



User's Manual for Clients

CSC eServe

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CSC Integrated Records Management Office – Information and
Communications Technology Office

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I. What is CSC eServe?

A. DEFINITION

The **CSC eServe** formerly known as **Online Registration, Appointment and Scheduling System (ORAS)** is a web-based/online portal that allows our clients to conveniently and securely request/apply for any of the CSC services that are listed in the next page (item I.C). It also has an appointment scheduling if our clients want to take the Pen and Paper Test (Professional and Subprofessional) in selected regions when these become available. It also serves as a monitoring and reporting tool on the services rendered by all process owners to your clients, which can be used for decision-making and strategic advancement on CSC services/processes.

The CSC eServe widget could be found on the CSC official website (<https://csc.gov.ph>)



FIGURE 1: CSC ESERVE WIDGET

B. VERSION HISTORY

We developed ORAS v1.0 to observe the minimum health protocols due to COVID-19 pandemic so that our clients may be able to book their appointments and reservations for CSC services online at their convenience. However, it required the physical appearance of the client for a photo shoot, submission of requirements and payment.

Although the first version helped ensure social distancing by managing the volume of clients present at the CSC vicinity and provided them with less

waiting time, we needed a more COVID19-responsive system. Thus, CSC eServe was enhanced and is now on its sixth version.

Here are the added features from the latest to the previous versions:

Version 6.0

- Additional functionalities for the processing of the filing of pleadings

Version 5.0

- Online payment facility using Landbank's Linkbiz E-Payment Portal

Version 4.0

- Enhancements of security features

Version 3.0

- Inclusion of estimated application timeframe in the email notification sent to clients
- Alert notification for existing and pending applications

Version 2.0

- Online filing of requests and submission of requirements
- Updating of application
- Cancelling of application
- Application timeline
- Delivery options for the requested document via mail or pickup
- Payment/fund transfer to any branch of the Land Bank of the Philippines (LBP).

Version 1.0

- Client registration
- Appointment scheduling

C. CSC SERVICES AVAILABLE ON CSC eServe

Currently, CSC eServe processes the following service requests:

Records from the Integrated Records Management Office (IRMO):

1. Career Service (Professional and Subprofessional) Eligibility;
2. Civil Service Eligibility granted under Special Laws and CSC Issuance;
3. Other civil service eligibility resulting from examinations conducted by or in collaboration with other government institutions (e.g. Bar and Board Examinations under RA 1080, Career Executive Service Examination, Foreign Service Officer Examination, Meat Inspection and Safety Examination, Philippine Board Examination for Teachers, Police Officer Examination, Penology Officer Examination);
4. CSC Issuance (e.g., Memorandum Circulars, Resolutions, Decisions);
5. Statement of Assets, Liabilities and Net Worth (SALN) from CY 2010 to CY 2020); and
6. Employee Record [e.g. Appointment Paper/Personal Data Sheet (PDS) of those who were assigned in agencies under the jurisdiction of the National Capital Region (NCR) and Regional Office No. 4 (Southern Tagalog) from CY 1980 to CY 1989, Service Card of those who were assigned in various government agencies from CY 1930 to CY 1989, and Statement of Service Record of former Civil Service Commission employees].

Records from the Office for Legal Affairs (OLA):

1. Clearance of No Pending Administrative Case
2. Case record filed before the CSC; and
3. e-Filing, filing of pleadings

II. How to request/apply for a CSC service online?

You may request/apply for a CSC service by simply following these three (3) easy steps:

- A. For new client registrant, **register/sign-up** at <https://services.csc.gov.ph> then login to your account. Those who had previous transactions with CSC using CSC eServe need not register again. They shall start at the next step after logging in to their account;

- B. **Select** the specific record/document requested, then supply all the necessary information; and
- C. **Confirm** the service application.

A. REGISTER/SIGN-UP/LOGIN

1. On your web browser, proceed to <https://services.csc.gov.ph>. The Login page (Fig. 2) will be displayed.
2. Click the **Sign up** button.
3. Fill out the form displayed as shown in Fig. 3. Make sure to supply all the required fields.
4. Then click the **Register** button.
5. Finally, validate/confirm your registration through the email sent to you.

