretary will check records of the case for the pleading/s being requested, and prepare copies	None	5 minutes	<i>Legal Secretary</i>
	5. Legal Secretary/ authorized personnel of the Legal Division will affix his/her signature on each and every page of the document to be certified.	None	15 minutes	<i>Legal Secretary, Authorized Personnel of the Legal Division</i>



5. The receiving copy will be signed by the concerned party and attached to it would be a photocopy of his/her identification and/or authorization.	6. Legal Secretary will file the receiving copy of the Certification and the corresponding ID/ authorization in the case folder.	None	10 minutes	<i>Legal Secretary</i>
Total Processing Time			1 hour, 15 minutes	

5. Follow-up on status of filing of Notice of Appearance

Follow-up on the status of the OSG's Notice of Appearance, whether it as already filed a Notice of Appearance in a case needing action/ appearance of an OSG lawyer.

Office or Division:	Docket Management Service, Legal Division, 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/Counsel (one)		Availing Party		
Authorization Letter and Copy of Valid ID, if Requester is authorized by one of the parties/counsel (one each)		Availing Party		
Copy of Petition / Complaint / Application Filed in Court (one)		Availing Party (from Court where case is filed)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check with the Officer of the Day (OD) the handling lawyer and division of the case being inquired about.	1. OD will check the eCMT for handling lawyer/ division and ensure that requester has proper identification, authorization from the party/ lawyer concerned.	None	5 minutes	<i>Officer of the Day (OD) in OSG Lobby</i>
2. Upon OD's verification of the information from the eCMT, wait for OD to coordinate with the legal secretary of	2. OD will contact and coordinate with the legal division concerned.	None	15 minutes	<i>Officer of the Day and Legal Secretary</i>



the handling lawyer to whom the case is assigned.				
	3. Legal secretary will check records of case on the status of the Notice of Appearance.	None	15 minutes	<i>Legal Secretary</i>



<p>3. Legal secretary will talk to the applicant via phone and update the latter on the status of the filing of the Notice of Appearance.</p> <p>(In the event the applicant decides to ask for a certified copy of the Notice of Appearance instead, the appropriate procedure in securing a certified copy of a Notice of Appearance shall be followed, such as the payment of fees, preparation of copies, certification and receipt of documents.)</p>	<p>4. Legal secretary will provide update on the status of the Notice of Appearance based on the available record.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Legal Secretary, Docket Management Service Personnel</i></p>
<p>Total Processing Time</p>			<p>50 minutes</p>	



Legal Divisions

External Services



6. Request for OSG’s Assistance in the Transmittal of an Application or Claim by a Filipino Citizen for Child Support from a Foreigner under the United Nations (UN) Convention on the Recovery Abroad of Maintenance

Filipino citizens with children from foreign spouses may request for the OSG’s assistance to apply or claim child support from a foreigner pursuant to the United Nations Convention on the Recovery Abroad of Maintenance. The UN Convention allows individuals to enforce judicial decisions regarding child support and alimony extraterritorially.

Office or Division:	Docket Management Service, Legal Division, Secretariat	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizens	
Who may avail:	Filipino citizens with children from foreign spouses	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Letter of Request and/or Endorsement (one copy)	Availing Party
	Birth Certificate of Child (one copy)	Availing Party (from Philippine Statistics Authority)
	Proof of acknowledgment of filiation (one copy)	Availing Party
	Proof of identification of the putative parent (Foreigner) (one copy)	Availing Party



Other documentary requirements to support the application for Child Support		Availing Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant files a request and/or endorsement with the OSG for assistance in the transmittal of an application for child support	1.1. The application or endorsement received shall be forwarded by DMS personnel to the OSG Secretariat for assignment to a Legal Division.	None	1 Day	<i>Docket Management Service Personnel, OSG Building Lobby</i>
	1.2. The OSG Secretariat will assign the case to a Legal Division	None	1 Day	<i>Secretariat Personnel</i>
	1.3. The Assistant Solicitor General will assign the case to a Solicitor	None	1 Day	<i>Assistant Solicitor General</i>
	1.4. The Solicitor will evaluate the propriety and merits of the application/ claim for child support.	None	7 Days	<i>Solicitor</i>



<p>2. The applicant will discuss with the Solicitor on filling out the application for child support.</p>	<p>2.1. The Solicitor will confer with the applicant, either through email or phone call if contact number is provided, to assist him/her in filling out the application for child support. The Solicitor will explain the requirements needed and allow the applicant ample time to submit the same.</p>	<p>None</p>	<p>6 Days</p>	<p><i>Solicitor</i></p>
	<p>2.2. The Solicitor will prepare his/her recommendation whether to refer the case to the appropriate government agency or Foreign Embassy or deny the request for lack of sufficient documents</p>	<p>None</p>	<p>1 Day</p>	<p><i>Solicitor</i></p>



	<p>2.3. The Solicitor will prepare a letter addressed to the appropriate embassy concerned with the application and its attached complete documentary requirements, or if the applicant fails to provide sufficient and complete documents despite being given ample time to do so, the Solicitor will prepare a letter to the applicant denying the request for assistance due to failure of completion of the requirements.</p> <p>If the letter is delivered through registered mail, it will take about 20 days before the party concerned will receive it.</p>	<p>None, unless applicant requests delivery through courier, in which case, proper fees must be provided</p>	<p>1 Day</p>	<p>Solicitor</p>
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	<p>If the letter is delivered through courier, it will take 1 or 2 working days before the party concerned will receive it.</p>			
Total Processing Time		15 days		



7. Request for deputation of lawyers of government agencies as special attorneys or request for OSG’s conformity to the agency’s hiring of private lawyers

Issuance of a Deputation of agency lawyers, wherein cases requiring OSG participation may be delegated to a requesting government agency and/ or OSG gives conformity to the government agency’s hiring of private lawyers as special attorneys, with a corresponding obligation to submit periodic reports on the cases they handle. However, it must be noted that this does not cover instances wherein government lawyers are delegated to assist the OSG, as collaborating counsel, for a specific hearing, or proceeding.

Office or Division:	Docket Management Service, Legal Division, Secretariat	
Classification:	Highly Technical	
Type of Transaction:	Government to Government	
Who may avail:	National Government Agencies and their Instrumentalities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
MCLE Compliance (for New Deputation) (one copy)		Availing Party (from Accredited MCLE providers)
IBP Certificate of Good Standing (for New Deputation) (one copy)		Availing Party (from the Integrated Bar of the Philippines)
Letter from the Client-Agency explaining the necessity of the engagement of private counsel, with		Availing Party



the Contract of Services of the same attached to the former (for private lawyers/firms) (for New Deputation) (one copy)				
Updated MCLE (For Renewal) (one copy)		Availing Party (from Accredited MCLE providers)		
IBP Certificate of Good Standing (For Renewal) (one copy)		Availing Party (from the Integrated Bar of the Philippines)		
Status Report of cases previously handled (For Renewal) (one copy)		Availing Party		
Proposed Contract of Services (For Renewal for Private Lawyers/Firms) (one copy)		Availing Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Agency transmits all required documents to OSG.	1. Receipt of the request for deputation of agency lawyers as special counsel and Evaluation of Request and all supporting documents	None	14 Days	<i>Docket Management Service Personnel in OSG Building Lobby, Assistant Solicitor General and Assistant Solicitor General Secretary, handling lawyer, legal secretary/ Solicitor General</i>



				<i>or his designated ASG</i>
2. Agency receives Letter of Deputation of Special Counsel	2. OSG sends Letter of deputation of Special Counsel to the agency specifying the period and conditions for such deputation	None	None	<i>Docket Management Service Personnel</i>
Total Processing Time			14 days	



8. Issuance of latest case status to client agencies in connection with their existing cases

Issuance of Case Status updates to requesting client agencies in connection with existing cases where the client agency is a party to the case.

