



9. Request for Case Records

This service covers the receipt and processing of requests from client agencies and the provision of the requested case records for cases in which the agency is a party.

Office or Division:	Docket Management Service, Legal Service, Human Resource 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
<p>1. Letter Request – 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> <ol style="list-style-type: none"> Case Title Docket Number Court where the case is docketed Client agency's role or involvement in the case Mailing address Email address Contact number 	Requesting Agency
<p>2. Supplemental Documents</p> <ol style="list-style-type: none"> Authorization Letter - One (1) original copy indicating the person authorized to claim the case records. 	Requesting Agency
<ol style="list-style-type: none"> Signatory's ID – One (1) photocopy of the official ID of the agency head or authorized representative. 	Requesting Agency
<ol style="list-style-type: none"> Authorized Representative's ID – One (1) photocopy of the official ID of the person claiming the records. 	Requesting Agency
<ol style="list-style-type: none"> Printing Paper – Sufficient paper for printing the requested case records. 	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 while the request is being processed. 2.1. Wait for feedback or instructions. 2.2. Receive an email with instructions, including the documents to bring and the schedule and office to visit. 2.3. Wait until the scheduled date to go to the handling division's office.	2. Process the request. Review and Notify 2.1. Receive and review the scanned letter-request. 2.2. Email the requesting agency to advise the authorized representative on the documents to bring, the schedule, and the office where the case records can be retrieved for photocopying. Prepare Case Record 2.3. Notify HRMAS – General Services, Reproduction Division, of the records request.	None None None	1 hour 1 hour 1 hour	Legal Secretary Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General Legal Secretary Immediate Supervisor Responsible for Personnel Designation –



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Prepare the case folder and ensure all documents are complete.</p>	None	1 hour	Assistant Solicitor General
<p>2.4. Proceed to the handling division's office with the required documents to claim the case records for photocopying.</p>	<p>Coordinate and Supervise Reproduction</p> <p>2.4. Check the submitted documents, and if satisfactory, accompany the authorized representative and endorse the case record to the Reproduction Officer.</p>	None	50 minutes	<p>Legal Secretary</p> <p>Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General</p>
<p>2.5. Photocopy the case records.</p>	<p>2.5. Supervise and assist in printing or photocopying the case records.</p>	None	2 working days	<p>Reproduction Officer</p> <p>Immediate Supervisor Responsible for Personnel Designation – Administrative Officer V</p>
<p>3. Return the case records to the handling division after photocopying.</p>	<p>3. Receive and secure the returned case records from the authorized representative.</p>	None	5 minutes	<p>Legal Secretary</p> <p>Immediate Supervisor Responsible for Personnel Designation – Assistant Solicitor General</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	2 working days, 4 hours and 75 minutes	
<i>NOTE: The processing time may be extended based on voluminous record to be reproduced or case record status being immediately</i>				