



## 8. Request for Case Status Updates

This service covers the receipt, processing, and provision of case status updates to requesting client agencies regarding ongoing or existing cases in which the client agency is a party. It ensures that client agencies are kept informed of the progress, developments, and outcomes of their cases in a timely and accurate manner.

<b>Office or Division:</b>	Docket Management Service, Legal Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	National Government Agencies and Their Instrumentalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Letter Request</b> – One (1) original copy of the letter request, signed by the Head of Agency or its authorized representative to ensure proper authorization and prevent unauthorized disclosure of information, containing the following information:</p> <ul style="list-style-type: none"> <li>• Case Title</li> <li>• Docket Number</li> <li>• Court where the case is docketed</li> <li>• Client agency's role or involvement in the case</li> <li>• Mailing address</li> <li>• Email address</li> <li>• Contact number</li> </ul>	Requesting Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request at the Docket Management Service (DMS), Ground Floor, OSG Main Building.	1. Receive the letter request, record and scan/barcode it, identify the responsible division, and notify the ASG Secretary.	None	20 minutes	Docket Management Personnel  Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Wait for the OSG to process the letter request and prepare the case status report.	2. Process the request.  2.1. Review the letter request	None	2 working days	Assistant Solicitor General



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>and instruct the handling lawyer on the required action.</p> <p>2.2. Prepare the draft report on the latest case status or a denial letter, as appropriate.</p> <p>2.3. Review and approve the draft, making corrections if needed.</p> <p>2.4. Forward the approved or corrected response for finalization and dispatch to the client.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 working days</p> <p>2 working days</p> <p>1 hour</p>	<p>Handling Solicitor</p> <p>Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General</p> <p>Assistant Solicitor General</p> <p>ASG Secretary, Legal Secretary</p> <p>Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General</p>
<p>3. Receive the letter regarding the latest case status report.</p>	<p>3. Send a scanned copy of the approved response to the client's provided email address and arrange for dispatch via registered mail.</p>	<p>None</p>	<p>2 hours</p>	<p>Legal Secretary</p> <p>Docket Management Personnel</p> <p>Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<b>TOTAL</b>	None	<b>6 days, 3 hours and 20 minutes</b>	
<b><i>NOTE: Processing time excludes system downtime and force majeure events.</i></b>				