Office or Division:	Docket Management Service, Legal Division, Secretariat			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	National Government Agencies and their Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request with the following information (one copy): <ol style="list-style-type: none"> 1. Case title; 2. Court where case is docketed; 3. Docket number; 4. Client agency's involvement in the case; 5. Mailing address; 6. Email address; and 7. Contact number 		Availing party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Client agency will send the OSG a letter-request for latest case status report.</p>	<p>1.1. The Docket Management Service (DMS), through the receiving officer, will receive and stamp the OSG's date of receipt on the letter-request.</p> <p>1.2. The receiving officer will check the eCMT for the division handling the case.</p> <p>1.3. Receiving officer will call by phone the secretary of the Assistant Solicitor General (ASG) concerned to give notice of the OSG's receipt of the letter-request.</p> <p>1.4. Receiving officer will follow the OSG procedure for the barcoding and scanning of the letter-request.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Supervising Administrative Officer or ADAS 1</i></p>
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	1.5. ASG secretary will immediately get a copy of the scanned letter-request from the eCMT or DMS.	None	1 hour	<i>ASG Secretary</i>
	1.6. ASG Secretary will inform the ASG of the OSG's receipt of the letter-request.	None	1 hour	<i>ASG Secretary</i>
	1.7. ASG will examine the letter-request.	None	2 Days	<i>ASG</i>
	<p>1.8. ASG will instruct the Handling Lawyer on the action required for the agency request either in person or through a written notation on the document.</p> <p>If the instruction is made through a written notation, the ASG shall transmit the same to the ASG Secretary who shall ensure its</p>	None	1 Hour	<p><i>ASG</i></p> <p><i>ASG Secretary (if instruction is in the form of a notation)</i></p>



	prompt receipt by the Handling Lawyer.			
	1.9. Handling lawyer will draft a report on the latest status of the case concerned or a denial letter when appropriate.	None	2 Days	<i>Handling lawyer</i> <i>ASG Secretary</i>
	1.10 ASG, if necessary, will cause the correction of the draft-response by the Handling Lawyer, and/or sign the approved draft.	None	2 Days	<i>ASG</i> <i>Handling Lawyer</i>
	1.11. ASG will forward the signed letter-response to the ASG Secretary.	None	1 hour	<i>ASG</i>
	1.12. ASG Secretary will forward the signed letter-response to the Legal Secretary of handling lawyer.	None	1 Hour	<i>ASG Secretary</i>



<p>2. Agency receives the letter response on the latest case status report.</p>	<p>2. Legal Secretary will send a scanned copy of the letter-response to the provided email and cause its sending by registered mail.</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Legal Secretary of Handling Lawyer</i></p>
<p>Total Processing Time</p>			<p>6 Days, 7 Hours, 20 minutes</p>	



9. Issuance of requested records to client agencies in connection with their existing cases

Issuance of requested records to requesting client agencies in connection with existing cases where the client agency is a party to the case.

Office or Division:	Docket Management Service, Legal Division, Secretariat, Human Resources and Administrative Service	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	National Government Agencies and their Instrumentalities	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Letter Request with the following information (one copy):</p> <ol style="list-style-type: none"> 1. Case title; 2. Court where case is docketed; 3. Docket number; 4. Client agency's involvement in the case; 5. Email address; and 6. Contact number 	Availing Party
	Authorization letter from the requesting party (for Representative	Availing Party



Who Will Pick Up Requested Records) (one copy)				
Photocopy of the office ID of the signatory of the authorization letter (for Representative Who Will Pick Up Requested Records) (one copy)		Availing Party		
Representative's office ID (for Representative Who Will Pick Up Requested Records) (one copy)		Availing Party		
Paper to be used in printing the requested copies (for Representative Who Will Pick Up Requested Records)		Availing Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Client agency will send to OSG a letter-request for record of existing cases.</p>	<p>1.1. The Docket Management Service (DMS), through the receiving officer, will receive and stamp the date of receipt on the letter-request.</p> <p>1.2. The receiving officer will check the eCMT for the division handling the case.</p> <p>1.3. Receiving officer will telephone the Legal Secretary of the Handling Lawyer concerned to give notice of the OSG's receipt of the letter-request.</p> <p>1.4. The receiving officer will follow the OSG procedure for the barcoding and scanning of the letter-request.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Supervising Administrative Officer or ADAS 1</i></p>
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.	1.5. Legal Secretary will immediately get a copy of the scanned letter-request from the eCMT or DMS and examine the same.	None	1 Hour	<i>Legal Secretary</i>
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	<p>1.6. Legal Secretary will email the requesting party and ask the latter to indicate the following:</p> <p>a) Authorized representative of the requesting party may proceed to the office of the Legal Secretary on the next working day to secure a copy of the requested documents;</p> <p>b) Representative must bring an authorization letter from the requesting party;</p> <p>c) Representative must bring a photocopy of the office ID of the signatory of the authorization letter and his own office ID; and</p>	None	1 Hour	<i>Legal Secretary</i>
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	<p>d) Requesting party must provide the paper to be used in printing the requested copies.</p>			
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	1.7. Legal Secretary shall notify the HRMAS-General Services, Reproduction Division, of the request for records through telephone.	None	1 Hour	<i>Legal Secretary</i>
	1.8. Legal Secretary shall prepare the appropriate case folder, verifying that the same is complete.	None	1 Hour	<i>Legal Secretary</i>
2. On the next working day, the requesting party's authorized representative will proceed to the office of the Legal Secretary concerned and present the requirements.	2.1. Legal Secretary shall assess the requirements brought by the representative, and if the same are satisfactory, accompany the agency's representative and bring the case record to the HRMAS-General	None	30 Minutes	<i>Legal Secretary</i>



	Services, Reproduction Division.			
	2.2 Legal Secretary shall endorse the matter and the case record to the Reproduction Officer.	None	20 Minutes	<i>Legal Secretary</i>
3. Under the supervision and assistance of the Reproduction Officer, the representative of the requesting party shall cause copies of the case record to be printed/photocopied.	3. Under the supervision and assistance of the Reproduction officer, the requesting party's representative shall cause copies of the case record to be printed/ photocopied.	None	2 Days	<i>HRMAS-General Services Personnel</i>
Total Processing Time			2 Days, 5 Hours, 10 Minutes	



10. Freedom of Information Request

Information request from the Office of the Solicitor General subject to guidelines stated in the OSG FOI Manual.

Office or Division:	Freedom of Information (FOI) Team	
Classification:	Highly Technical	
Type of Transaction:	Government to Citizens	
Who may avail:	Any Person	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	The request shall state the name and contact information of the requesting party, as well as provide valid proof of identification (i.e., a government issued ID with photo) or in case of a representative the authorization of the requesting party. (One copy)	Availing Party
	The request shall reasonably describe the information requested and the reason for, or purpose of, the FOI request.	Availing Party



