

## 5. Issuance of Requested Documents (Online)

This service provides clients with certified true copies or photocopies of documents in custody of the Records Unit, upon receipt of a valid request through/via official email, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

<b>Office or Division:</b>	Office of the Schools Division Superintendent – Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Letter Request - One (1) original copy indicating the following: <ul style="list-style-type: none"> <li>• Document being requested</li> <li>• Full name of requesting person</li> </ul>		Client		
<ul style="list-style-type: none"> <li>• Purpose of request</li> </ul>				
Valid identification card- One (1) scanned copy of any government-issued valid ID of the requesting person, which may include, but is limited to, the following: <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> <li>• PhilHealth ID</li> <li>• TIN ID</li> </ul>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter request through Schools Division Office official email address, along with the required documents	1.1 Print the letter request and check the completeness of the submitted requirements and acknowledge receipt of email	None	10 minutes	Administrative Aide VI, OSDS-Records Unit

	1.2 Search the document being requested and forward to AO IV for review and approval  <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Administrative Aide VI, OSDS-Records Unit
	1.3 Review the document and approve the release of the requested document	None	30 minutes	Administrative Officer IV, OSDS-Records Unit
	1.4 Scan and send the requested document to the client through email.	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
<b>TOTAL:</b>		<b>None</b>	<b>4 hours and 50 minutes</b>	