FIGURE 2: LOGIN PAGE

FIGURE 3: SIGN-UP PAGE

After signing up, you may now log in to your account:

1. Enter your registered email and password.
2. Then, click the **Login** button.
3. If you forgot your password, click the **Forgot** button.

The screenshot shows the CSC login interface. At the top, there is a pink banner with the text "CSC Advisory! View Advisory here". Below this is the CSC logo, which includes the letters "CSC" in a stylized font with a red and blue wave above it, and the text "CIVIL SERVICE COMMISSION" and "Republic of the Philippines" below. The main heading is "Sign in" with a "Sign up" button to its right. There are two input fields: "Your email" with a placeholder "Email" and "Your password" with a placeholder "*****". A "Forgot?" link is positioned to the right of the password field. Below the input fields is a large blue "Login" button. At the bottom, there are links for "Privacy Notice" and "Need Help?". Three numbered callouts are present: callout 1 points to the email field, callout 2 points to the "Login" button, and callout 3 points to the "Forgot?" link.

FIGURE 4: HOW TO LOG-IN

B. SELECT THE SPECIFIC RECORD/DOCUMENT REQUESTED

The screenshot shows the "SELECT SERVICE" page of the CSC Online Registration, Appointment and Scheduling System. The page has a dark sidebar on the left with a "MAIN MENU" containing "Services" (callout 1), "Manage Applications", and "OPTIONS" containing "Profile Settings", "Change Password", and "Deactivate My Account". The main content area has a three-step process: "1 SELECT SERVICE", "2 ACCOMPLISH FORM", and "3 CONFIRM APPLICATION". A blue button "Click here to see schedule of fees" is under step 1, and a green "Next" button (callout 5) is under step 3. Below the process steps are three dropdown menus: "Region *" (selected "NCR", callout 2), "Location *" (selected "CSC Central Office", callout 3), and "Service Application *" (selected "CSC Issuance", callout 4). A red note below the "Service Application" dropdown reads: "Request for certified true copy of CSC issuance, for example, Resolution, Decision, Memorandum Circular and Announcement". At the bottom, there is a "Location Details" section for "CSC Central Office" with the address "Constitution Hills, Batasang Pambansa Complex Diliman" and contact numbers "8931-7935; 8931-7939; 8931-8092".

FIGURE 5: SELECT SERVICE PAGE

Select Service/Transaction Applied for and the Location

1. To your left is the Menu panel. By default, **Services** menu is selected
- 2-3. Select the region. Also, select the location where you want to apply/request for the service. As of this moment, CSC eServe is available at the CSC Central Office, Regional Office 3 and Regional Office 7 only. Location details will be displayed at the bottom.
4. Select the type of service that you are applying/requesting for by choosing from the **Service Application** drop-down list. Notice that a description of the document is displayed below the dropdown box. Also, you may check the fee for your request by clicking the **Click here to see schedule of fees** button.
5. Click **Next** to proceed.

Accomplish the Application Form

The required information to be filled-up by the client varies depending upon the selected service/transaction.

1. Fill out the required information (those with red asterisk *). Put **N/A** for those that are **Not Applicable**.
2. Please take note of the **List of additional requirements**, if there is any.
3. Check the box for **PWD**, if applicable.
4. The system will ask you to attach pertinent documents. Click the **Browse** button.
5. Also required is the number of copies of the requested document.
6. At the bottom, choose either **“For delivery”** or **“For pick-up”**. For delivery, charges apply.
7. Click **Next** button when done.



CSC Issuance

Please put N/A if not applicable
All Fields with * are mandatory

Notes :
Please ensure the completeness of required information. An action officer may call to advise you of the status of your request before the appointment schedule.