<p>The requesting party shall sign an undertaking stating that the information shall not be used for any purpose other than the reason stated in the request, and that the information shall not be released unless a reasonable fee is paid to defray the necessary expenses, if any, incurred in producing the information which shall include photocopying, printing, and expenses for office resources and transmitting the information. (One Copy)</p>		<p>Availing Party</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Applicant requests for Information and the purpose of the request.</p>	<p>1. The request shall be stamped received and signed by the FOI Receiving Officer (FRO), indicating the date and time of the receipt of the written request, and the name, rank, title and position of the FRO. After receipt of the FOI request, the FRO shall evaluate the request and forward the same to the PP within twenty-four (24) hours from the time the request was received, subject to the rules provided under Section 2.1 to 2.5 of the OSG FOI Manual</p>	<p>None</p>	<p>1 Day</p>	<p><i>FOI Receiving Officer, OSG Building Lobby</i></p>
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	<p>2. After receipt of the FOI request or request, the FRO shall evaluate the information being requested, and notify the Division or the PP handling the case that a FOI request has been made in relation to a case assigned to the PP or pertaining to information under the custody of the PP within twenty-four (24) hours from the time the FRO received the FOI request.</p> <p>In case the FOI request does not pertain to any case assigned to any division or PP, the FRO shall assign, by raffle, the request to the different legal divisions of the OSG and shall forward the request to the assigned PP. The foregoing is</p>	None	4 Days	<i>Point Person (PP)</i>
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	subject to Section 4, 4.1 to 4.2, of the OSG FOI Manual			
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	<p>3. All recommendations made by the PP, shall be reviewed by the IDM of the division where the PP is assigned. The IDM shall act on the recommendation of the PP within two (2) working days from the time the same is submitted to him/her for review, subject to Sections 6.1 to 6.2 of the OSG FOI Manual</p>	None	2 Days	<i>Head of the Legal Division or Service Division</i>
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	<p>4. Upon receipt of the recommendation of the IDM, the Solicitor General may either grant or deny the FOI request. All actions on FOI requests, whether for approval or denial, shall be approved by the Solicitor General or Assistant Solicitor General acting as Officer-in-Charge. The Solicitor General shall act on the recommendation of the IDM concerned within three (3) working days from the time the recommendation of the IDM is submitted to him/her for review, subject to Sections 7.1 to 7.2</p>	None	3 Days	<p><i>The Solicitor General or Officer-In-Charge</i></p>
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<p>2. Applicant receives decision on his/her request</p>	<p>5. After the Solicitor General approves or denies the request, the PP shall immediately notify the FRO, within five (5) working days, and prepare the response to the requesting party either in writing or by e-mail.</p>	<p>None</p>	<p>5 Days</p>	<p><i>FOI Receiving Officer</i></p>
<p>3. Applicant receives request for extension of Time to Act on FOI Requests</p>	<p>6. If the information requested requires extensive search of the government's office records, facilities, or examination of voluminous records. or is affected by the occurrence of fortuitous events, analogous cases or involve complex requests, which shall not exceed twenty (20)</p>	<p>None</p>	<p>Additional twenty (20) working days, unless exceptional circumstances warrant a longer period.</p>	



	<p>working days on top of the mandated fifteen (15) working days, to act on the request shall be allowed, unless exceptional circumstances warrant a longer period. The PP, through the FRO, with prior approval of the IDM concerned, inform the requesting party of the extension of time to act on the request.</p>			
Total Processing Time		15 days or 35 days under exceptional circumstances		



11. Administrative Naturalization

The OSG chairs in a Committee that may grant Filipino citizenship to aliens. Towards this end, aliens born and residing in the Philippines may be granted Philippine citizenship by administrative proceedings subject to certain requirements dictated by national security and interest.

Office or Division:	Special Committee On Naturalization, Special Committee on Naturalization Secretariat, Special Committee on Naturalization Technical Working Group
Classification:	Under Special Law - R.A. 9139 also known as the Administrative Naturalization Law of 2000
Type of Transaction:	Government to Citizens



Who may avail:

Aliens applying for Filipino citizenship. An alien must possess the following qualifications:

1. Applicant must be born in the Philippines;
2. Residing in the Philippines since birth;
3. Must not be less than eighteen (18) years of age, at the time of filing of his/her petition;
4. Must be of good moral character;
5. Believes in the underlying principles of the Constitution;
6. Must have conducted himself/herself in a proper and irreproachable manner during his/her entire period of residence in the Philippines in his relation with the duly constituted government as well as with the community in which he/she is living;
7. Must have received his/her primary and secondary education in any public or private educational institution duly recognized by the Department of Education, Culture and Sports, where Philippine history, government and civics are taught and prescribed as part of the school curriculum and where enrollment is not limited to any race or nationality.
8. If the applicant has minor children, he/she must have enrolled them in similar schools;
9. Must have a known trade, business, profession or lawful occupation, from which he/she derives income sufficient for his/her support and if he/she is married and/or has dependents, also that of his/her family. This shall not apply to applicants who are college degree holders but are unable to practice their profession because they are disqualified to do so by reason of their citizenship;
10. Must be able to read, write and speak Filipino or any of the dialects of the Philippines; and
11. Must have mingled with the Filipino and evince desire to learn and embrace the customs, traditions and ideals of the Filipino people.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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For Original Petition

1. Authenticated Copy of Birth certificate of the Petitioner;
2. Certified True Copy of petitioner's alien certificate of registration (ACR);
3. Certified True Copy of petitioner's native-born certificate of residence (NBCR);
4. Authenticated Copy of petitioner's marriage certificate, if married;
5. Authenticated Death certificate of his/her spouse, if widowed;
6. Certificate True Copy of Court decree annulling his/her marriage or granting legal separation, if such was the fact;
7. Authenticated Birth certificate of petitioner's minor children;
8. Certified True Copy of ACRs of petitioner's minor children;
9. Certified true copy of NBCRs of petitioner's minor children;
10. Duly notarized Affidavits of financial capacity by the petitioner, duly supported by the bank certifications, passbooks, stock certificates, or proof of ownership of other properties;
11. Duly notarized Affidavits of at least two (2) credible witnesses who must be Filipino citizens of good reputation in petitioner's place of residence;
12. Medical certificate from a government hospital stating that petitioner is not suffering from mental alienation or a user of prohibited drugs or otherwise a

Availing Party (from various government agencies)



drug dependent and that he/she is not afflicted with acquired immune deficiency syndrome (AIDS), or any incurable contagious disease. Please refer to the list of accredited government hospitals;

13. Certificate true copy with school zeal of diploma and transcript of records of the petitioner from school/s he or she attended in the Philippines;
14. Certified true copy with school zeal of diploma, transcript of records, certifications (from the school) stating that petitioner's minor children are enrolled in public schools or private educational institutions duly recognized by the DECS, where Philippines history, government and civics are taught and prescribed as part of the school curriculum and where enrollments not limited to any race of nationality;
15. Petitioner's income tax returns for the past three (3) years;
16. Petitioner's receipts of payment of income tax for the past three years.



For Derivative Petition (Wife)

1. Authenticated copy of Birth Certificate;
2. Authenticated copy of Marriage contract;
3. Certificate true copy of Latest alien certificate of registration (ACR);
4. Certificate true copy of Latest native-born certificate of residence (NBCR);
5. Immigrant certificate of residence (ICR);
6. Latest Passport;
7. Clearances from the following:
 - National Bureau of Investigation -
 - Regional Trial Court in the place of residence -
 - Police in the place of residence -
 - Provincial or City Prosecutor in the place of residence;
8. Medical certificate issued by a government physician
9. Authenticated copy of Birth certificate/s of applicant's minor children;
10. Other relevant documents that the applicant may desire to attach to her petition in support of the same.

Availing Party (from various government agencies)



For Derivative Petition (Children)

1. Authenticated copy of Birth Certificate;
2. Certificate true copy of Latest alien certificate of registration (ACR);
3. Certificate true copy of Latest native-born certificate of residence (NBCR);
4. Immigrant certificate of residence (ICR);
5. Latest Passport;
6. Medical certificate issued by a government physician
7. Certified true copy of Diploma/Transcript of record with school zeal and certification (from the school) stating that petitioner's minor children are enrolled in public or private schools duly recognized by DepEd, where Philippine history, government and civics are taught and prescribed as part of the school curriculum and where enrollment is not limited to any race or nationality;

Availing Party (from various government agencies)

Note: Processing Time is provided for under Republic Act No. 9139 or "The Administrative Naturalization Law of 2000."

