



Office of the Solicitor General

CITIZEN'S CHARTER

2024 (7th Edition)



Office of the Solicitor General

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I. Mandate

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

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



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

II. Vision:

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

III. Mission:

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

IV. Service Pledge:



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

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

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



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Docket Management Service External Services



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

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 case¹.

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
	Philippine Identification or any valid ID if Requester is One of the Parties/ Counsel (one photocopy)	Availing Party
	Authorization Letter (one original copy) and Philippine Identification or any valid ID of the Representative, if Requester is authorized by one of the parties/counsel (one photocopy)	Availing Party
	Properly accomplished request slip (one original copy)	OSG-Public Assistance and Complaints Desk, OSG Website

¹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



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 out the required details.	1. Check if all fields required in the request slip are properly filled out.	None	5 minutes	<i>Public Assistance Officer (PAO) /Officer of the Day (OD) (Window 2)</i>
2. Proceed to the Docket Receiving Window for verification of the case and to Window No. 2 for the processing of the requested Certification.	2. Verify record of the case with the Docket Management Service.	None	5 minutes	<i>Docket Management Service (DMS) Receiving Officer and Officer of the Day (OD) (Window 2)</i>
3. Pay the required fee for the issuance of Certification at the Cash Window (Window 3).	3. Process payment and issue Official Receipt (O.R.).	P100 per Certification	5 minutes	<i>Financial Management Service (FMS) Collecting Officer (Window 3)</i>
4. Present the Official Receipt of Payment at Window 2 for the release of	4. Release the requested certification.	None	5 minutes	<i>Officer of the Day (OD) (Window 2)</i>



requested Certification.				
Total Processing Time			20 minutes	



2. Issuance of Certification on the date of OSG's receipt of court Decisions/Orders/Judgement/Resolution (application via 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 representative².

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	
Philippine Identification or any valid ID if Requester is One of the Parties / Counsel (one photocopy)	Availing Party	
Authorization Letter (one original copy) and Philippine Identification or any valid ID, if Requester is authorized by one of the parties/counsel (one photocopy)	Availing Party	
Actual Postal Money Order (one original copy) or Bank Deposit Slip (One photocopy) or Proof of Electronic Money Transfer (one photocopy)	Availing Party (from Post Office or Bank)	

² The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



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>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.</p> <p>1.2. Docket Management Service will instruct the requester, through any of the contact details provided, to send his/her payment through Postal Money Order(PMO) or Bank Deposit or Electronic Transfer of Funds thru Instapay, PESONet or similar modes of electronic transfer of funds.</p>	None	None	<p><i>Docket Management Service Personnel</i></p>
<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 the following account:</p>	None	P100 per Certification	None	<p><i>None</i></p>



<p>Account Name: Office of the Solicitor General</p> <p>Account No.: 1802-1016-23</p> <p>Bank Name: Land Bank of the Philippines – Paseo de Roxas Branch</p> <p>OR</p> <p>2.3 Electronic Transfer of Funds thru Instapay, PESONet or similar modes of electronic transfer of funds to:</p> <p>Account Name: Office of the Solicitor General</p> <p>Account No.: 1802-1016-23</p> <p>Bank Name: Land Bank of the Philippines – Paseo de Roxas Branch</p>				
<p>3. Send either Postal Money Order (PMO) or a clear copy of bank deposit slip or Proof of Electronic Money Transfer to the OSG through PHLPost or through reputable</p>	<p>3. Upon receipt of proof of payment, Docket Management Service will process the document. The OSG will release the</p>	<p>None</p>	<p>3 Working Days</p>	<p><i>Docket Management Service Personnel</i></p>



<p>private couriers <i>(the requester may send a pre-paid pouch from reputable private couriers if he/she prefers to use the services of a private courier instead of that of PHLPost.)</i></p>	<p>Certification through PHLPost's registered mail service and inform the requester on the availability and status of the document through any of the contact details provided.</p>			
<p>Total Processing Time</p>			<p>3 Working Days³</p>	

³ The three (3) working days will cover the period counted from the time that the OSG has actually verified that the payment has been deposited to the OSG's Landbank Account or from the time of the OSG's actual receipt of the Postal Money Order (PMO) until the time that requested Certification is mailed or turned over by OSG to PHLPost, provided that the PMO bears the correct details, including the payee's name.



3. Issuance of Certification on the date of OSG's receipt of court Decisions/Orders/Judgement/Resolution (application via 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.⁴

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

⁴ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



<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 2.2. Deposit to the following:</p> <p>Account Name: Office of the Solicitor General</p> <p>Account No.: 1802-1016-23 Bank Name: Land Bank of the Philippines – Paseo de Roxas Branch</p> <p>2.3 Electronic Transfer of Funds thru Instapay, PESONet or similar modes of electronic transfer of funds to:</p>	None	P100 per Certification	None	<i>None</i>



<p>Account Name: Office of the Solicitor General Account No.: 1802-1016-23</p> <p>Bank Name: Land Bank of the Philippines – Paseo de Roxas Branch</p>				
<p>3. Furnish the OSG a clear copy of the Deposit slip or proof of electronic transfer of funds through email. Should the requester send his payment via Postal Money Order(PMO), the actual Postal Money Order(PMO) should be sent to OSG either through PHLPost or through reputable private couriers. <i>(the requester may send a pre-paid pouch from reputable private couriers if he/she prefers to use the services of a private courier instead of that of PHLPost).</i> The requested Certification would not be processed until the OSG's actual receipt of the PMO or verification that funds/payment had been transferred to OSG's Landbank Account.</p>	<p>3. Upon receipt of proof of payment, Docket Management Service will process the document. The OSG will release the Certification through PHLPost's registered mail service 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 Days⁵</p>	

⁵ The three (3) working days will cover the period counted from the time that the OSG has actually verified that the payment has been deposited to the OSG 's Landbank Account or from the time of the OSG's actual receipt of the Postal Money Order(PMO) until the time that the requested Certification is mailed or turned over by OSG to PHLPost, provided that the PMO bears the correct details, including the payee's name.



4. Issuance of Certification on the date of OSG’s receipt of court Decisions/Orders/Judgement/Resolution (application via Online Request Form)

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.⁶

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
Philippine Identification or any valid ID if Requester is One of the Parties/Counsel (one soft copy)		Availing Party
Authorization Letter and Philippine Identification or any valid ID, if Requester is authorized by one of the parties/counsel (one soft copy of each)		Availing Party
Actual Postal Money Order (PMO) or Soft copy of Bank Deposit Slip or Soft copy of Proof of Electronic Money Transfer (one copy)		Availing Party (from Post Office or Bank)

⁶ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill up Case Certification Request Form.</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>	<p>None</p>	<p>None</p>	<p><i>Docket Management Service Personnel</i></p>
<p>2. Send payment to the Office of the Solicitor General either through:</p> <p>2.1. Postal Money Order; OR 2.2. Deposit to the following:</p> <p>Account Name: Office of the Solicitor General Account No.: 1802-1016-23 Bank Name: Land Bank of the Philippines – Paseo de Roxas Branch</p> <p>OR</p>	<p>None</p>	<p>P100 per Certification</p>	<p>None</p>	<p><i>None</i></p>



<p>2.3 Electronic Transfer of Funds thru Instapay, PESONet or similar modes of electronic transfer of funds to:</p> <p>Account Name: Office of the Solicitor General Account No.: 1802-1016-23 Bank Name: Land Bank of the Philippines – Paseo de Roxas Branch</p>				
<p>3. Furnish the OSG a clear copy of the Deposit slip or proof of electronic transfer of funds through Case Certification Request. Should the requester send his/her payment via Postal Money Order(PMO), the actual Postal Money Order(PMO) should be sent to OSG either through PHLPost or through reputable private couriers. <i>(the requester may send a pre-paid pouch from reputable private couriers if he/she prefers to use the services of a private courier instead of that of PHLPost).</i> The requested Certification would not be processed until the OSG’s actual receipt of the PMO or verification that funds/payment had been transferred to OSG’s Landbank Account.</p>	<p>3. Upon receipt of proof of payment, Docket Management Service will process the document. The OSG will release the Certification through PHLPost’s registered mail service 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>



Total Processing Time	3 Working Days ⁷	
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⁷ The three (3) working days will cover the period counted from the time that the OSG has actually verified that the payment has been deposited to the OSG 's Landbank Account or from the time of the OSG's actual receipt of the Postal Money Order(PMO) until the time that the requested Certification is mailed or turned over by OSG to PHLPPost, provided that the PMO bears the correct details, including the payee's name.