Personal Information

Last Name *	First Name *	Middle Name *	Suffix
MANUEL	CRIS		
Mobile No. *	Landline No.	Email *	
09888888888		cris.manuel@gmail.com	

If Married Woman, Input Maiden Name

Last Name	First Name	Middle Name

To assist you better, please let us know if you belong to any of these groups. Person with Disability (**PWD**), Senior Citizen and Pregnant Woman, by clicking on the checkbox

Other Information

Purpose of request *	PERSONAL COPY	
CSC Memorandum Circular (e.g., CSC MC 10, s. 2020)		+Add more
CSC Resolution		+Add more
CSC Decision		+Add more
No. of Copies		+Add more

Delivery Information

For pick-up or Deliver?

<div style="border: 1px solid #ccc; padding: 2px;"> Delivery (Charges may apply) </div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #e0e0e0;"> --Please Select-- </div> <div style="border: 1px solid #ccc; padding: 2px; background-color: #007bff; color: white;"> Delivery (Charges may apply) </div> <div style="border: 1px solid #ccc; padding: 2px;"> Pick-up </div>	City <input type="text"/>	Barangay <input type="text"/>	House/Bldg/Unit #, Street <input type="text"/>
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NEXT

FIGURE 6: APPLICATION FORM

Filing of Pleadings * +

Case is Existing? Docket No.

Yes docket23021

Document Type Document_date

Answer 2023-01-01

Party Name Party Email

Juan Dela Cruz juan@domain.com

Party Address

party addre test

Agency Position

Civil Service Commission Admin Aide


+

Advisory-No.-3...
107.76 kb

FIGURE 7: FILING OF PLEADINGS

For the section Filing of pleadings, multiple uploading of related documents is permitted with the upload size limit of 20mb per document.

CONFIRM THE SERVICE APPLICATION

When done with the application form, summary details of the request will be displayed, as shown in Fig. 8:

1
2
3

SELECT SERVICE ACCOMPLISH FORM CONFIRM APPLICATION

Please Confirmation your Application



Reference #	✓
54716660200910	
Name	✓
Manuel, Cris	
Service Name	✓
CSC Issuance	
Site Location	✓
CSC Central Office, Constitution Hills, Batasang Pambansa Complex Diliman, 8931-7935; 8931-7939; 8931-8092	

1

Confirm
Go back

FIGURE 8: SUMMARY DETAILS OF THE REQUEST

1. Click the **Confirm** button to finalize your application (Fig. 8). Otherwise, click **Go Back** and update your details before confirming. After confirmation, the page will be redirected to the **Applications/Requests List**, under the **Manage Applications** menu as shown in Fig. 9:

