

## How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Fill-out Eligibility/Exam Records Request Form (ERRF).	Receive/review accomplished ERRF; issue Order of Payment; and advise client to pay to the Cashier.	2 minutes	ERS-IRMO Action Officer		ERRF (revised 100312); and Order or Payment
2	Pay to the Cashier.	Process payment and issue Official Receipt (OR).	1 minute	Cashier	P50.00 per copy	Official Receipt
3	Present OR and wait for the request to be processed.	Verify/validate data and information based on the records.  If record is accurate, photocopy the certificate/certification of eligibility (COE) or Report of Rating (ROR) and Identification card  Review data/findings and authenticate	15 minutes  2 minutes  3 minutes	1 <sup>st</sup> and 2 <sup>nd</sup> Verifier/ 1 <sup>st</sup> and 2 <sup>nd</sup> Validator  Verifier/ Validator  Supervisor/ Senior Personnel		
4	Affix signature on the release portion of the ERRF or file copy	Release the authenticated copy of COE or ROR to client	2 minutes	ERS-IRMO Releasing Officer		Authenticated copy
<b>END OF TRANSACTION</b>						

Note: Forms are available at the Certification/Authentication of Eligibility Window and CSC website [www.csc.gov.ph](http://www.csc.gov.ph).  
The 25-minute processing time is for one client being served at one time. The time is extended when there are more clients.