Legal Divisions External Services



5. 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 case⁸.

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
	Philippine Identification or any valid ID if Requester is One of the Parties / Counsel (one photocopy)	Availing Party
	Authorization Letter (one original copy) and Philippine Identification or any valid ID, if Requester is authorized by one of the parties/counsel (one photocopy)	Availing Party
	Petition/Complaint Filed in Court, Orders from the Court or any issuance indicating the Case Number, Case Title (one photocopy)	Availing Party (from Court where case is filed)

⁸ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



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. Officer of the Day (OD) will check eCMT for the handling lawyer/ division. Ensure client has proper identification, authorization from the party concerned.	None	5 minutes	<i>Officer of the Day (OD), OSG Building Lobby</i>
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.	2. OD will contact the legal division concerned.	None	15 minutes	<i>Officer of the Day</i>
3. Make the necessary payment with the cashier.	3. Cashier will collect payment and issue the Official Receipt for such payment.	P15 per page of the Certified True Copy	15 minutes	<i>Cashier, OSG Building Lobby</i>



<p>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.</p>	<p>4. Legal Secretary will check records of the case for the pleading/s being requested, and prepare copies</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Legal Secretary</i></p>
	<p>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.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Legal Secretary, Authorized Personnel of the Legal Division</i></p>



<p>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.</p>	<p>6. Legal Secretary will file the receiving copy of the Certification and the corresponding ID/ authorization in the case folder.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Legal Secretary</i></p>
<p>Total Processing Time</p>			<p>1 hour, 5 minutes</p>	



6. 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 lawyer⁹.

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	
Philippine Identification or any valid ID if Requester is One of the Parties/Counsel (one photocopy)	Availing Party	
Authorization Letter (one original copy) and Philippine Identification or any valid ID (one photocopy), if Requester is authorized by one of the parties/counsel	Availing Party	
Petition/Complaint Filed in Court, Orders from the Court or any issuance indicating the Case Number, Case Title (one photocopy)	Availing Party (from Court where case is filed)	

⁹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



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 the handling lawyer to whom the case is assigned.	2. OD will contact and coordinate with the legal division concerned.	None	15 minutes	<i>Officer of the Day and Legal Secretary</i>
	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>	



7. 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 Maintenance¹⁰

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. ¹¹

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

¹⁰ Pursuant to the **Convention on the Recovery Abroad of Maintenance**, the Office of the Solicitor General (OSG) acts as the Central Authority, which transmits and receives communications under this Convention.

On June 22, 2022 the Philippines deposited its instrument of ratification to the **Child Support Convention**, formally known as the “*Convention of 23 November 2007 on the International Recovery of Child Support and Other Forms of Family Maintenance*.” Pursuant to the new Child Support Convention, the Supreme Court promulgated the “*Rules on Action for Support and Petition for Recognition and Enforcement of Foreign Decisions or Judgments on Support (A.M. No. 21-03-02- SC)*.” Under these new Rules, a petition for recognition and enforcement of foreign decisions may be filed by the Public Attorney’s Office (PAO).

For those countries that have not acceded/succeeded/ratified the Child Support Convention, but were already members to the prior Convention on the Recovery Abroad of Maintenance, the OSG still fulfills its role as Central Authority.

¹¹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Letter of Request and/or Endorsement (one original copy)		Availing Party		
Birth Certificate of Child (one original copy)		Availing Party (from Philippine Statistics Authority)		
Proof of acknowledgment of filiation (one original copy)		Availing Party		
Proof of identification of the putative parent (Foreigner) (one original 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 Working 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 Working Day	<i>Secretariat Personnel</i>
	1.3. The Assistant Solicitor General will assign the case to a Solicitor	None	1 Working 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 Working Days	<i>Solicitor</i>
2. The applicant will discuss with the Solicitor on filling out the application for child support.	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.	None	6 Working Days	<i>Solicitor</i>
	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	None	1 Working Day	<i>Solicitor</i>



	<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>If the letter is delivered through courier, it will take 1 or 2 working days before the</p>	<p>None, unless applicant requests delivery through courier, in which case, proper fees must be provided</p>	<p>1 Working Day</p>	<p>Solicitor</p>
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	party concerned will receive it.			
Total Processing Time			18 Working Days	



8. 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 proceeding¹².

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 photocopy)		Availing Party (from Accredited MCLE providers)
IBP Certificate of Good Standing (for New Deputation) (one photocopy)		Availing Party (from the Integrated Bar of the Philippines)

¹² The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Letter from the Client-Agency explaining the necessity of the engagement of private counsel, with the Contract of Services of the same attached to the former (for private lawyers/firms) (for New Deputation) (one original copy)		Availing Party		
Updated MCLE (For Renewal) (one photocopy)		Availing Party (from Accredited MCLE providers)		
IBP Certificate of Good Standing (For Renewal) (one photocopy)		Availing Party (from the Integrated Bar of the Philippines)		
Status Report of cases previously handled (For Renewal) (one photocopy)		Availing Party		
Proposed Contract of Services (For Renewal for Private Lawyers/Firms) (one photocopy)		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 Working Days	<i>Docket Management Service Personnel in OSG Building Lobby, Assistant Solicitor General and Assistant Solicitor General Secretary, handling lawyer, legal secretary/ Solicitor General or his designated ASG</i>
2. Agency receives Letter of Deputation of Special Counsel	2. OSG sends Letter of deputation of Special	None	None	<i>Docket Management Service Personnel</i>



	Counsel to the agency specifying the period and conditions for such deputation		
Total Processing Time		14 Working Days	



9. 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.¹³

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 original 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

¹³ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



<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. 1.2. The receiving officer will check the eCMT for the division handling the case. 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>None</p>	<p>20 minutes</p>	<p><i>Supervising Administrative Officer or ADAS 1</i></p>
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	<p>1.4. Receiving officer will follow the OSG procedure for the barcoding and scanning of the letter-request.</p>			
	<p>1.5. ASG secretary will immediately get a copy of the scanned letter-request from the eCMT or DMS.</p>	None	1 hour	<i>ASG Secretary</i>
	<p>1.6. ASG Secretary will inform the ASG of the OSG's receipt of the letter-request.</p>	None	1 hour	<i>ASG Secretary</i>



	1.7. ASG will examine the letter-request.	None	2 Working Days	ASG
	<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 prompt receipt by the</p>	None	1 Hour	ASG ASG Secretary (if instruction is in the form of a notation)