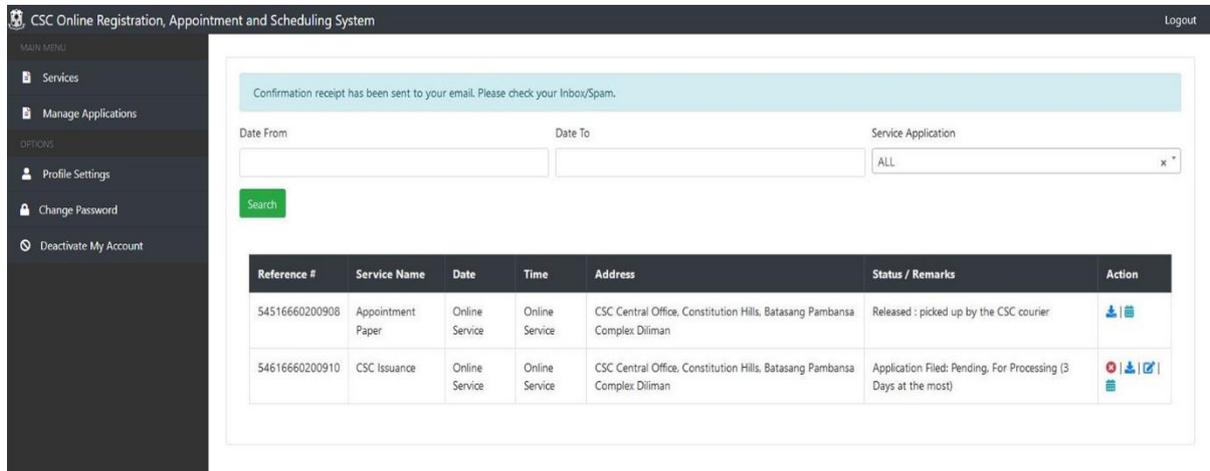


FIGURE 9: APPLICATIONS/REQUESTS LIST

2. You may cancel your application/request by simply selecting the **Cancel** button.

Reference #	Service Name	Date	Time	Address	Status / Remarks	Action
54616660200910	CSC Issuance	Online Service	Online Service	CSC Central Office, Constitution Hills, Batasang Pambansa Complex Diliman	Application Filed: Pending, For Processing (3 Days at the most)	Cancel, Download, Print

Cancel the Application 

III. How to manage and monitor your application/request?

In the Main Menu, select **Manage Applications**. Your **Applications/Requests List** will be displayed as shown in Fig. 10 in the previous page.

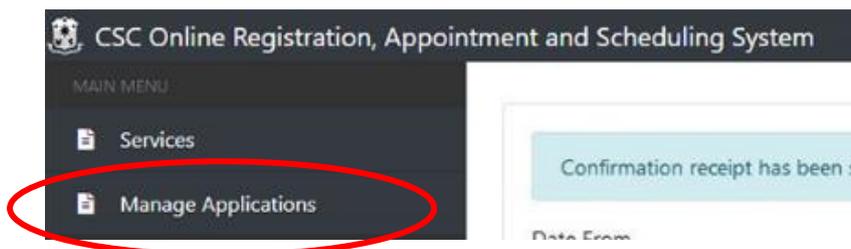


FIGURE 10: MANAGE APPLICATIONS

Initially, there are four action buttons available for each new application/request. You will be able to see a legend above the table for the possible icons, depending on the status of your application, that may appear in the course of processing your application, as shown in Fig. 11.

LEGEND: Edit Application View Timeline Payment Download Confirmation Receipt Cancel Application Download Receipt

Reference #	Service Name	Date	Time	Address	Status / Remarks	Action
54616660200910	CSC Issuance	Online Service	Online Service	CSC Central Office, Constitution Hills, Batasang Pambansa Complex Diliman	Application Filed: Pending, For Processing (3 Days at the most)	

Cancel the Application

Download the Confirmation Receipt

Update the Application Form

View the Timeline of Application

FIGURE 11: ACTION BUTTONS FOR MANAGING APPLICATIONS/REQUESTS

- As mentioned, you may cancel your application, download the confirmation receipt, update the application form, or view the timeline of the application/request. When you select the **View Timeline** button, this will be displayed:

The screenshot shows a window titled "Appointment Timeline" with a close button in the top right corner. The main content area is titled "Timeline updates" and displays a single event: "Application Filed" on "Thu Sep 10 2020" with a status of "Pending, For Processing (3 Days at the most)". A "Close" button is located at the bottom right of the window. The background shows a table with application details, including reference numbers 908 and 910.

FIGURE 12: APPLICATION TIMELINE

- From time to time, you will be notified through email for every update made by the process owner in your application/request. Update shall also be reflected in the **Application Timeline**. If your application/request is ready for payment, an additional action button will be available, as shown in Fig. 12.

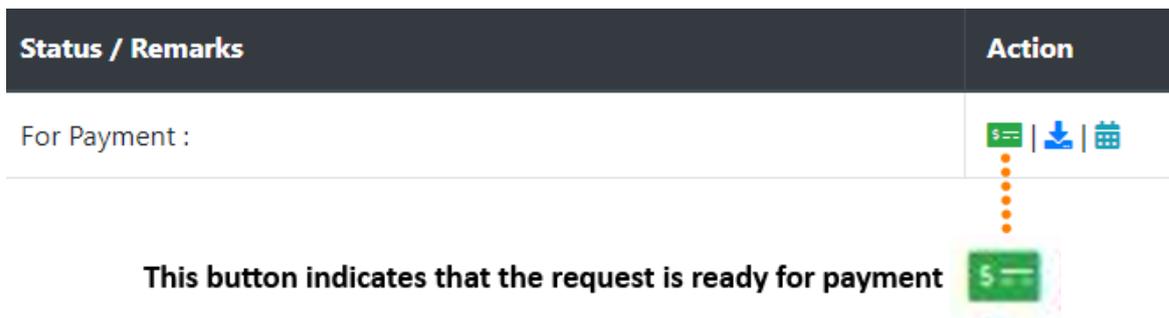


FIGURE 13: "PAYMENT" BUTTON

IV. How to settle payment?

When your application/request has been verified and is ready for payment, the "Payment button" will be available.

