



3. Answering Technical Inquiries on electronic Case Management Tool

This service gives answers to technical inquiries about the electronic Case Management Tool.¹

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. via email		None		
1.1 send email message regarding the concern to cms@osg.gov.ph	1.1 Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Secretary
	1.2 take appropriate action		5 minute	Assigned Staff
2. via local phone call				
2.1 Call to CMS local number	2.1 Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Secretary
	2.2 take appropriate action		5 minute	Assigned Staff
3. via SDD Viber Community				
3.1 Send message on Viber community on any eCMT concern	3.1 a SDD staff will acknowledge the concern immediately	None	1 minute	SDD Staff
	3.2 Log concern on CMS ticket and assign to appropriate CMS staff		1 minute	CMS Secretary
	3.3. take appropriate action		5 minute	Assigned Staff

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.