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



10. 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.¹⁴

Office or Division:	Docket Management Service, Legal Division, Secretariat, Human Resources Management and Administrative Service	
Classification:	Simple	
Type of Transaction:	Government to Government	
Who may avail:	National Government Agencies and their Instrumentalities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request with the following information (one original 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. Email address; and 6. Contact number 		Availing Party

¹⁴ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Authorization letter from the requesting party (for Representative Who Will Pick Up Requested Records) (one copy)		Availing Party		
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> <ul style="list-style-type: none">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;b) Representative must bring an authorization letter from the requesting party;c) Representative must bring a photocopy of the office ID of the signatory of the authorization letter and his own office ID; andd) Requesting party must provide the paper to be used in printing the requested copies.	None	1 Hour	<i>Legal Secretary</i>
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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 Services, Reproduction Division.	None	30 Minutes	<i>Legal Secretary</i>



	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 Working Days	<i>HRMAS-General Services Personnel</i>
Total Processing Time			2 Working Days, 5 Hours, 10 Minutes	



11. Freedom of Information Request

Information request from the Office of the Solicitor General subject to guidelines stated in the OSG FOI Manual.¹⁵

Office or Division:	Legal Divisions and Administrative Services	
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., Philippine Identification or any government issued ID with photo) or in case of a representative the authorization of the requesting party. (One original copy)		Availing Party
The request shall reasonably describe the information requested and the reason for, or purpose of, the FOI request.		Availing Party

¹⁵ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



<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 original 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 identifies 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 Working Day</p>	<p><i>FOI Receiving Officer, OSG Building Lobby</i></p>
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	<p>2. After receipt of the FOI 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 subject to Section 4, 4.1 to 4.2, of the OSG FOI Manual</p>	None	4 Working Days	<i>Point Person (PP)</i>
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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>	<p>None</p>	<p>2 Working Days</p>	<p><i>Head of the Legal Division or Service Division</i></p>
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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 Working Days	<p><i>The Solicitor General or Officer-In-Charge</i></p>
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<p>2. Applicant receives requested information/ 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 Working 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) working days on top of the mandated fifteen (15) working days, to act on</p>	<p>None</p>	<p>Additional twenty (20) working days, unless exceptional circumstances warrant a longer period.</p>	



	<p>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>			
<p>Total Processing Time</p>			<p>15 working days or 35 working days under exceptional circumstances</p>	



Special Committee on Naturalization Secretariat External Service



12. Administrative Naturalization

The OSG chairs 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.¹⁶

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

¹⁶ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



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 (DECS) or Department of Education (DepEd), where Philippine history, government and civics are taught and prescribed as part of the school curriculum and where enrollment is not limited to any race or nationality.
8. If the 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



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. Certified 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 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. Certified true copy with school seal of diploma and transcript of records of the

Availing Party (from various government agencies)



petitioner from school/s he or she attended in the Philippines;

14. Certified true copy with school seal 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/DepEd, where Philippines history, government and civics are taught and prescribed as part of the school curriculum and where enrollments not limited to any race or 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 seal and certification (from the school) stating that petitioner's minor children are enrolled in public or private schools duly recognized by DECS/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 Working 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 Working 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 Working 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 Working 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 Working 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 Working Day</p>	<p>SCN <i>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 Working Days</p>	<p>NRO</p>
<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 Working 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</p>	<p>None</p>	<p>60 Working days</p>	<p><i>Executive Director, Chief of Staff, and NRO</i></p>



	review and recommendation.			
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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. ¹⁷			
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¹⁷ Included in the conduct of SCN Meeting is the process of preparing for the said meeting which involves:

- Collation of all the evaluation reports (ERs) submitted by the naturalization review officers (NROs) within the cut-off period;
- 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;
- 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);
- After a date for the meeting is set, then preparations are made for the said 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 of 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 working days</p>	<p><i>Executive Director, Chief of Staff, and SCN Secretariat</i></p>
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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>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 Working 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 Working 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 Working 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 working days, 17 hours¹⁸</p>	

¹⁸ 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.



Financial Management Services External Services



13. Collection of Docket Management Fees

Collection of certification fees and photocopying fees paid by clients transacting with the Docket Management Service¹⁹

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 original copy)		DMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

¹⁹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



<p>1. Presents Order of Payment for:</p> <p>1.1 Certification(as to date of receipt)</p> <p>1.2 Declaration of Intention</p> <p>1.3 Photocopy</p> <p>1.4 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</p> <p>1.2 P1,000</p> <p>1.3 P10.00 per page</p> <p>1.4 P15.00 per Page</p>	<p>10 Minutes</p>	<p><i>Collecting Officer in Cash Division</i></p>
<p>Total Processing Time</p>			<p>10 minutes</p>	



14. Collection of Agency Allowances

Guidelines, Procedures and Instructions in the Collection of Income and Fees.²⁰

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 photocopy)		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

²⁰ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



	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 working days, 10 minutes	



15. Collection of Naturalization Fees (RA 9139)

Guidelines, Procedures and Instructions in the Collection of Naturalization Fees²¹

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 original copy)		Special Committee on Naturalization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Order of Payment for: 1.Forms 2.Filing	1.1. Checks if Order of Payment is properly filled out.	P 1,000.00 P 39,000.00 (Regular) P 19,000.00 (Wife) P 19,000.00	10 minutes	<i>Collecting Officer</i> in Cash Division

²¹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



<p>3.Oath-Taking</p> <p>4.Certification</p> <p>5.Certified True Copy</p>	<p>1.2 Issues Official Receipt</p>	<p>(Minor) P 100,000.00 (Regular) P 40,000.00 (Wife) P 40,000.00 (Minor)</p> <p>P 500.00 / Document</p> <p>P 500.00 / Document</p>		
<p>Total Processing Time</p>		<p>10 minutes</p>		



16. Collection of Naturalization Fees (EO 460, s. 1997)

Guidelines, Procedures and Instructions in the Collection of Income and Fees.²²

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 original copy)		Special Committee on Naturalization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Order of Payment for: 1. Certification	1.1. Verifies if Order of Payment is properly filled out.	P 500.00 / Document	10 Minutes	<i>Collecting Officer</i> in Cash Division

²² The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



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



17. Request for Certificate of Tax Withheld (BIR Form 2307)

Individuals, business representatives and suppliers request for a Certificate of Tax Withheld for a certain transaction²³

Office or Division:	Accounting Division, FMS			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	Individuals, Business Representatives, Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (one copy)		FMS, OSG Intranet, OSG Website		
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, 2nd Floor OSG Building</i>

²³ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



<p>2. Client waits for advice if Certificate of Tax Withheld (BIR Form 2307) 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 2307) and submits to Supervising Administrative Officer for review</p> <p>2.4 Supervising Administrative Officer submits Certificate of Tax Withheld (BIR Form 2307) for the signature of Chief Accountant/ Director</p> <p>2.5 Chief Accountant/ Director signs Certificate of Tax Withheld (BIR Form 2307)</p>	<p>None</p>	<p>90 minutes</p>	<p><i>Supervising Administrative Officer AO V Chief Accountant Director</i></p>
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3. Client receives Certificate of Tax Withheld (BIR Form 2307)	3. AO V releases the Certificate of Compensation	None	5 minutes	AO V
Total Processing Time			1 hour, 40 minutes	