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Applicant submits all required documents</p>	<p>1. Handing out of Application Forms thru sale to prospective applicants for naturalization (includes the list of requirements to be attached to the application).</p>	<p>P1,000</p>	<p>1 Hour</p>	<p>SCN Secretariat, SCN Office, 4th Floor, APMC Building</p>
<p>2. Applicant waits for feedback and further instructions.</p>	<p>2. Upon receipt of the petition, a Pre-Evaluation will be conducted to determine if it can be accepted or not.</p>	<p>None</p>	<p>2 Hours</p>	<p>SCN Secretariat</p>
<p>3. Applicant waits for feedback and further instructions.</p>	<p>3. Filing and acceptance of the petition (if it passes the pre-evaluation stage). If it does not pass the pre-evaluation, it shall be returned to the petitioner with the list of the lacking or defective documents that must be submitted or complied with in order for his/her petition to be accepted.</p>	<p>P 39,000 filing fee</p>	<p>1 Hour</p>	<p>SCN Secretariat</p>



<p>4. Applicant waits for feedback and further instructions.</p>	<p>4. Assignment (by raffle) of the petition to the NRO (Naturalization Review Officer) who is an OSG Lawyer.</p>	<p>None</p>	<p>2 Days</p>	<p><i>Executive Director of SCN</i></p>
<p>5. Applicant waits for feedback and further instructions.</p>	<p>5. Upon receipt of the petition, the NRO will conduct an Evaluation Proper to determine if its sufficient in form and substance.</p>	<p>None</p>	<p>7 Days</p>	<p><i>NRO</i></p>
<p>6. Applicant submits additional requirements</p>	<p>6. If the petition is not sufficient in form and substance, the NRO may require the petitioner to submit additional requirement/s or the former may set an initial interview with the latter.</p>	<p>None</p>	<p>2 Days</p>	



<p>7. Applicant waits for feedback and further instructions.</p>	<p>7. On the other hand, if the petition is sufficient in form and substance, or that the petitioner has complied with the submission of additional requirement/s, or the NRO is satisfied in the initial interview, the petition is approved by the latter for dispatch to other government agencies and for publication.</p>	<p>None</p>	<p>2 Days</p>	<p><i>NRO, Chief of Staff to the Executive Director and SCN Secretariat</i></p>
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<p>8. Applicant waits for feedback and further instructions.</p>	<p>8. Preparation of letters-request to various government agencies [BI (Bureau of Immigration), DFA (Department of Foreign Affairs), NBI (National Bureau of Investigation), LCR (Local Civil Registrar) of petitioner's place of residence, NICA (National Intelligence Coordinating Council) and PSA (Philippine Statistics Authority)] for posting of the petition in their respective premises, and for background and record checking of the petitioner. The petition is also raffled and assigned to an accredited newspaper publishing company for publication.</p>	<p>None</p>	<p>3 Days</p>	<p><i>Executive Director, Chief of Staff to the Executive Director and SCN Secretariat</i></p>
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<p>9. Applicant coordinates with newspaper company</p>	<p>9. Dispatch of letters-request to the government agencies mentioned above and the notice of publication to the petitioner (It is he/she who will directly coordinate with the newspaper company)</p>	<p>None</p>	<p>1 Day</p>	<p><i>SCN Secretariat and Document Management Division of the Docket Management Service</i></p>
<p>10. Applicant waits for feedback and further instructions.</p>	<p>10. Waiting time for the said government agencies to submit their respective reports regarding the petition, including the affidavit of publication of the newspaper company.</p>	<p>None</p>	<p>8 Months</p>	<p><i>Personnel concerned of the government agencies, representative of the newspaper company concerned, and the petitioner</i></p>



<p>11. Applicant waits for feedback and further instructions.</p>	<p>11. Upon completion of all the government agency reports plus the affidavit of publication, the NRO will conduct an evaluation of the said reports. He/She may also, in the process, require the petitioner to submit additional document/s if deemed necessary.</p>	<p>None</p>	<p>5 Days</p>	<p><i>NRO</i></p>
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<p>12. Applicant waits for feedback and further instructions.</p>	<p>12. If the NRO, after reviewing the reports is satisfied, or until the petitioner has submitted the additional document/s required, he/she is scheduled for a written exam and interview with his/her character witnesses. A notice of exam and interview is then sent to the petitioner's current address.</p>	<p>None</p>	<p>5 Days</p>	<p><i>NRO, Chief of Staffs and SCN Secretariat</i></p>
<p>13. Applicant undergoes examination and interview. Character witnesses undergo interview.</p>	<p>13. Exam and Interview of the petitioner and his witnesses (only the petitioner will undergo the written exam).</p>	<p>None</p>	<p>4 Hours</p>	<p><i>NRO, SCN Secretariat</i></p>



<p>14. Applicant waits for feedback and further instructions.</p>	<p>14. Preparation by the NRO of the Evaluation Report, which contains his/her recommendation whether to approve, deny or defer the petition for naturalization until compliance with certain requirements, and his/her legal basis for arriving at such conclusion. He/She may also, while in the process of preparation, require the petitioner to submit additional document/s if necessary. After drafting the report, the NRO will then submit it to the Executive Director for his/her own review and recommendation.</p>	<p>None</p>	<p>60 days</p>	<p><i>Executive Director, Chief of Staff, and NRO</i></p>
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<p>15. Applicant waits for feedback and further instructions.</p>	<p>15. After submission by the NROs of the evaluation reports of the petitions assigned to them, respectively, and the review and recommendation of the Executive Director, the SCN will conduct a meeting to deliberate on the merits of the petitions included in the agenda, and to decide whether to adopt or reverse the findings of the NROs and the Executive Director on their reports and recommendations. If the petition is approved, the decision of the Committee is deemed final and executory. However, if the petition is denied or deferred, the petitioner may be given an opportunity to move for the</p>	<p>None</p>	<p>6 Hours</p>	<p><i>SCN (the Solicitor General as Chairman, the Secretary of Foreign Affairs or his representative, and the National Security Adviser or his representative), Executive Director, and Chief of Staff to the Executive Director</i></p>
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	reconsideration of the same. ¹			
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¹ Included in the conduct of SCN Meeting is the process of preparing for the said meeting which involves:

- a. Collation of all the evaluation reports (ERs) submitted by the naturalization review officers (NROs) within the cut-off period;
- b. Requiring the petitioners whose ERs are included in the cut-off to submit further additional documents or answer/clarify certain matters deemed necessary and vital by the Executive Director;
- c. Submission by the Chief of Staff of a request or proposal to the Solicitor General as Chairman of the SCN to call for a SCN meeting (this includes setting a date for the meeting taking into consideration the schedule of the Chairman and the members of the SCN);
- d. After a date for the meeting is set, then preparations are made for the said meeting.

Note: This process of preparing for the SCN meeting has no period stated by the law and varies also since it will depend on the cut-off period given by the Executive Director, and the availability of the schedules of the Chairman and Members of the SCN to conduct a meeting.



<p>16. Applicant prepares for Oath Taking ceremony.</p>	<p>16. After the meeting, a date and venue is set for the oath-taking ceremony for those applicants whose petitions were approved. Notices of Approval and Oath-Taking are then sent to the petitioners mentioned, while Notices of Denial or to Defer petition are sent to those unsuccessful petitioners or those who must comply or submit further additional document/s in order for the SCN to re-evaluate their petition. Further, payments for the oath-taking fee and other requirements for oath-taking are collected from the successful petitioners.</p>	<p>P 100,000</p>	<p>60 days</p>	<p><i>Executive Director, Chief of Staff, and SCN Secretariat</i></p>
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<p>17. Applicants take their oath of allegiance as new Filipino Citizens. Applicant also sign copies of their Certificate of Naturalization and Oath of Allegiance Certificate.</p>	<p>17. Oath-Taking Ceremony, where the successful applicants will take their oath of allegiance as new Filipino citizens. They will also sign copies of their Certificate of Naturalization and Oath of Allegiance Certificate.</p>	<p>None</p>	<p>3 Hours</p>	<p><i>SCN, Executive Director, Chief of Staff, Master of Ceremonies, and SCN Secretariat</i></p>
<p>18. Applicant waits for feedback and further instructions.</p>	<p>18. After the ceremony, the Certificates signed by the petitioners are then forwarded to the Solicitor General and the Executive Director for their signature</p>	<p>None</p>	<p>14 Days</p>	<p><i>Solicitor General and Executive Director</i></p>



<p>19. Applicant waits for feedback and further instructions.</p>	<p>19. After signing the Certificates, copies are sent to the BI for the cancellation of the ACR (Alien Certificate of Registration) and I-Card of the petitioners who have taken their oath of allegiance; and to the respective LCRs of the place of birth of the petitioners for annotation purposes. Further, the original copies are handed out to the petitioners as their personal copy.</p>	<p>None</p>	<p>4 Days</p>	<p><i>Executive Director, Chief of Staff, and SCN Secretariat</i></p>
<p>20. Applicant waits for feedback and further instructions.</p>	<p>20. Upon dispatch of the copies of the Certificates, the office copy including the application forms of the successful petitioners are then scanned. The records of the petition are then placed in a storage box for safe-keeping.</p>	<p>None</p>	<p>14 Days</p>	<p><i>SCN Secretariat</i></p>



