

Department of Justice  
**RECORDS MANAGEMENT SECTION**

Request for Certified True Copy/Photocopy of Document  
(Ex. Issuances, Opinions, Visa Application under Sec. 47(a)2, Recognition of Citizenship,  
Anti-Dummy, Alien Certificate of Registration, etc.)

PROCEDURE	EMPLOYEE	TIME	FEE
1. Fill out and submit the Request/Retrieval Form (RMS Form No. 1).	Receiving Staff (Window 7)	4 minutes	None
2. Secure the Order of Payment (O.P.) in two copies, fill in the name and date, and pay the amount indicated in the O.P. 3. Receive the original Official Receipt (O.R.)	Cashier Staff (Window 13)	2 minutes	Certified True/Xerox Copy (First 3 pages - P75.00; additional P2.00/page) Photocopy P2.00/page
4. Present the O.R. and O.P. for the release of document.	Releasing Staff (Window 6)	15 minutes	None
5. Receive the O.R. and sign in the Request/Retrieval Form to acknowledge receipt of the document requested.	Releasing Staff (Window 6)	2 minutes	None
End of transaction			
<b>Feedback Procedure:</b> Accomplish the <b>Feedback Form</b> and drop into the designated box before leaving the premises.			

**Processing Time:** Within the day

**Procedure for Complaints:**

1. Go to the DOJ Action Center and directly report any complaint relative to the service/transaction; or
2. Contact the Records Management office at telephone number 524-7433 and/or email at records@doj.gov.ph; or
3. Contact government complaint hotline "8888".

**Documentary Requirements:**

For request of issuances and opinions: Request letter and valid ID  
All other request: Valid ID

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Frontline Service: Delivery of Documents Addressed to DOJ Offices/Personnel

PROCEDURE	EMPLOYEE	TIME	FEE
1. Deliver the document/s and present the Receiving Copy.	Receiving Staff (Window 7)	2 minutes	None
2. Secure the Receiving Copy presented duly acknowledged with assigned Control Number. Sign in the DOJ Delivery of Mails/Document Logbook.	Receiving Staff (Window 7)	1 minute	None
End of transaction			
<b>Feedback Procedure:</b> Accomplish the <b>Feedback Form</b> and drop into the designated box before leaving the premises.			

**Processing Time:** Within the day

**Procedure for Complaints:**

1. Go to the DOJ Action Center and directly report any complaint relative to the service/transaction; or
2. Contact the Records Management office at telephone number 524-7433 and /or email at records@doj.gov.ph; or
3. Contact government complaint hotline "8888".