Case Management Service Internal Services



1. Request for Wireless Connection

Personnel requests for wireless connection for mobile devices.²⁴

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

²⁴ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



1. Go to intranet and follow the Wifi connection request link	1. CMS automatically configures the Wifi connection.	None	10 minutes	<i>Computer Operator</i>
2. Type the required information				
3. Wait for approval ticket				
4. Upon approval in 5-10 minutes, bring the device to CMS for connection				
Total Processing Time			10 minutes	



2. Request for Assistance in Repair of Laptops (via Phone Call)

OSG Employees asking for assistance from Case Management Service personnel when their laptops need repair.²⁵

Office or Division:	Computer Operations Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees with Office Issued Laptops			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call CMS local number	1. Log concern on CMS ticket and assign to appropriate CMS staff		2 minutes	CMS Secretary/Staff
	2. Take appropriate action; Physically Diagnose		15 minutes	Assigned Staff
	3. Without warranty – perform troubleshoot; With warranty – refer to Admin Service.		5 minutes	Assigned Staff
Total Processing Time			22 minutes	

²⁵ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



3. Request for Assistance in Repair of Laptops (Via CMS Viber)

OSG Employees asking for assistance from Case Management Service personnel when their laptops need repair.²⁶

Office or Division:	Computer Operations Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees with Office Issued Laptops			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send message in Viber for the request/concern	1. CMS staff will acknowledge the concern immediately	None	1 minute	Assigned Staff
	2. Log concern on CMS ticket and assign (if necessary) to appropriate CMS staff		2 minutes	Assigned Staff
	3. Take appropriate action; Physically Diagnose		15 minutes	Assigned Staff
	4. Without warranty – perform troubleshoot; With warranty – refer to Admin Service.		5 minutes	
Total Processing Time			23 minutes	

²⁶ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



4. Answering Technical Inquiries on electronic Case Management Tool (via email)

This service gives answers to technical inquiries about the electronic Case Management Tool.²⁷

Office or Division:	Systems Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees who use eCMT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email message regarding the concern to cms@osg.gov.ph	1. Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Secretary
	2. take appropriate action		5 minutes	Assigned Staff
Total Processing Time			6 minutes	

²⁷ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



5. Answering Technical Inquiries on electronic Case Management Tool (via Phone Call)

This service gives answers to technical inquiries about the electronic Case Management Tool.²⁸

Office or Division:	Systems Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees who use eCMT			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
n/a			n/a	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call CMS local number	1. Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Secretary
	2. take appropriate action		5 minutes	Assigned Staff
Total Processing Time			6 minutes	

²⁸ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



6. Answering Technical Inquiries on electronic Case Management Tool (via ECMT Technical Assistance Viber Group)

This service gives answers to technical inquiries about the electronic Case Management Tool.²⁹

Office or Division:	Systems Development Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees who use eCMT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send message on Viber community on any eCMT concern	1. A SDD staff will acknowledge the concern immediately	None	1 minute	SDD Staff
	2. Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Secretary
	3. Take appropriate action		5 minutes	Assigned Staff
Total Processing Time			7 minutes	

²⁹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



7. Installation of Virtual Private Network for Office Issued Laptops (via Email)

This service is for OSG Employees who want a Virtual Private Network to access OSG Resources when they are on a Work From Home arrangement.³⁰

Office or Division:	Computer Operations Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees with Office Issued Laptops			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request regarding the concern to cms@osg.gov.ph	1. Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Staff
	2. take appropriate action on the request		5 minutes	Assigned Staff
Total Processing Time			6 minutes	

³⁰ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



8. Installation of Virtual Private Network for Office Issued Laptops (via Phone Call)

This service is for OSG Employees who want a Virtual Private Network to access OSG Resources when they are on a Work From Home arrangement.³¹

Office or Division:	Computer Operations Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees with Office Issued Laptops			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call CMS local number	1. Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Staff
	2. take appropriate action on the request		5 minutes	Assigned Staff
Total Processing Time			6 minutes	

³¹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



9. Installation of Virtual Private Network for Office Issued Laptops (via CMS Viber)

This service is for OSG Employees who want a Virtual Private Network to access OSG Resources when they are on a Work From Home arrangement.³²

Office or Division:	Computer Operations Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	OSG Employees with Office Issued Laptops			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send message on Viber for the request/concern	1. CMS staff will acknowledge the concern immediately	None	1 minute	Assigned Staff
	2. Log concern on CMS ticket and assign (if necessary) to appropriate CMS staff		1 minute	Assigned Staff
	3. Take appropriate action on the request		5 minutes	Assigned Staff
Total processing Time			7 minutes	

³² The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Human Resource Management Division Internal Services



10. Request for Certificate of Employment with Salary and/or Certificate of Employment without Salary (via Walk-In application)

This service pertains to the Human Management Resources Management Division processing of requests for Certificate of Employment with Salary and/or Certificate of Employment without Salary by active and separated officials and employees of OSG³³.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		Leave Administrative and Personnel Records Section, OSG Intranet, OSG Website		
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 working days	<i>Administrative Officer III and Administrative Assistant III</i>

³³ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



	1.2. Forwards all received requests to person/s responsible			Human Resource Management Division
	1.3. Prepares requested document/s			
	1.4. Submits to Service Director for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time			3 working days ³⁴	

³⁴ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



11. Request for Certificate of Employment with Job Description (via Walk-In application)

This service pertains to the Human Management Resources Management Division processing of requests for Certificate of Employment with Job Description by active and separated officials and employees of OSG³⁵.

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

³⁵ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



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 working days	<i>Administrative Officer III and 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 Service Director for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time			3 working days ³⁶	

³⁶ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



12. Request for Certificate of Employment with Judicial Rank (via Walk-In application)

This service pertains to the Human Management Resources Management Division processing of requests for Certificate of Employment with Judicial Rank by active and separated officials and employees of OSG³⁷.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		Leave Administrative and Personnel Records Section, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out request form at the HRMAS Officer of the	1.1. Receives and records requests in the logbook	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i>

³⁷ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Day (OD) desk.	1.2. Forwards all received requests to person/s responsible			Human Resource Management Division
	1.3. Prepares requested document/s			
	1.4. Submits to Service Director for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time			3 working days ³⁸	

³⁸ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



13. Request for Service Record (via Walk-In application)

This service pertains to the Human Management Resources Management Division processing of requests for the Service Record by active and separated officials and employees of OSG³⁹.

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, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out request form at the HRMAS Officer of the	1.1. Receives and records requests in the logbook	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i>

³⁹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Day (OD) desk.	1.2. Forwards all received requests to person/s responsible			Human Resource Management Division
	1.3. Prepares requested document/s			
	1.4. Submits to Service Director for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time		3 working days ⁴⁰		

⁴⁰ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



14. Request for Certificate of Leave Credits (via Walk-In application)

This service pertains to the Human Management Resources Management Division processing of requests for Certificate of Leave Credits by active and separated officials and employees of OSG⁴¹.

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, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out request form at the HRMAS Officer of the	1.1. Receives and records requests in the logbook	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i>

⁴¹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Day (OD) desk.	1.2. Forwards all received requests to person/s responsible			Human Resource Management Division
	1.3. Prepares requested document/s			
	1.4. Submits to HRMD CAO or HRMD CAO for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time			3 working days ⁴²	

⁴² Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



15. Request for Certificate of Leave Without Pay (via Walk-In application)

This service pertains to the Human Management Resources Management Division processing of requests for Certificate of Leave Without Pay by active and separated officials and employees of OSG⁴³.