<p>21. Applicant waits for feedback and further instructions.</p>	<p>21. On the other hand, those whose petitions are denied may opt to file a Motion for Reconsideration, setting forth arguments as to why their petitions merit reconsideration by the Committee.</p>	<p>None</p>	<p>No Period Stated in the Law</p>	<p>SCN <i>Secretariat</i></p>
<p>22. Applicant waits for feedback and further instructions.</p>	<p>22. Upon receipt of the MR, it shall be forwarded to the Executive Director who shall calendar and include it as part of the agenda of the next SCN Meeting and Deliberation</p>	<p>None</p>	<p>No Period Stated in the Law</p>	<p><i>Executive Director and Chief of Staff</i></p>
<p>Total Processing Time</p>			<p>8 months, 179 days, 17 hours²</p>	

² Please take note that this period is only an estimated time frame since there are parts of the administrative naturalization process that cannot be exactly determined, such as the process of preparation for an SCN meeting. Further, there are also parts of the process where the law (R.A. No. 9139) does not provide for an exact period of time, such as the filing of a motion for reconsideration by a petitioner whose application has been denied by the SCN.





Case Management Service

Internal Services



1. Request for Wireless Connection

Personnel requests for wireless connection for mobile devices.

Office or Division:	Case Management Service (CMS)			
Classification:	Simple			
Type of Transaction:	Government to citizen			
Who may avail:	OSG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request form/link (one per device)		OSG intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to intranet and follow the Wifi connection request link	1. CMS automatically configures the	None	10 minutes	<i>Computer Operator</i>



2. Type the required information	Wifi connection.			
3. Wait for approval ticket				
4. Upon approval in 5-10 minutes, bring the device to CMS for connection				
Total Processing Time			10 minutes	



FEEDBACK AND COMPLAINTS (FOR CMS INTERNAL SERVICES)	
How to send feedback	<p>Feedback can be sent through the following channels:</p> <ol style="list-style-type: none">1. Email : feedback@osg.gov.ph2. Mail The Office Solicitor General c/o the Anti-Red Tape Unit 134 Amorsolo St., Legaspi Village, Makati City 12293. Fill out the Feedback Forms located at the CMS Front Desk and drop in designated box4. Talk to our Officer of the Day (OD) at the CMS Front Desk
How feedbacks are processed	<p>Feedbacks are processed by our Internal Audit Division and forwarded to the concerned units.</p>
How to file a complaint	<p>Complaint can be sent through the following channels:</p> <ol style="list-style-type: none">1. Email : feedback@osg.gov.ph2. Mail The Office Solicitor General c/o the Anti-Red Tape Unit



	<p>134 Amorsolo St., Legaspi Village, Makati City 1229</p> <ol style="list-style-type: none">3. Fill out the Complaints Forms located at the CMS Front Desk and drop in designated box4. File a complaint with the Officer of the Day (OD) at the CMS Front Desk
How complaints are processed	Complaints are processed by the Internal Audit Division and forwarded to the concerned units.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan</p> <ol style="list-style-type: none">1. SMS – 0908-88165652. Call – 1-65653. Email – email@contactcenterngbayan.gov.ph4. Web – www.contactcenterngbayan.gov.ph <p>Presidential Complaint Center</p> <ol style="list-style-type: none">1. Email - pcc@malacanang.gov.ph2. Postal Service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila3. Telefax - No. +63(2)-87368621



4. Telephone Numbers

+63(2)-8736-8645

+63(2)-8736-8603

+63(2)-8736-8629

+63(2)-8736-8621

Anti-Red Tape Authority

1. Email – info@arta.gov.ph;
complaints@arta.gov.ph

2. Postal Service –

Ground Floor HPGV Building
(Formerly Accelerando), 395 Senator
Gil J. Puyat Avenue, 1200 Makati City,
Philippines

3. Telephone Numbers

478-5091

478-5099



Human Resources Management Division

Internal Services



2. Request for Certificate of Employment with Salary and without Salary, Service Record, Certificate of Leave Credits, Certificate of Leave Without Pay, Certificate of Performance Rating (OPCR/DPCR/IPCR) and Certified True/Xerox Copy of Documents from the 201 Files (Active and Archive)

This service pertains to the Human Management Resources Management Division for the processing of requests for documents such as Certificate of Employment with Salary and without Salary, Service Record, Certificate of Leave Credits, Certificate of Leave Without Pay, Certificate of Performance Rating (OPCR/DPCR/IPCR) and Certified True/Xerox Copy of Documents from the 201 Files (Active and Archive) by active and separated officials and employees of OSG.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated Official and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		Leave Administrative and Personnel Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE



1. Fills out request form at the HRMAS Officer of the Day (OD) desk.	1.1. Receives and records requests in the logbook	None	3 days	<i>Administrative Officer III and</i> <i>Administrative Assistant III</i> Human Resource Management Division
	1.2. Forwards all received requests to person/s responsible			
	1.3. Prepares requested document/s			
	1.4. Submits to HRMD SAO, HRMD CAO & Service Director for signature			
	1.5. Affixes office dry seal (if necessary)			



	1.6. Releases document/s requested			
Total Processing Time			3 days	

**FEEDBACK AND COMPLAINTS
(FOR HRMD INTERNAL SERVICES)**

How to send feedback	<p>Feedback can be sent through the following channels:</p> <ol style="list-style-type: none"> 1. Email : feedback@osg.gov.ph 2. Mail The Office Solicitor General c/o the Anti-Red Tape Unit 134 Amorsolo St., Legaspi Village, Makati City 1229 3. Fill out the Feedback Forms located at the HR Front Desk and drop in designated box 4. Talk to our Officer of the Day (OD) at the HR Front Desk
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How feedbacks are processed	Feedbacks are processed by our Internal Audit Division and forwarded to the concerned units.
How to file a complaint	<p>Complaint can be sent through the following channels:</p> <ol style="list-style-type: none"> 1. Email : feedback@osg.gov.ph 2. Mail The Office Solicitor General c/o the Anti-Red Tape Unit 134 Amorsolo St., Legaspi Village, Makati City 1229 3. Fill out the Complaints Forms located at the HR Front Desk and drop in designated box 4. File a complaint with our Officer of the Day (OD) at the HR Front Desk
How complaints are processed	Complaints are processed by our Internal Audit Division and forwarded to the concerned units.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan</p> <ol style="list-style-type: none"> 1. SMS – 0908-8816565 2. Call – 1-6565 3. Email – email@contactcenterngbayan.gov.ph



4. Web –
www.contactcenterngbayan.gov.ph

Presidential Complaint Center

1. Email - pcc@malacanang.gov.ph
2. Postal Service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila
3. Telefax - No. +63(2)-87368621
4. Telephone Numbers
+63(2)-8736-8645
+63(2)-8736-8603
+63(2)-8736-8629
+63(2)-8736-8621

Anti-Red Tape Authority

1. Email – info@arta.gov.ph;
complaints@arta.gov.ph
2. Postal Service –
Ground Floor HPGV Building
(Formerly Accelerando), 395 Senator
Gil J. Puyat Avenue, 1200 Makati City,
Philippines
3. Telephone Numbers
478-5091
478-5099



Docket Management Service Internal Services



3. Filing of Outbound Documents

Personnel requests to the DMS for the filing of pleadings and other documents to the Supreme Court, Court of Appeals, Court of Tax Appeals, Sandiganbayan, Regional Trial Courts, Metropolitan and Municipal Trial Courts, and Civil Service Commission.