- When you click the "Payment" button (in Fig. 13), this will be displayed:

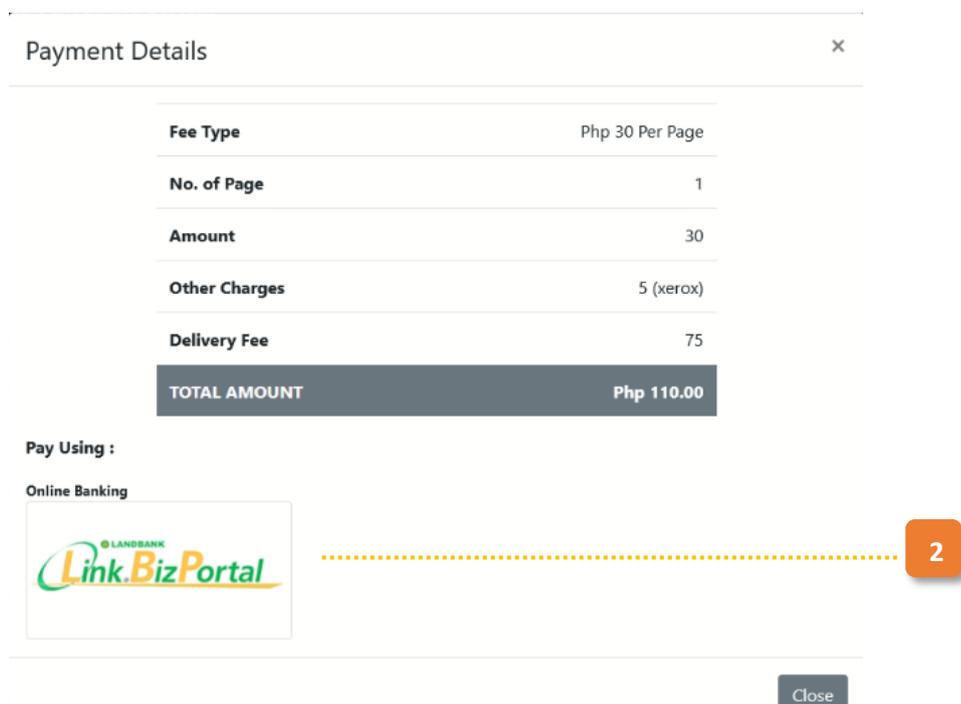


FIGURE 14: PAYMENT DETAILS

Notice that the number of copies/pages reflected in the above Payment Details was based on your input in the Application Form.

At the moment, the only payment facility available is the LinkBiz portal of the Land Bank of the Philippines.

2. Click the LinkBiz portal button. You will be redirected to the Land Bank's ePayment portal. The summary of the transaction details is displayed as shown in Fig. 15. Fill out all the required information.
3. Select your digital payment option from the drop-down menu. Aside from payment via your Land Bank account or other bank account, the LinkBiz offers a variety of payment options like cash payment (e.g., Bayad Center, Cebuana Lhuillier, etc.) and eWallet (GCash).

The screenshot shows the Land Bank LinkBiz E-Payment Portal. At the top, there are logos for Land Bank and Overseas Filipino Bank. Below the logos is a green navigation bar with links: Home, Merchant, Security, Forms, Terms & Conditions, Data Privacy Statement, FAQ, and Contact Us. Underneath the navigation bar, there is a breadcrumb trail: Home » Transactions, followed by the heading "Transactions".