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, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out request form at the HRMAS Officer of the	1.1. Receives and records requests in the logbook	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i>

⁴³ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Day (OD) desk.	1.2. Forwards all received requests to person/s responsible			Human Resource Management Division
	1.3. Prepares requested document/s			
	1.4. Submits to HRMD CAO or HRMD SAO for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time			3 working days ⁴⁴	

⁴⁴ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



16. Request for Certificate of Performance Rating (OPCR/DPCR/IPCR) (via Walk-In application)

This service pertains to the Human Management Resources Management Division processing of requests for Certificate of Performance Rating (OPCR/DPCR/IPCR) by active and separated officials and employees of OSG⁴⁵.

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, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out request form at the HRMAS Officer of the	1.1. Receives and records requests in the logbook	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i>

⁴⁵ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Day (OD) desk.	1.2. Forwards all received requests to person/s responsible			Human Resource Management Division
	1.3. Prepares requested document/s			
	1.4. Submits to HRMD CAO or HRMD CAO for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time		3 working days ⁴⁶		

⁴⁶ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



17. Request for Certified True/Photocopy of Documents from the 201 Files (Active and Archive) (via Walk-In application)

This service pertains to the Human Management Resources Management Division for the processing of requests for Certified True/Photocopy of Documents from the 201 (Active and Archive) by active and separated officials and employees of OSG⁴⁷.

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, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out request form at the HRMAS Officer of the	1.1. Receives and records requests in the logbook	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i>

⁴⁷ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Day (OD) desk.	1.2. Forwards all received requests to person/s responsible			Human Resource Management Division
	1.3. Prepares requested document/s			
	1.4. Submits to HRMD CAO or HRMD CAO for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time			3 working days ⁴⁸	

⁴⁸ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



18. Request for Certificate of Incumbency (via Walk-In application)

This service pertains to the Human Management Resources Management Division for the processing of requests for Certificate of Incumbency by active officials of OSG⁴⁹.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		Leave Administrative and Personnel Records Section, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out request form at the HRMAS Officer of the	1.1. Receives and records requests in the logbook	None	3 working days	<i>Administrative Officer III and</i>

⁴⁹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Day (OD) desk.	1.2. Forwards all received requests to person/s responsible			<i>Administrative Assistant III</i> Human Resource Management Division
	1.3. Prepares requested document/s			
	1.4. Submits to Director or HRMD CAO for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time			3 working days ⁵⁰	

⁵⁰ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



19. Request for Certificate of No Existing Service Obligation (via Walk-In application)

This service pertains to the Human Management Resources Management Division for the processing of requests for Certificate of No Existing Service Obligation by active and separated officials and employees of OSG⁵¹.

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, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out request form at the HRMAS Officer of the	1.1. Receives and records requests in the logbook	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i>

⁵¹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Day (OD) desk.	1.2. Forwards all received requests to person/s responsible			Human Resource Management Division
	1.3. Prepares requested document/s			
	1.4. Submits to Director or HRMD CAO for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time			3 working days ⁵²	

⁵² Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



20. Request for Other Certificates as may be required by Active and Separated Officials and Employees (via Walk-In application)

This service pertains to the Human Management Resources Management Division processing of requests for other Certificates as may be required by active and separated officials and employees of OSG⁵³.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		Leave Administrative and Personnel Records Section, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out request form at the HRMAS Officer of the	1.1. Receives and records requests in the logbook	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i>

⁵³ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Day (OD) desk.	1.2. Forwards all received requests to person/s responsible			Human Resource Management Division
	1.3. Prepares requested document/s			
	1.4. Submits to Service Director for signature			
	1.5. Affixes office dry seal (if necessary)			
	1.6. Releases document/s requested			
Total Processing Time		3 working days ⁵⁴		

⁵⁴ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



21. Request for Certificate of Employment with Salary and/or Certificate of Employment without Salary (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division for the processing of requests for Certificate of Employment with Salary and/or Certificate of Employment without Salary by active and separated officials and employees of OSG⁵⁵.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated OSG Official and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		OSG Website and OSG Intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out the downloaded request form and sends filled up request form to personnel.records@osg.gov.ph .	1.1. Prepares requested document/s	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i> Human Resource Management Division
	1.2. Submits to Service Director for review and signature.			

⁵⁵ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



	1.3. Affixes office dry seal (if necessary)			
	1.4. Releases document/s requested			
Total Processing Time			3 working days ⁵⁶	

⁵⁶ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



22. Request for Certificate of Employment with Job Description (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division for the processing of requests for documents such as Certificate of Employment with Job Description by active and separated officials and employees of OSG⁵⁷.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated OSG Official and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		OSG Website and OSG Intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out the downloaded request form and	1.1. Prepares requested document/s	None	3 working days	<i>Administrative Officer III and</i>

⁵⁷ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



sends filled up request form to personnel.records@osg.gov.ph .	1.2. Submits to Service Director for review and signature.			<i>Administrative Assistant III</i> Human Resource Management Division
	1.3. Affixes office dry seal (if necessary)			
	1.4. Releases document/s requested			
Total Processing Time			3 working days ⁵⁸	

⁵⁸ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



23. Request for Certificate of Employment with Judicial Rank (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division for the processing of requests for documents such as Certificate of Employment with Judicial Rank by active and separated officials and employees of OSG⁵⁹.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated OSG Official and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		OSG Website and OSG Intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out the downloaded request form and	1.1. Prepares requested document/s	None	3 working days	<i>Administrative Officer III and</i>

⁵⁹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



sends filled up request form to personnel.records@osg.gov.ph .	1.2. Submits to Service Director for review and signature.			<i>Administrative Assistant III</i> Human Resource Management Division
	1.3. Affixes office dry seal (if necessary)			
	1.4. Releases document/s requested			
Total Processing Time			3 working days ⁶⁰	

⁶⁰ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



24. Request for Service Record (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division for the processing of requests for documents such as Service Record by active and separated officials and employees of OSG⁶¹.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated OSG Official and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		OSG Website and OSG Intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out the downloaded request form and sends filled up request form to personnel.records@osg.gov.ph .	1.1 Prepares requested document/s	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i> Human Resource Management Division

⁶¹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



	1.2 Submits to Service Director for review and signature.			
	1.3 Affixes office dry seal (if necessary)			
	1.4 Releases document/s requested			
Total Processing Time			3 working days ⁶²	

⁶² Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



25. Request for Certificate of Leave Credits (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division (HRMD) for the processing of requests for documents such as Certificate of Leave Credits by active and separated officials and employees of OSG⁶³.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated OSG Official and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		OSG Website and OSG Intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out the downloaded request form and	1.1 Prepares requested document/s	None	2 working days	<i>Administrative Officer III and</i>

⁶³ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



sends filled up request form to personnel.records@osg.gov.ph .	1.2. Submits to HRMD Chief Administrative Officer or HRMD Supervising Administrative Officer for review and signature.			<i>Administrative Assistant III</i> Human Resource Management Division
	1.3. Affixes office dry seal (if necessary)			
	1.4. Releases document/s requested			
Total Processing Time			2 working days ⁶⁴	

⁶⁴ Each requested document will be processed within two (2) working days. Request(s) for multiple documents may take more than two (2) working days to process.



