2. Issuance of Requested Documents (CTC and Photocopy of Documents)

CTC document copy is issued to authorized requesting person if document secured in the Records Section is originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes.

Examples of documents to be requested: CTC of IPCRF, SALN, Payslip

Office or Division:		Records Unit		
Classification:		Simple		
Types of transaction:		G2C – Government to Citizen G2G – Government to Government		
Who May Avail:		All		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Requisition Slip		**Records Unit**		
2. Valid ID (Original ID and 1 photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 copy)		Requesting person		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (xerox copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian searches the requested documents)	None	5 minutes	Administrative Staff (Records)
	2.2 Prepare, print or photocopy the requested document	None	30 minutes	Administrative Staff (Records)

	2.3 Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Records Officer and/or Admin Officer
3. Receive the requested document	3.1 Release the document to the client	None	10 minutes	Administrative Staff (Records)
	TOTAL:	**None**	**1 hour, 5 minutes**	