The main content area is titled "Transaction Details" and contains a table with the following information:

Merchant Name	Civil Service Commission - Central Office
Transaction Type	ORAS Payment
ORAS Reference No.	881542350210903
Payor Name	Juan Dela Cruz
Service Name	SALN
Pay ID	5043
Location ID	01-00000
Payment Option	--Select--

A callout box with the number 3 points to the "Payment Option" dropdown menu.

FIGURE 15: PAYMENT VIA LANDBANK LINKBIZ E-PAYMENT PORTAL

4. After entering the required information, click the **Submit** button.

- The payment summary will appear as shown in Fig. 16, with applied transaction fee (may vary). You will then be required to enter security details pertaining to your account, then click the **Submit** button.

Payment Summary

Payment Option	LANDBANK/OFBank ATM Card
Transaction Amount	PhP 379.56
Transaction Fee	PhP 15.00
LANDBANK	PhP 15.00
Total Amount	PhP 394.56

I certify that I am at least 18 years old and have read, understood, and agreed to the [Terms and Conditions](#).

To authorize this transaction, please enter the following and click your PIN on the PIN PAD

LANDBANK/OFBank Account Number: ***** 1680

Email: linkbizp3test@mailinator.com

Mobile: ***** 2315

One-Time Password: XqWtUV

Joint Account Indicator (JAI): 0 | 5

[How to find your JAI? Click here.](#)

Submit **Cancel**

FIGURE 16: LINKBIZ PORTAL PAYMENT SUMMARY AND OTP

- Upon successful payment, you will be redirected back to the CSC eServe website, and the status of your application will be changed to **Payment Confirmed, Preparing Documents: Online Payment** (see Fig. 17), which means that the CSC has received the payment and is now preparing your request prior to delivery or pickup. Also, you will now be able to generate and download your e-OR by clicking the **Download Receipt** Icon  (see sample receipt shown in Fig. 18).

CSC Online Registration, Appointment and Scheduling System Logout

MAIN MENU

- Services
- Manage Applications 3

OPTIONS

- Profile Settings
- Change Password
- Deactivate My Account

Date From Date To Service Application

Search

LEGEND: 🔗 Edit Application 📅 View Timeline 💰 Payment 📄 Download Confirmation Receipt ❌ Cancel Application 📄 Download Receipt

Reference #	Service Name	Filing/Appointment Date	Time	Address	Status / Remarks	Action
881532350210831	Request for Certification of Eligibility	2021-08-31	Online Service	CSC Central Office, Constitution Hills, Batasang Pambansa Complex Diliman	Payment Confirmed, Preparing Documents : Online Payment	📄 📄 ❌

FIGURE 17: SUCCESSFUL PAYMENT

Republic of the Philippines

CIVIL SERVICE COMMISSION

CONSTITUTION HILLS, BATASANG PAMBANSA COMPLEX DILIMAN 1126
QUEZON CITY, PHILIPPINES

REGION: CENTRAL OFFICE DATE: 2021-08-31

FIELD OFFICE: CSC CENTRAL OFFICE

OFFICIAL RECEIPT
01-00000-00001

RECEIVED FROM (Last Name, First Name Middle Name)
JUAN DELA CRUZ

ADDRESS (City, Province, Region)
QUEZON CITY, NCR, SECOND DISTRICT, NCR

PAYMENT DETAILS

LANDBANK REF #:	25853878
SERVICE NAME:	Appointment Paper
NO. OF COPY:	1
ORAS REFERENCE #:	921902350210831

PAYMENT SUMMARY

MODE OF PAYMENT:	LINKBIZPORTAL
AMOUNT FEE:	Php 30
DELIVERY FEE:	Php 75
OTHER CHARGES (XEROX) **	Php 1

**Exclusive of transaction fee

TOTAL AMOUNT PAID: **106.00**

AMOUNT IN WORDS: **ONE HUNDRED AND SIX PESOS**

This is a system generated Official Receipt. No Signatures needed.

FIGURE 18: SAMPLE E-OR

- After paying online through the Link.biz Portal, the timeline will be updated as shown in Fig. 19.

