



## **Administrative Division External Services**



## A. ISSUANCE OF CERTIFIED PHOTOCOPIES

To provide clients with certified photocopies of documents.

<b>Office/Division</b>		Records Section, Administrative Division		
<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>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of concern with attachment from the general public			Applicant/Client	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Communications from the end-user, complaints request	1.1 Receive request and forward to the concerned division	None	1 days	<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.2 Route to Administrative Division Head for specific instruction.	None		<i>Administrative Officer V (Records Officer III)</i> Administrative Division
	1.3 Forward to Records Section 3.1. Check the Storage/Archive Room 3.2. Stamp with Certified Photocopy to be signed by the Head of the Records Section	None	1 day	<i>Admin Staff</i> Administrative Division
2. Certified true copy of previous documents needed.	1.4 Releasing of document			<i>Administrative Officer V (Records Officer III)</i> Administrative Division
<b>TOTAL:</b>		<b>None</b>	<b>2 days</b>	