26 . Request for Certificate of Leave Without Pay (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division for the processing of requests for documents such as Certificate of Leave Without Pay by active and separated officials and employees of OSG⁶⁵.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated OSG Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		OSG Website and OSG Intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out the downloaded request form and sends filled up request form to personnel.records@osg.gov.ph .	1.1 Prepares requested document/s	None	3 working days	<i>Administrative Officer III and Administrative Assistant III</i> Human Resource Management Division

⁶⁵ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



	1.2 Submits to HRMD Chief Administrative Officer or HRMD Supervising Administrative Officer for review and signature.			
	1.3 Affixes office dry seal (if necessary)			
	1.4 Releases document/s requested			
Total Processing Time			3 working days ⁶⁶	

⁶⁶ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



27. Request for Certificate of Performance Rating (OPCR/DPCR/IPCR) (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division (HRMD) for the processing of requests for Certificate of Performance Rating by active and separated officials and employees of OSG⁶⁷.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated OSG Official and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		OSG Website and OSG Intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out the downloaded request form and	1.1 Prepares requested document/s	None	2 working days	<i>Administrative Officer III and</i>

⁶⁷ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



sends filled up request form to personnel.records@osg.gov.ph .	1.2. Submits to HRMD Chief Administrative Officer or HRMD Supervising Administrative Officer for review and signature.			<i>Administrative Assistant III</i> Human Resource Management Division
	1.3. Affixes office dry seal (if necessary)			
	1.4. Releases document/s requested			
Total Processing Time			2 working days ⁶⁸	

⁶⁸ Each requested document will be processed within two (2) working days. Request(s) for multiple documents may take more than two (2) working days to process.



28 . Request for Certified True/ Photocopy of Documents from the 201 Files (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division for the processing of requests for Documents from 201 File by active and separated officials and employees of OSG⁶⁹.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated OSG Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		OSG Website and OSG Intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out the downloaded request form and	1.1 Prepares requested document/s	None	3 working days	<i>Administrative Officer III and</i>

⁶⁹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



sends filled up request form to personnel.records@osg.gov.ph .	1.2 Submits to HRMD Chief Administrative Officer or HRMD Supervising Administrative Officer for review and signature.			<i>Administrative Assistant III</i> Human Resource Management Division
	1.3 Affixes office dry seal (if necessary)			
	1.4 Releases document/s requested			
Total Processing Time			3 working days ⁷⁰	

⁷⁰ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



29. Request for Certificate of Incumbency (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division (HRMD) for the processing of requests for documents such as Certificate of Incumbency and/or Certificate of no Existing Service Obligation by active and separated officials and employees of OSG⁷¹.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated OSG Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		OSG Website and OSG Intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out the downloaded request form and	1.1. Prepares requested document/s	None	2 working days	<i>Administrative Officer III and</i>

⁷¹ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



sends filled up request form to personnel.records@osg.gov.ph .	1.2. Submits to Service Director or HRMD Chief Administrative Officer for review and signature.			<i>Administrative Assistant III</i> Human Resource Management Division
	1.3. Affixes office dry seal (if necessary)			
	1.4. Releases document/s requested			
Total Processing Time			2 working days ⁷²	

⁷² Each requested document will be processed within two (2) working days. Request(s) for multiple documents may take more than two (2) working days to process.



30. Request for Certificate of No Existing Service Obligation (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division (HRMD) for the processing of requests for documents such as Certificate of Incumbency and/or Certificate of no Existing Service Obligation by active and separated officials and employees of OSG⁷³.

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

⁷³ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



1. Fills out the downloaded request form and sends filled up request form to personnel.records@osg.gov.ph .	1.1. Prepares requested document/s	None	2 working days	Administrative Officer III and Administrative Assistant III Human Resource Management Division
	1.2. Submits to Service Director or HRMD Chief Administrative Officer for review and signature.			
	1.3. Affixes office dry seal (if necessary)			
	1.4. Releases document/s requested			
Total Processing Time			2 working days ⁷⁴	

⁷⁴ Each requested document will be processed within two (2) working days. Request(s) for multiple documents may take more than two (2) working days to process.



31. Request for other Certificates as may be required by Active and Separated OSG Official and Employees (Application via Electronic Mail)

This service pertains to the Human Management Resources Management Division for the processing of requests for other Certificates as may be required by other agencies by active and separated officials and employees of OSG⁷⁵.

Office or Division:		Human Resource Management Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Active and Separated OSG Official and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form (HRMAS-HRMD-TPR-F-20-00) (one copy)		OSG Website and OSG Intranet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Fills out the downloaded request form and	1.1. Prepares requested document/s	None	3 working days	<i>Administrative Officer III and</i>

⁷⁵ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



sends filled up request form to personnel.records@osg.gov.ph .	1.2. Submits to Service Director for review and signature.			<i>Administrative Assistant III</i> Human Resource Management Division
	1.3. Affixes office dry seal (if necessary)			
	1.4. Releases document/s requested			
Total Processing Time			3 working days ⁷⁶	

⁷⁶ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



Docket Management Service Internal Services



32. Filing of Outbound Documents

Personal delivery 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.⁷⁷

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		Legal Division
Supreme Court En Banc 15 copies for court including original 1 office copy 1 for receiving copy (secretary's copy)		Legal Division

⁷⁷ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



Add: number of copy furnished
Add: annexes

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 Offer

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 **Add annexes	Legal Division
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR COURTS (PERSONAL/REGISTERED MAIL) 1. Submission of pleadings due to Supreme Court and Court of Appeals	1.1 Scans affidavits of service; 1.2 Attaches affidavit of service into the pleadings, before annexes; 1.3 Submits pleadings over-the-counter with attached envelopes indicating addresses of courts and personnel that are furnished; copy 1.4 Receives pleadings; 1.5 Forwards received	SC payments Petition : Docket Fee P3,000.00 Mediation Fee P1,000.00 Legal Research Fund P30.00 Sheriff’s Fee P1,000.00 Deposit for Cost P500.00 ----- Total Legal Fees P5,530.00	1.1 5 seconds 1.2 5 seconds 1.3 30 seconds 1.4 5 seconds 1.5 5 seconds 1.6 1 minute 1.7 10 seconds 1.8 10 seconds 1.9 10 seconds 1.10 10 seconds	1.1 Legal Secretary 1.2 Legal Secretary 1.3 Legal Secretary 1.4 Admin. Asst. I 1.5 Admin. Officer V 1.6 Admin. Officer I 1.7 Admin. Officer I



	pleadings to the collator;	Petition with TRO			1.8 Admin. Officer I
1.6	Collates pleadings according to court and copy furnished; segregating copy furnished into Brief, NCR, LuzViMin and ordinary and delegation	Docket Fee P3,000.00 TRO P1,000.00 Sheriff's Fee P300.00 Legal Research Fund P30.00 Sheriff's Expenses P1,000.00 Deposit for cost P500.00	1.11	1 minute	1.9 Admin. Officer III
1.7	Forwards Supreme Court and Court of Appeals copies to the encoder; for purpose of those whose pleadings with required registry return receipt	----- Total Legal Fees P5,830.00	1.12	20 seconds	1.10 Admin. Officer III
1.8	Forwards copy furnished to encoders;		1.13	1 minute	1.11 Process Server
1.9	Encodes copies for SC and CA;		1.14	30 seconds	1.12 Admin. Asst. I
1.10	Encodes copy furnished;	TRO payment only TRO Php1,000.00 Sheriff's Fee 300.00	1.15	30 seconds	1.13 Admin. Asst. I
1.11	Copies for CA are collated according to: Heinous Crime, Civil, Criminal, Specpro;	----- Total Php1,300.00	1.16	45 mins to 1 hour	1.14 Admin. Asst. I
1.12	Copy furnished are attached with	CA payments	1.17	30 mins to	1.15 Admin. Asst, IV
					1.16 Process Server



