



4. Request for Case Records from the Court of Appeals – Cagayan de Oro

This involves the receipt, processing, and digital release of the requested case records from the Court of Appeals – Cagayan de Oro, which are crucial for preparing timely responsive pleadings.

Office or Division:	Document Management Division (DMD), Docket Management Service (DMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	OSG Legal Service Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished request form	Document Management Division and Request Form for Court Records

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requests: a. In person at the Document Management Division, Ground Floor, OSG Main Building, Adelantado Wing. b. Through the online request form for court records.	1. Receive the request and verify it by checking the case numbers, case titles, and completeness of required information.	None	10 seconds	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
2. Wait while the request is being processed at the Court of Appeals – Cagayan de Oro.	2.1. Sort the requests by the Court of Appeals location (Manila, Cebu, or Cagayan de Oro) and by the date of receipt.	None	5 minutes	Docket Management Division Personnel



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Email all CA Cagayan de Oro requests to docket_cdo@osg.gov.ph .	None	5 minutes	Docket Management Division Personnel
	2.3. Submit the requests to the Court of Appeals Judicial Records Division (JRD) and/or the Division Clerk of Court (DCC).	None	1 minute	Docket Management Division Personnel
	2.4. Await the release of records from the JRD and DCC.	None	1 day	Docket Management Division Personnel
	2.5. Scan the released records according to the date of receipt and/or court-designated urgency.	None	45 minutes (regular) 3 days (for voluminous documents with 10 or more bundles)	Docket Management Division Personnel
	2.6. Upload the scanned records to Outlook OneDrive and eCMT.	None	25 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive and review the requested court records.	3. Send the link to the scanned court records via email to the handling lawyer and legal secretary, or upload it to the eCMT, as the case may be.	None	10 minutes	Docket Management Division Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, DMS
TOTAL			1 day, 31 minutes and 10 seconds	
<p><i>NOTE: For voluminous records consisting of 10 or more bundles, processing may take approximately 4 days, 42 minutes, and 10 seconds. In addition, processing time may vary depending on the volume of requests and/or the time required to receive the requested materials from the concerned CA office.</i></p>				