Office or Division:	Document Management Division, Docket Management Service	
Classification:	Simple	
Type of Transaction:	Government to citizen	
Who may avail:	OSG Employees (Legal Divisions)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Supreme Court (Division) 5 copies for court including original 1 office copy 1 for receiving copy (secretary's copy) Add: number of copy furnished Add: annexes Supreme Court En Banc 15 copies for court including original 1 office copy	Legal Division



1 for receiving copy (secretary's copy)

Add: number of copy furnished

Add: annexes

Legal Division

Court of Appeals

3 copies for court including original

1 office copy

1 copy for receiving copy (secretary's copy)

Add: number of copy furnished

Add: annexes

Legal Division

Regional Trial Courts/Municipal Trial Courts/Civil Service Commission

2 copies including original

1 office copy

1 for receiving copy (secretary's copy)

Add: number of copy furnished

Legal Division

Court of Tax Appeals (En Banc)

10 copies including original

1 office copy

1 receiving copy (secretary's copy)

Add: number of copy furnished

Legal Division



Court of Tax Appeals (Division)

4 copies including original

1 office copy

1 receiving copy (secretary's copy)

Add: number of copy furnished

Legal Division

Sandiganbayan

Division 1 – 5 copies including original

1 office copy

1 receiving copy (secretary's copy)

Add: number of copy furnished

Legal Division

Division 2 – Pleadings

4 copies including original copy

1 office copy

1 receiving copy (secretary's copy)

Add: number of copy furnished

Legal Division

Division 2 – Formal Officer

5 copies including original copy

1 office copy

1 receiving copy (secretary's copy)

Add: number of copy furnished

Legal Division



Division 3 – Pleadings

3 copies including original copy

1 office copy

1 receiving copy (secretary's copy)

Add: number of copy furnished

Legal Division

Division 3 – Judgement Affidavit

6 copies including original

1 office copy

1 receiving copy (secretary's copy)

Add: number of copy furnished

Legal Division

Division 4 – 6 copies including original

1 office copy

1 receiving copy (secretary's copy)

Add: number of copy furnished

Legal Division

Division 5 – Pleadings

4 copies including original

1 office copy

1 receiving copy (secretary's copy)

Add: number of copy furnished

Legal Division

Division 5 – Formal Offer



5 copies including original
1 office copy
1 receiving copy (secretary's copy)
Add: number of copy furnished

Legal Division

Division 6 – 6 copies including original
1 office copy
1 receiving copy (secretary's copy)
Add: number of copy furnished

Legal Division

Division 7 – Pleadings
5 copies including original
1 office copy
1 receiving copy (secretary's copy)
Add: number of copy furnished

Legal Division

Division 7 – Judgement Affidavit
6 copies including original
1 office copy
1 receiving copy (secretary's copy)
Add: number of copy furnished

Legal Division

**Add annexes



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>FOR COURTS (PERSONAL)</p> <p>1. Submission of pleadings due to Supreme Court and Court of Appeals</p>	<p>1.1 Scans affidavits of service;</p> <p>1.2 Attaches affidavit of service into the pleadings, before annexes;</p> <p>1.3 Submits pleadings over-the-counter;</p> <p>1.4 Receives pleadings;</p> <p>1.5 Forwards received pleadings to the collator;</p> <p>1.6 Collates pleadings according to court and copy furnished;</p>	<p>SC payments</p> <p>Petition :</p> <p>Docket Fee P3,000.00</p> <p>Mediation Fee P1,000.00</p> <p>Legal Research Fund P30.00</p> <p>Sheriff's Fee P1,000.00</p> <p>Deposit for Cost P500.00</p> <p>-----</p>	<p>1.1 5 seconds</p> <p>1.2 5 seconds</p> <p>1.3 30 seconds</p> <p>1.4 5 seconds</p> <p>1.5 5 seconds</p> <p>1.6 1 minute</p>	<p>1.1 Legal Secretary</p> <p>1.2 Legal Secretary</p> <p>1.3 Legal Secretary</p> <p>1.4 Admin. Asst. I</p> <p>1.5 Admin. Officer V</p> <p>1.6 Admin. Officer I</p>



	1.7 Forwards Supreme Court and Court of Appeals copies to the encoder;	Total Legal Fees P5,530.00	1.7 10 seconds	1.7 Admin. Officer I
	1.8 Forwards copy furnished to encoders;	Petition with TRO Docket Fee P3,000.00	1.8 10 seconds	1.8 Admin. Officer I
	1.9 Encodes copies for SC and CA;	TRO P1,000.00	1.9 10 seconds	1.9 Admin. Officer III
	1.10 Encodes copy furnished;	Sheriff's Fee P300.00	1.10 10 seconds	1.10 Admin. Officer III
	1.11 Copies for CA are collated according to: Heinous Crime, Civil, Criminal, Specpro;	Legal Research Fund P30.00	1.11 1 minute	1.11 Process Server
	1.12 Copy furnished are attached with Registry Return Card and mailbill	Sheriff's Expenses P1,000.00	1.12 20 seconds	1.12 Admin. Asst. I
	1.13 Copy furnished forwarded to the collator for envelope insertion and stapling of Registry Return Card	Deposit for cost P500.00 ----- Total Legal Fees P5,830.00	1.13 1 minute	
	1.14 After stapling and enveloping, copy furnished are forwarded to another collator			



	<p>for counterchecking</p> <p>1.15 Copy furnished are bundled together with the mailbill</p> <p>1.16 Supreme Court and Court of Appeals copies are then personally delivered at SC/CA, 3:00pm.</p> <p>1.17 Copy furnished are picked up by PHLPOST personnel, 4:00pm</p>	<p>TRO payment only</p> <p>TRO Php1,000.00</p> <p>Sheriff's Fee 300.00</p> <p>-----</p> <p>Total Php1,300.00</p> <p>CA payments</p> <p>Docket Fees (Special Cases)</p> <p>1. Petition for Review under RA 6031 and Quasi-Judicial Bodies</p> <p>Docket Fee (SAJ Fund) P2,548.00</p> <p>Docket Fee (JDF) P452.00</p> <p>Deposit for Cost</p>	<p>1.14 30 seconds</p> <p>1.15 30 seconds</p> <p>1.16 45 mins. to 1 hour</p> <p>1.17 30 mins to 1 hour</p>	<p>1.13 Administration</p> <p>1.14 Administration</p> <p>1.15 Administration, IV</p> <p>1.16 Process Server</p> <p>1.17 PHLPOST personnel</p>
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		(Fiduciary Fund) P500.00 Legal Research Fund (UPLC) P30.00 ----- Total P3,530.00 Prayer for Issuance of TRO, Writ of Preliminary Injunction or any of the Provisional Remedies under Rule 57 to Rule 61 (SAJ Fund) P1,000.00 Deposit for Sheriff's Fee P150.00 ----- P1,150.00 Original Special Civil Actions		
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		<p>(Petition for Certiorari, Prohibition, Mandamus, NLRC, Original action for Annulment of Judgement, etc.</p> <p>Including a Petition or Motion for Intervention)</p> <p>Docket Fee (SAJ Fund) P2,548.00</p> <p>Docket Fee (JDF) P452.00</p> <p>Deposit for Costs (Fiduciary Fund) P500.00</p> <p>Legal Research Fund (UPLC) P30.00</p> <p>-----</p>		
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		<p>P3,530.00</p> <p>Additional Payments:</p> <p>Prayer for Issuance of TRO,</p> <p>Writ of Preliminary Injunction, or any Provisional Remedy under Rule 57 to 61 (SAJ Fund)</p> <p>P1,000.00</p>		
<p>2. PERSONAL DELIVERIES</p>	<p>2.1 Fills out Personal Deliveries Logbook over the counter</p> <p>2.2 Receives documents</p>		<p>2.1 1 minute</p>	<p>2.1 Legal Secretaries</p>