	<p>Registry Return Card and mailbill</p> <p>1.13 Copy furnished forwarded to the collator for envelope insertion and stapling of Registry Return Card</p> <p>1.14 After stapling and enveloping, copy furnished are forwarded to another collator 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, 2:00pm.</p> <p>1.17 Copy furnished are picked up by PHLPOST personnel between 2:20 to 3:30 PM</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 (Fiduciary Fund) P500.00</p> <p>Legal Research Fund (UPLC) P30.00</p> <p>-----</p> <p>Total P3,530.00</p> <p>Prayer for Issuance of TRO, Writ of Preliminary Injunction or any of the Provisional Remedies under Rule 57 to Rule 61</p>	<p>1 hour</p>	<p>1.17 PHLPOST personnel</p>
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		<p>(SAJ Fund) P1,000.00 Deposit for Sheriff's Fee P150.00</p> <p>-----</p> <p>P1,150.00</p> <p>Original Special Civil Actions (Petition for Certiorari, Prohibition, Mandamus, NLRC, Original action for Annulment of Judgement, etc. Including a Petition or Motion for Intervention)</p> <p>Docket Fee (SAJ Fund) P2,548.00 Docket Fee (JDF) P452.00 Deposit for Costs (Fiduciary Fund) P500.00 Legal Research</p>		
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		Fund (UPLC) P30.00 ----- P3,530.00 Additional Payments: Prayer for Issuance of TRO, Writ of Preliminary Injunction, or any Provisional Remedy under Rule 57 to 61 (SAJ Fund) P1,000.00		
2. PERSONAL DELIVERIES	2.1 Submits documents over the counter; inform CAO if the area for delivery is within jurisdiction 2.2 Receives documents 2.3 Forwards received documents to the CAO		2.1 1 minute 2.2 30 seconds 2.3 1 minute 2.4 5 minutes	2.1 Legal Secretaries 2.2 Admin. Asst. I 2.3 Admin. Asst. I



	<p>2.4 Segregates documents according to areas:</p> <ol style="list-style-type: none"> 1. Makati 2. Manila, Mandaluyong/Pasig, San Juan 3. Quezon City 4. Pasay, Paranaque, Las Piñas, Taguig, <p>2.5 Assigns documents to process servers per area</p> <p>2.6 Receives documents from the CAO</p> <p>2.7 Delivers documents to assigned areas.</p>		<p>2.5 2 minutes</p> <p>2.6 2 minutes</p> <p>2.7 30 minutes onwards</p>	<p>2.4 Chief Administrative Officer</p> <p>2.5 Chief Administrative Officer</p> <p>2.6 Process Servers</p> <p>2.7 Process Servers</p>
<p>3. COURIER DELIVERY</p>	<p>3.1 Submits documents for LBC delivery; logs-in documents. Insert copies in the LBC pouches for tracking purposes</p> <p>3.2 Counter-checks against the logbook.</p>	<p>Php 66,666.66/month Per LBC Courier Service Contract</p>	<p>3.1 10 seconds</p> <p>3.2 1 minute</p> <p>3.3 30 minutes onwards</p>	<p>3.1 Legal Secretary</p> <p>3.2 Admin. Asst. I</p>



	3.3 Pick-ups documents for courier delivery			3.3 Admin. Asst. I
Total Processing Time			1 hour, 13 minutes, and 10 seconds	



33. Request for Case Records from Court of Appeals-Cebu

Request for case records from the Court of Appeals Cebu by handling lawyer or legal secretary to prepare the appropriate responsive pleading.⁷⁸

Office or Division:	CA Cebu			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Legal Secretaries of the 30 Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prepare request for copies of pertinent records for a certain case		Docket Management Service – Document Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Lawyers/Secretaries file requests for Records and TSN's to CA Cebu	1. Receives requests for records of CA Cebu over the internal counter from various legal Divisions	None	3 Working Days	<i>Administrative Officer V and ADAS I</i>
	2. Requests are emailed to docket_cebu@osg.gov.ph .	None		<i>Administrative Officer V</i>
	3. CA Cebu personnel receives requests via email	None		<i>CA Cebu – Administrative Officer III</i>
	4. Sorts requests downloaded from the email; ▪ From submitted requests, processes urgent records of Civil Cases/Special	STF		<i>CA Cebu – Administrative Officer III</i>

⁷⁸ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



	cases, Sheriff Trust Fund (STF) official receipts and rollos, based on date of receipt.	(P 1000)		
	5. Submits letter requests to CA Judicial Records Section(JRS) and/or Division Clerk of Court(DCC) for processing;	None		CA Cebu – Administrative Officer III CA CDO – ADAS I
	6. Waits for the release of records from the JRS and DCC;	None		CA Cebu – Administrative Officer III CA CDO – ADAS I
	7. Once records are released, scans the records based on date of receipt	None		CA Cebu – Administrative Officer III CA CDO – ADAS I
	8. Uploads the files to outlook drive;	None		CA Cebu – Administrative Officer III CA CDO – ADAS I
	9. Transmits the link via email to the handling lawyer and/or secretary, if indicated.	None		CA Cebu – Administrative Officer III CA CDO – ADAS I
Total Processing Time			3 Working Days ⁷⁹	

⁷⁹ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



34. Request for Case Records from Court of Appeals-Cagayan De Oro

Request for case records from the Court of Appeals Cagayan De Oro as requested by handling lawyer or legal secretary to prepare the appropriate responsive pleading.⁸⁰

Office or Division:	CA CDO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Legal Secretaries of the 30 Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prepare request for copies of pertinent records for a certain case		Docket Management Service – Document Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Lawyers/Secretaries file requests for Records and TSN's to CA CDO	1. Receives requests for records of CDO over the internal counter from various legal Divisions	None	3 Working Days	<i>Administrative Officer V and ADAS I</i>
	2. Requests are emailed to docket_cdo@osg.gov.ph	None		<i>Administrative Officer V</i>
	3. CA CDO personnel receives requests via email	None		<i>CA CDO – AO I</i>

⁸⁰ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



	<p>4. Sorts requests downloaded from the email;</p> <ul style="list-style-type: none"> ▪ From submitted requests, processes urgent records of Civil Cases/Special cases, Sheriff Trust Fund (STF) official receipts and rollos, based on date of receipt. 	STF (P 1000)		CA CDO – AO I
	5. Submits letter requests to CA Judicial Records Section(JRS) and/or Division Clerk of Court(DCC) for processing;	None		CA CDO – AO I
	6. Waits for the release of records from the JRS and DCC;	None		CA CDO – AO I
	7. Once records are released, scans the records based on date of receipt	None		CA CDO – AO I
	8. Uploads the files to outlook drive;	None		CA CDO – AO I
	9. Transmits the link via email to the handling lawyer and/or secretary, if indicated.	None		CA CDO – AO I
Total Processing Time			3 Working Days ⁸¹	

⁸¹ Each requested document will be processed within three (3) working days. Request(s) for multiple documents may take more than three (3) working days to process.



