



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.⁸⁸

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	2 minutes	<i>Administrative Officer V and ADAS I</i> Immediate Supervisor in Charge of Designating Personnel - Director IV, DMS
	2. Requests are emailed to docket_cdo@osg.gov.ph	None	2 minutes	<i>Administrative Officer</i>

⁸⁸ 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.



				V Immediate Supervisor in Charge of Designating Personnel - Director IV, DMS
	3. CA CDO personnel receives requests via email	None	5 minutes	CA CDO – AO I Immediate Supervisor in Charge of Designating Personnel - Director IV, DMS
	4. Sorts requests downloaded from the email; ▪ From submitted requests, processes urgent records of Civil Cases/Special cases, Sheriff Trust Fund (STF) official receipts and rollos, based on date of receipt.	None	4 hours	CA CDO – AO I Immediate Supervisor in Charge of Designating Personnel - Director IV, DMS
	5. Submits letter requests to CA Judicial Records Section(JRS) and/or Division Clerk of Court(DCC) for processing;	None	1 working day	CA CDO – AO I Immediate Supervisor in Charge of Designating Personnel - Director IV, DMS
	6. Waits for the release of records		1 working day	CA CDO – AO I



	from the JRS and DCC;	None	5 minutes	Immediate Supervisor in Charge of Designating Personnel - Director IV, DMS
	7. Once records are released, scans the records based on date of receipt	None		CA CDO – AO I Immediate Supervisor in Charge of Designating Personnel - Director IV, DMS
	8. Uploads the files to outlook drive;	None	2 minutes	CA CDO – AO I Immediate Supervisor in Charge of Designating Personnel - Director IV, DMS
Lawyers/Secretaries check the files.	9. Transmits the link via email to the handling lawyer and/or secretary, if indicated.	None		CA CDO – AO I Immediate Supervisor in Charge of Designating Personnel - Director IV, DMS
TOTAL:		None	2 working days, 4 hours and 18 minutes ⁸⁹	

Request for Case Records from Court of Appeals-Cagayan De Oro is qualified for multi-stage processing.

⁸⁹ Each requested document will be processed within 2 working days, 4 hours and 18 minutes. Request(s) for multiple documents may take more than 2 working days, 4 Hours and 18 minutes to process.