	<p>2.3 Forwards received documents to the CAO</p> <p>2.4 Segregates documents according to areas:</p> <ol style="list-style-type: none"> 1. Makati 2. Mandaluyong/Pasig 3. Quezon City 4. Pasay, Paranaque, Taguig, Muntinlupa <p>2.5 Assigns documents to process servers</p> <p>2.6 Receives documents from the CAO</p>		<p>2.2 30 seconds</p> <p>2.3 1 minute</p> <p>2.4 5 minutes</p> <p>2.5 2 minutes</p> <p>2.6 2 minutes</p> <p>2.7 30 minutes onwards</p>	<p>2.2 Admin. Asst. I</p> <p>2.3 Admin. Asst. I</p> <p>2.4 Chief Administrative Officer</p> <p>2.5 Chief Administrative Officer</p> <p>2.6 Process Servers</p>
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	2.7 Delivers documents to assigned areas.			<i>2.7 Process Servers</i>
3. COURIER (LBC) DELIVERY	<p>3.1 Submits documents for LBC delivery; logs-in documents.</p> <p>3.2 Counter-checks against the logbook.</p> <p>3.3 Pick-ups documents for courier delivery</p>	<p>Php 66,666.66/month</p> <p>Per LBC Courier Service Contract</p>	<p><i>3.1 10 seconds</i></p> <p><i>3.2 1 minute</i></p> <p><i>3.3 30 minutes onwards</i></p>	<p><i>3.1 Legal Secretary</i></p> <p><i>3.2 Admin. Asst. I</i></p> <p><i>3.3 Admin. Asst. I</i></p>
Total Processing Time			1 hour, 13 minutes, and 10 seconds	



FEEDBACK AND COMPLAINTS (FOR DMS INTERNAL SERVICES)	
How to send feedback	<p>Feedback can be sent through the following channels:</p> <ol style="list-style-type: none">1. Email : feedback@osg.gov.ph2. Mail <p>The Office Solicitor General c/o the Anti-Red Tape Unit 134 Amorsolo St., Legaspi Village, Makati City 1229</p> <ol style="list-style-type: none">3. Fill out the Feedback Forms located at the DMS Front Desk and drop in designated box4. Talk to our Officer of the Day (OD) at the DMS Front Desk
How feedbacks are processed	<p>Feedbacks are processed by our Internal Audit Division and forwarded to the concerned units.</p>



<p>How to file a complaint</p>	<p>Complaint can be sent through the following channels:</p> <ol style="list-style-type: none">1. Email : feedback@osg.gov.ph2. Mail The Office Solicitor General c/o the Anti-Red Tape Unit 134 Amorsolo St., Legaspi Village, Makati City 12293. Fill out the Complaints Forms located at the DMS Front Desk and drop in designated box4. File a complaint with our Officer of the Day at the DMS Front Desk
<p>How complaints are processed</p>	<p>Complaints are processed by our Internal Audit Division and forwarded to the concerned units.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>Contact Center ng Bayan</p> <ol style="list-style-type: none">1. SMS – 0908-88165652. Call – 1-65653. Email – email@contactcenterngbayan.gov.ph4. Web – www.contactcenterngbayan.gov.ph



Presidential Complaint Center

1. Email - pcc@malacanang.gov.ph
2. Postal Service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila
3. Telefax - No. +63(2)-87368621
4. Telephone Numbers
 - +63(2)-8736-8645
 - +63(2)-8736-8603
 - +63(2)-8736-8629
 - +63(2)-8736-8621

Anti-Red Tape Authority

1. Email – info@arta.gov.ph;
complaints@arta.gov.ph
2. Postal Service –

Ground Floor HPGV Building
(Formerly Accelerando), 395 Senator
Gil J. Puyat Avenue, 1200 Makati City,
Philippines
3. Telephone Numbers
 - 478-5091
 - 478-5099



Financial Management Services

Internal Services



4. Request for Salary Adjustment

Personnel requests for an adjustment in the salary that he/she is currently receiving

Office or Division:	Accounting Division, Financial Management Service (FMS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Financial Management Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents properly filled out request form to frontline personnel	1. Frontline Personnel checks if request form is properly filled out	None	5 minutes	<i>Frontline Personnel in FMS Receiving Window</i>



<p>2. Client waits for advice if Salary is already adjusted</p>	<p>2.1 Frontline Personnel transmits request to Supervising Administrative Officer</p> <p>2.2 Supervising Administrative Officer checks the requests and delegates it to AO IV/ AO II</p> <p>2.3 AO IV/ AO II adjusts the salary in the payroll system, prints the adjusted salary and submits to Supervising Administrative Officer</p> <p>2.4 Supervising Administrative Officer submits Adjusted Salary for the signature/</p>	<p>None</p>	<p>90 minutes</p>	<p><i>Supervising Administrative Officer</i></p> <p><i>AO IV/ AO II</i></p> <p><i>Chief Accountant</i></p> <p><i>Director</i></p>
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	approval of Chief Accountant/ Director			
	2.5 Chief Accountant/ Director signs/approves the salary adjustment			



3. Client is advised that salary adjustment is done	3. AO IV/ AO II saves the adjustment to the Electronic Personnel Data Sheet for the verification of the Client	None	5 minutes	<i>AAID VI</i>
Total Processing Time			1 hour, 40 minutes	



5. Request for Certificate of Tax Withheld (BIR Form 2316)

Personnel requests for a Certificate of Tax Withheld for a certain transaction

Office or Division:	Accounting Division, FMS			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Individuals, Business Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (one copy)		FMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents properly filled out request form to frontline personnel	1. Frontline Personnel checks if request form is properly filled out	None	5 minutes	<i>Frontline Personnel</i> in FMS Receiving Window



<p>2. Client waits for advice if Certificate of Tax Withheld (BIR Form 2316) is ready for pick up</p>	<p>2.1 Frontline Personnel transmits request to Supervising Administrative Officer</p> <p>2.2 Supervising Administrative Officer checks the documents for printing by AO V</p> <p>2.3 AO V prepares Certificate of Tax Withheld (BIR Form 2316) and submits to Supervising Administrative Officer for review</p> <p>2.4 Supervising Administrative Officer submits Certificate of Tax Withheld (BIR Form 2316) for the signature of Chief Accountant/ Director</p> <p>2.5 Chief Accountant/ Director signs</p>	<p>None</p>	<p>90 minutes</p>	<p><i>Supervising Administrative Officer</i></p> <p><i>AO V</i></p> <p><i>Chief Accountant</i></p> <p><i>Director</i></p>
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	Certificate of Tax Withheld (BIR Form 2316)			
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3. Client receives Certificate of Tax Withheld (BIR Form 2316)	3. AO V releases the Certificate of Compensation	None	5 minutes	AO V
Total Processing Time			1 hour, 40 minutes	



6. Request for Certificate of Payments/ Remittances

Personnel requests for a Certificate of Payments/Remittances to other agencies like Philhealth, PAGIBIG, GSIS

Office or Division:	Accounting Division, FMS			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (one copy)		FMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents properly filled out request form to frontline personnel	1. Frontline Personnel checks if request form is properly filled out	None	5 minutes	<i>Frontline Personnel in FMS Receiving Window</i>



<p>2. Client waits for advice if Certificate of Payments/ Remittances is ready for pick up</p>	<p>2.1 Frontline Personnel transmits request to Supervising Administrative Officer</p> <p>2.2 Supervising Administrative Officer checks the documents for computation of AAID VI</p> <p>2.3 AAID VI prepares Certificate of Payments/ Remittances and submits to Supervising Administrative Officer for review</p> <p>2.4 Supervising Administrative Officer submits Certificate of Payments/ Remittances for the signature of Chief</p>	<p>None</p>	<p>3 Working Days</p>	<p><i>Supervising Administrative Officer</i></p> <p><i>AAID VI</i></p> <p><i>Chief Accountant</i></p> <p><i>Director</i></p>
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	Accountant/ Director			
	2.5 Chief Accountant/ Director signs Certificate of Payments/Re mittances			



3. Client receives Certificate of Payments/ Remittances	3. AAID VI releases the Certificate of Payments/ Remittances	None	5 minutes	<i>AAID VI</i>
Total Processing Time			3 days, 10 minutes	



7. Request for Certificate of Last Salary

Personnel requests for a Certificate of the Amount of Salary that the personnel received in the last payroll period.

