

8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)

Due to the COVID-19 pandemic, schools have provided the general public the option to request for documents via email.

Office or Division:	School Registrar/Guidance or LIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Request Slip or Letter – soft copy			School/Client	
2. One (1) Valid ID – soft copy			Client	
3. Authorization Letter - soft copy (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requisition slip/Letter via school email address	1.1 Acknowledge request via email, search for the requested document	None	5 minutes	Teacher-in-Charge
	1.2 Print or photocopy/scan document	None	10 minutes	Teacher-in-Charge
	1.3 Review, verify, and certify true copy of the document and affix school dry seal	None	10 minutes	Records Officer /Admin Officer
	1.4 Sign the CTC		5 minutes	Principal/ Records Officer
2. Acknowledge email received	2.1 Email the document to the client	None for active learners. For others – client pays fee directly to courier, as applicable	8 minutes	Records Officer and/ or Admin Officer
TOTAL			38 minutes	