



17. Request for Legal Research and Reference Assistance (Complex Request)

This service provides legal research and reference assistance to OSG officials and employees by processing requests for research support and access to legal information resources. It covers sourcing relevant materials from external government institutions.

Office or Division:	Library and Legal Resources Division (LLRD), Human Resource Management and Administrative Services (HRMAS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Letter Request with Research Form – One (1) original copy of the letter request, including one (1) duly accomplished Research Form 	Library and Legal Resources Division, OSG Intranet

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request and a duly accomplished request form: <ol style="list-style-type: none"> In person at the OSG Library and Legal Resources Division, 6th Floor, OSG Main Building, Adelantado Wing. 	<ul style="list-style-type: none"> Receive and review the letter request and request form, Verify that all required information is complete, and Inform the client of the procedures for obtaining documents from external government agencies. 	None	5 minutes	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. Via email at osglibrary@osg.gov.ph .	<ul style="list-style-type: none"> • Monitor the email inbox • Review the letter request and request form • Verify that all required information is complete • Send an acknowledgment of receipt and inform the client of the procedures for obtaining documents from the concerned government agency. 	None	5 minutes	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS
2. Wait for the LLRD personnel to coordinate with the concerned government agency and obtain the requested materials.	2.1. Coordinate with the concerned government agency through phone or email to request the needed documents. 2.2. Personally obtain the documents from the concerned government agency if the materials are not available online.	None	5 minutes <i>The release of materials depends on the agency's response</i>	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the requested documents: a. In hard copy b. Via email	<ul style="list-style-type: none"> • Personally deliver the requested documents in hard copy to the client • Send the requested documents to the client via email. 	None	30 minutes	Librarian I / Librarian II / Librarian III, Reference and Circulation Section Immediate Supervisor Responsible for Personnel Designation – Librarian V, HRMAS
TOTAL		None	40 minutes	
<p><i>NOTE: This excludes the period while the request is being processed by the concerned government agency.</i></p>				