

## REQUEST FOR COPY OF CASE DOCUMENT

**A. WHO MAY AVAIL OF THE SERVICE?**

- Any party to the case
- Counsel on record or representative of the party

**B. WHAT ARE THE REQUIREMENTS?**

- Government Issued ID
- Duly accomplished request form
- Authorization Letter or Special Power of Attorney for representative

**DURATION:**

40  
minutes

(For plain copy, not more than ten (10) pages, & cases from 1999 to present)

**DURATION:**



(voluminous documents and cases from 1988-1998)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	RESPONSE TIME	PERSON IN CHARGE	FEES	FORMS
1	a. Presents Visitor’s Slip b. Submits Letter/Letter-Request Form	a. Greets requester b. Receives letter/Letter-Request Form c. Checks purpose of the request and if requester is party to the case d. Stamps “RECEIVED” the letter/Letter Request Form e. Records details in the logbook	5 minutes	Receiving Officer (Records Section)	None	Visitor’s Slip Letter Request Form
2		a. Verifies availability of document b. Retrieves document c. Reproduces copies of document d. Certifies copies of document, if requested e. Prepares payment slip	30 minutes	Receiving Officer (Records Section)	None	Payment Slip
3		a. Approves payment slip	1 minute	Records Chief	None	Payment Slip

				(Records Section)		
4	a. Pays required fees	a. Receives payment and issues Official Receipt	2 minutes	Cashier	P5.00/page (plain photocopies) P10.00/page certified copy plus P100.00 certification fee per type of document	Payment Slip
5	a. Presents Official Receipt b. Receives requested document c. Fills out Feedback form d. Get Visitor's Slip for release of ID at Lobby Guard	a. Records Official Receipt number b. Releases document c. Reminds requester to drop Feedback Form in the designated box located at the ground floor lobby d. Signs Visitor's Slip	2 minutes	Receiving Officer (Records Section)	None	Feedback Form Visitor's Slip
<b>END OF TRANSACTION</b>						