Financial Management Services Internal Services



35. Request for Salary Adjustment

Personnel requests for an adjustment in the salary that he/she is currently receiving⁸²

Office or Division:	Accounting Division, Financial Management Service (FMS)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Active OSG Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (one original copy)		Financial Management Service, OSG Intranet, OSG Website		
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	Frontline Personnel in FMS Receiving Window, 2 nd Floor OSG Building

⁸² The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



<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/ approval of Chief Accountant/ Director</p> <p>2.5 Chief Accountant/ Director signs/approves the salary adjustment</p>	<p>None</p>	<p>90 minutes</p>	<p><i>Supervising Administrative Officer AO IV/ AO II Chief Accountant Director</i></p>
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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	AAID VI
Total Processing Time			1 hour, 40 minutes	



36. Request for Certificate of Payments/ Remittances

Personnel requests for a Certificate of Payments/Remittances to other agencies like Philhealth, PAGIBIG, GSIS⁸³

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, OSG Intranet, OSG Website		
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, 2 nd Floor OSG Building

⁸³ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



<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 Accountant/ Director</p> <p>2.5 Chief Accountant/ Director signs Certificate of Payments/ Remittances</p>	<p>None</p>	<p>3 Working Days</p>	<p><i>Supervising Administrative Officer AAID VI Chief Accountant Director</i></p>
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3. Client receives Certificate of Payments/ Remittances	3. AAID VI releases the Certificate of Payments/ Remittances	None	5 minutes	AAID VI
Total Processing Time			3 working days, 10 minutes	





37. 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.⁸⁴

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, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents properly filled out request	1. Frontline Personnel checks if request form is	None	5 minutes	Frontline Personnel in FMS Receiving

⁸⁴ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



form to frontline personnel	properly filled out			Window, 2 nd Floor OSG Building
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<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 Certificate of Last Salary</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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3. Client receives Certificate of Last Salary	3. AO IV/ AO II releases the Certificate of Last Salary	None	5 minutes	AO IV/ AO II
Total Processing Time			1 hour, 40 minutes	



38. Request for Certificate of Compensation

Personnel requests for a Certificate of Compensation that he/she receives from the Office of the Solicitor General⁸⁵

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, OSG Intranet, OSG Website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents properly filled out request	1. Frontline Personnel verifies if request form is	None	5 minutes	Frontline Personnel in FMS Receiving

⁸⁵ The Office of the Solicitor General (OSG) collects some of your personal data when you transact with its employees and authorized representatives. The OSG will use this information solely for documentation and processing purposes relative to your transaction/s with the Office. By submitting your data to the OSG, you are expressly consenting and authorizing the OSG to collect, process, and store such personal and/or sensitive information as may be needed in the course of your transaction/s.

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



form to frontline personnel	properly filled out			Window, 2 nd Floor OSG Building
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<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 Certificate of Compensation</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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3. Client receives Certificate of Compensation	3. AAID VI releases the Certificate of Compensation	None	5 minutes	AAID VI
Total Processing Time			1 hour, 40 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

<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 Committee on Anti-Red Tape 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 and Complaints 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.ph 2. Mail The Office Solicitor General c/o the Committee on Anti-Red Tape 134 Amorsolo St., Legaspi Village, Makati City 1229 3. Fill out the Complaints Forms located at the windows and drop in designated box 4. File a complaint with our Officer of the Day (OD) at the Public Assistance and Complaints 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 – 0908-8816565 2. Call – 1-6565 3. Email – email@contactcenterngbayan.gov.ph 4. Web – www.contactcenterngbayan.gov.ph <p>Presidential Complaint Center</p> <ol style="list-style-type: none"> 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 –

4th & 5th Floor, NFA Building, NFA
Compound, Visayas Avenue, Brgy. Vasra,
Diliman, Quezon City, Philippines 1128

3. Telephone Numbers

8478-5091
8478-5093
8478-5099



LIST OF OFFICES

Office	Address	Contact Information
Office of the Solicitor General	Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-674
Office of the Solicitor General – Docket Management Service	2 nd Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-664
Office of the Solicitor General – Gregorio Araneta Division	7 th Floor Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-615
Office of the Solicitor General – Alexander Reyes Division	5 th Floor Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-619
Office of the Solicitor General – Roman Ozaeta Division	8 th Floor Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-621
Office of the Solicitor General – Antonio Villareal Division	8 th Floor, Convergys One Building, 6796 Ayala Avenue corner Salcedo St., Legaspi Village, Makati City	8988-1-623
Office of the Solicitor General – Felicisimo Feria Division	Ground Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-631
Office of the Solicitor General – Querube Makalintal Division	3 rd Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-633
Office of the Solicitor General – Ramon Avanceña Division	8 th Floor, Convergys One Building, 6796 Ayala Avenue corner Salcedo St., Legaspi Village, Makati City	8988-1-635
Office of the Solicitor General – Sixto Dela Costa Division	3 rd Floor Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-641



Office of the Solicitor General – Antonio Barredo Division	6 th Floor Montepino Building, 138 Amorsolo St., Legaspi Village, Makati City	8988-1-657
Office of the Solicitor General – Pedro Tuazon Division	8 th Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-647
Office of the Solicitor General – Ramon Desuasido Division	5 th Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-649
Office of the Solicitor General – Rafael Corpus Division	2 nd Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-651
Office of the Solicitor General – Ricardo Galvez Division	8 th Floor, Convergys One Building, 6796 Ayala Avenue corner Salcedo St., Legaspi Village, Makati City	8988-1-605
Office of the Solicitor General – Sedfrey Ordoñez Division	4 th Floor Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-609
Office of the Solicitor General – Manuel Lim Division	8 th Floor, Convergys One Building, 6796 Ayala Avenue corner Salcedo St., Legaspi Village, Makati City	8988-1-629
Office of the Solicitor General – Felix Antonio Division	3 rd Floor Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-637
Office of the Solicitor General – Felix Angelo Bautista Division	3 rd Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-639
Office of the Solicitor General – Lorenzo Tañada Division	6 th Floor Montepino Building, 138 Amorsolo St., Legaspi Village, Makati City	8988-1-607
Office of the Solicitor General – Quintin Paredes Division	8 th Floor, Convergys One Building, 6796 Ayala Avenue corner Salcedo St., Legaspi Village, Makati City	8988-1-617
Office of the Solicitor General – Felix Makasiar Division	8 th Floor, Convergys One Building, 6796 Ayala Avenue	8988-1-613



	corner Salcedo St., Legaspi Village, Makati City	
Office of the Solicitor General – Delfin Jaranilla Division	Ground Floor Montepino Building, 138 Amorsolo St., Legaspi Village, Makati City	8988-1-955
Office of the Solicitor General – Raul Goco Division	8 th Floor, Convergys One Building, 6796 Ayala Avenue corner Salcedo St., Legaspi Village, Makati City	8988-1-952
Office of the Solicitor General – Juan Liwag Division	6 th Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-643
Office of the Solicitor General – Cezar Bengzon Division	8 th Floor, Convergys One Building, 6796 Ayala Avenue corner Salcedo St., Legaspi Village, Makati City	8988-1-611
Office of the Solicitor General – Antonio Eduardo Nachura Division	5 th Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-653
Office of the Solicitor General – Arturo Alafriz Division	4 th Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-958
Office of the Solicitor General – Guillermo Torres Division	4 th Floor Montepino Building, 138 Amorsolo St., Legaspi Village, Makati City	8988-1-961
Office of the Solicitor General – Francisco Chavez Division	3 rd Floor Montepino Building, 138 Amorsolo St., Legaspi Village, Makati City	8988-1-989
Office of the Solicitor General – Ignacio Villamor Division	6 th Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-625
Office of the Solicitor General – Pompeyo Diaz Division	7 th Floor Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-627
Office of the Solicitor General – Special Committee on Naturalization	4 th Floor APMC Building, 136 Amorsolo St., Legaspi Village, Makati City	8988-1-663



Office of the Solicitor General – Case Management Service	11 th Floor Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-675
Office of the Solicitor General – Human Resource Management Division	2 nd Floor Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-687
Office of the Solicitor General – Financial Management Service	2 nd Floor Office of the Solicitor General Building, 134 Amorsolo St., Legaspi Village, Makati City	8988-1-680