Office or Division:	Accounting Division, FMS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (one copy)		FMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents properly filled out request form to frontline personnel	1. Frontline Personnel checks if request form is properly filled out	None	5 minutes	<i>Frontline Personnel in FMS Receiving Window</i>



<p>2. Client waits for advice if Certificate of Last Salary is ready for pick up</p>	<p>2.1 Frontline Personnel transmits request to Supervising Administrative Officer</p> <p>2.2 Supervising Administrative Officer checks the documents for computation of AO IV /AO II</p> <p>2.3 AO IV/AO II prepares Certificate of Last Salary and submits to Supervising Administrative Officer for review</p> <p>2.4 Supervising Administrative Officer submits Certificate of Last Salary for the signature of Chief Accountant/ Director</p> <p>2.5 Chief Accountant/ Director signs</p>	<p>None</p>	<p>90 minutes</p>	<p><i>Supervising Administrative Officer</i></p> <p><i>AO IV/ AO II</i></p> <p><i>Chief Accountant</i></p> <p><i>Director</i></p>
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	Certificate of Last Salary			
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3. Client receives Certificate of Last Salary	3. AO IV/ AO II releases the Certificate of Last Salary	None	5 minutes	<i>AO IV/ AO II</i>
Total Processing Time			1 hour, 40 minutes	



8. Request for Certificate of Compensation

Personnel requests for a Certificate of Compensation that he/she receives from the Office of the Solicitor General

Office or Division:	Accounting Division, FMS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (one copy)		FMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents properly filled out request form to frontline personnel	1. Frontline Personnel verifies if request form is properly filled out	None	5 minutes	<i>Frontline Personnel</i> in FMS Receiving Window



<p>2. Client waits for advice if Certificate of Compensation is ready for pick up</p>	<p>2.1 Frontline Personnel transmits request to Supervising Administrative Officer</p> <p>2.2 Supervising Administrative Officer checks the documents for computation of AAID VI</p> <p>2.3 AAID VI prepares Certificate of Compensation and submits to Supervising Administrative Officer for review</p> <p>2.4 Supervising Administrative Officer submits Certificate of Compensation for the signature of Chief Accountant/ Director</p> <p>2.5 Chief Accountant/ Director signs</p>	<p>None</p>	<p>90 minutes</p>	<p><i>Supervising Administrative Office</i></p> <p><i>AAID VI</i></p> <p><i>Chief Accountant</i></p> <p><i>Director</i></p>
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	Certificate of Compensation			
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3. Client receives Certificate of Compensation	3. AAID VI releases the Certificate of Compensation	None	5 minutes	<i>AAID VI</i>
Total Processing Time			1 hour, 40 minutes	



9. Collection of Docket Management Fees

Collection of certification fees and photocopying fees paid by clients transacting with the Docket Management Service

Office or Division:	Cash Division, FMS			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Clients/Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment (one copy)		DMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Presents Order of Payment for:</p> <p>Certification of the following:</p> <p>1.1 Declaration of Intention</p> <p>1.2 Request for Photocopy</p> <p>1.3 Request for Certified Photocopy</p>	<p>1.1. Verifies if Order of Payment is properly filled out.</p> <p>1.2. Issues Official Receipt</p>	<p>1.1 P100 per page</p> <p>1.2 P1,000 per page</p> <p>1.3 P10.00 per page</p> <p>P5.00 per Page</p>	<p>10 Minutes</p>	<p><i>Collecting Officer</i> in Cash Division</p>
<p>Total Processing Time</p>			<p>10 minutes</p>	



10. Collection of Agency Allowances

Guidelines, Procedures and Instructions in the Collection of Income and Fees.

Office or Division:	Cash Division, FMS			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Clients/Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Check/Deposit Slip/LDDAP-ADA, Disbursement Voucher (one copy)		Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Check payment issued by the Client Agency and Disbursement Voucher	1.1. Verifies if all the necessary documents are complete	None	10 Minutes	<i>Collecting Officer</i> in Cash Division



	1.2. Issues an Official Receipt			
2. Presents Deposit Slip/LDDAP-ADA and Disbursement Voucher	2.1. Makes a request to the Government Servicing Bank for the Snap Shot to confirm the deposit	None	2 Days	<i>Collecting Officer</i>
	2.2. Issues an Official Receipt			
Total Processing Time			2 days, 10 minutes	



11. Collection of Naturalization Fees (RA 9139)

Guidelines, Procedures and Instructions in the Collection of Naturalization Fees

Office or Division:	Cash Division, FMS			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Clients/Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment (one copy)		Special Committee on Naturalization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Presents Order of Payment for:</p> <p>1. Forms</p> <p>2. Filing</p> <p>3. Oath-Taking</p> <p>4. Certification</p>	<p>1.1. Checks if Order of Payment is properly filled out.</p>	<p>P 1,000.00</p> <p>P 39,000.00 (Regular)</p> <p>P 19,000.00 (Wife)</p> <p>P 19,000.00 (Minor)</p> <p>P 100,000.00 (Regular)</p> <p>P 40,000.00 (Wife)</p> <p>P 40,000.00 (Minor)</p> <p>P 500.00 / Document</p> <p>P 500.00 / Document</p>	<p>10 Minutes</p>	<p>Collecting Officer in Cash Division</p>
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5. Certified
True Copy



	1.2. Issues Official Receipt			
Total Processing Time			10 minutes	



12. Collection of Naturalization Fees (EO 460)

Guidelines, Procedures and Instructions in the Collection of Income and Fees.

Office or Division:	Cash Division, FMS			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Clients/Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment (one copy)		Special Committee on Naturalization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Order of Payment for:	1.1. Verifies if Order of Payment is properly filled out.	P 500.00 / Document	10 Minutes	<i>Collecting Officer</i> in Cash Division



1. Certification 2. Certified True Copy	1.2. Issues an Official Receipt			
Total Processing Time			10 minutes	



FEEDBACK AND COMPLAINTS MECHANISM (FOR FMS INTERNAL SERVICES)

<p>How to send feedback</p>	<p>Feedback can be sent through the following channels:</p> <ol style="list-style-type: none">1. Email : feedback@osg.gov.ph2. Mail The Office Solicitor General c/o the Anti-Red Tape Unit 134 Amorsolo St., Legaspi Village, Makati City 12293. Fill out the Feedback Forms located at the windows and drop in designated box4. Talk to our Officer of the Day (OD) at the Public Assistance Desk
<p>How feedbacks are processed</p>	<p>Feedbacks are processed by our Internal Audit Division and forwarded to the concerned units.</p>



<p>How to file a complaint</p>	<p>Complaint can be sent through the following channels:</p> <ol style="list-style-type: none">1. Email : feedback@osg.gov.ph2. Mail The Office Solicitor General c/o the Anti-Red Tape Unit 134 Amorsolo St., Legaspi Village, Makati City 12293. Fill out the Complaints Forms located at the windows and drop in designated box4. File a complaint with our Officer of the Day (OD) at the Public Assistance Desk
<p>How complaints are processed</p>	<p>Complaints are processed by our Internal Audit Division and forwarded to the concerned units.</p>



Contact
Information of
CCB, PCC, ARTA

Contact Center ng Bayan

1. SMS – 0908-8816565
2. Call – 1-6565
3. Email –
email@contactcenterngbayan.gov.ph
4. Web –
www.contactcenterngbayan.gov.ph

Presidential Complaint Center

1. Email - pcc@malacanang.gov.ph
2. Postal Service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila
3. Telefax - No. +63(2)-87368621
4. Telephone Numbers
+63(2)-8736-8645
+63(2)-8736-8603
+63(2)-8736-8629
+63(2)-8736-8621

Anti-Red Tape Authority

1. Email – info@arta.gov.ph;
complaints@arta.gov.ph



2. Postal Service –

Ground Floor HPGV Building
(Formerly Accelerando), 395
Senator Gil J. Puyat Avenue, 1200
Makati City, Philippines

3. Telephone Numbers

478-5091

478-5099

[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.