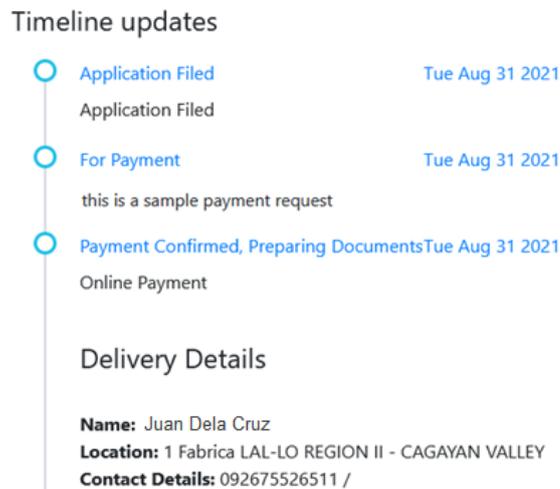


FIGURE 19: TIMELINE UPDATE: “FOR CONFIRMATION OF RECEIPT”

- Always check your email for notifications or the **Application Timeline** to monitor the status of your application/request until the receipt of your requested document. See Fig. 20 for more updates on the application after the successful payment.

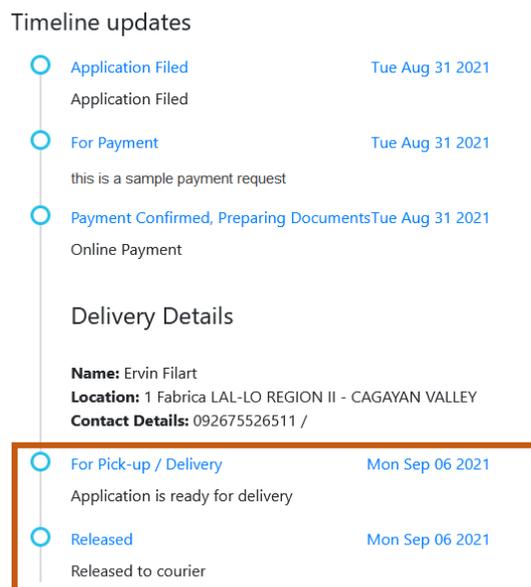


FIGURE 20: THE TIMELINE UPDATES (FROM 1ST TO FINAL UPDATE)

V. OTHER SERVICES FROM THE MAIN MENU

The following auxiliary services are available from the main Menu:

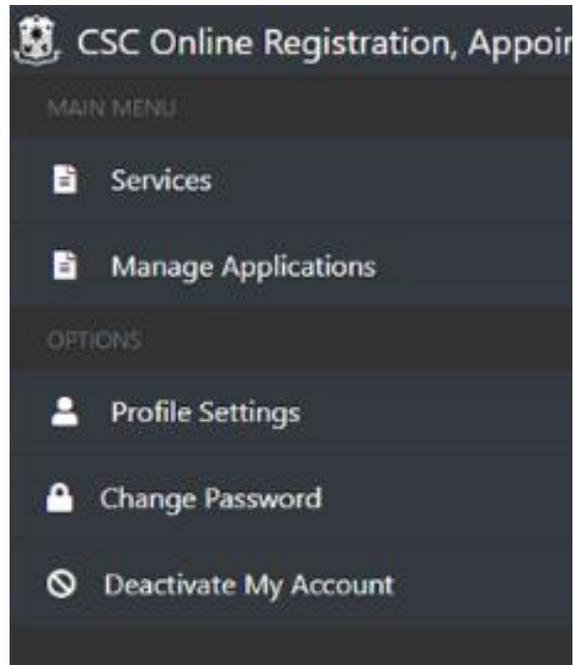


FIGURE 21: OTHER OPTIONS

1. **PROFILE SETTINGS** – Select this if you want to change your personal information.
2. **CHANGE PASSWORD** – Select this if you want to change your account password.
3. **DEACTIVATE MY ACCOUNT** – Select this if you want to deactivate your CSC eServe account.

For CSC eServe technical support and maintenance, you may email:
irmo.itd@csc.gov.ph.

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