



PHILIPPINE AMUSEMENT AND GAMING CORPORATION

**CITIZEN'S CHARTER
2020 2nd EDITION**

I. MANDATE

Under its Charter, PAGCOR was given a three-pronged mandate:

1. Regulate, operate, authorize and license games of chance, games of cards and games of numbers, particularly casino gaming in the Philippines;
2. Generate revenues for the Philippine Government's socio-civic and national development programs; and
3. Help promote the Philippine tourism industry.

II. VISION

By 2022, PAGCOR as the prime mover will make the Philippines the top gaming and entertainment destination in the ASEAN region, generating revenues that fund the nation-building programs.

III. MISSION

- To create an environment that propels that development of the Philippine gaming and entertainment industry.
- To be a responsible and responsive partner of the Philippine government in its nation-building programs.
- To establish and enforce a regulatory framework that preserves the integrity of the Philippine gaming industry.

IV. SERVICE PLEDGE

- Generate funds for nation-building through the conduct of transparent and responsible gaming operations and regulation;
- Work as team to provide quality service eliminating bureaucratic red tape at all levels, with the utmost professionalism and dedication for all our stakeholders;
- Guarantee a level playing field among industry players; and
- Comply with ISO 9001 requirements and continuously improve the effectiveness of PAGCOR's Quality Management Systems.
- All applicants or requesting parties who are within the premises of PAGCOR prior to the end of official working hours and during lunch break shall be attended to.



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1. Gaming Employment License (GEL) System Access

Licensee's user access to the GEL System

Office or Division:	Gaming Licensing and Development Department (GLDD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Licensees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GEL Form A (Designated Authorized Signatory, Liaison Officer and Alternate for Online GEL Application System)		GLDD – RGLD GEL Section		
GEL Form B (Online User Access Enrollment Form)		GLDD – RGLD GEL Section		
GEL Form C (Updated Master List of Positions)		GLDD – RGLD GEL Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download GEL forms A, B and C online at www.pagcor.ph/regulatory/GEL.php	1. Provide downloadable forms	None	15 minutes	<i>Regulatory Assistant GEL Section, GLDD</i>
2. Submit the accomplished GEL forms to GEL Section, GLDD	2.1 Receive required GEL forms and check for completeness 2.2 Evaluate submitted GEL forms for approval 2.3 Enroll/Register the authorized user to the GEL System	None	1 Day	<i>Regulatory Assistant GEL Section, GLDD</i>
3. Check email for notification of the user access account	3. Send user access account details thru email via GEL system	None	15 minutes	<i>Regulatory Assistant GEL Section, GLDD</i>
	TOTAL	None	1 day and 30 minutes	

2. Gaming Employment License (New Application)

Employer shall ensure that personnel who are directly involved in the gaming operation shall possess a valid GEL.

Office or Division:	Gaming Licensing and Development Department (GLDD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Licensees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mandatory				
PSA Birth Certificate (1 copy)		Philippine Statistics Authority		
NBI Clearance (1 original)		National Bureau of Investigation		
TIN (1 copy)		Bureau of Internal Revenue		
Medical Certificate (1 original)		Hospital and Clinics		
Additional For Foreigners				
Valid Passport (1 copy)		Department of Foreign Affairs		
Employment Permit (1 original)		Department of Labor and Employment		
Working Visa (1 copy)		Bureau of Immigration and Deportation		
Additional For Executives and Managers				
Certificate from Previous Employer		Previous Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to employer	1. Provides GEL documentary requirements checklist and procedure	None	15 minutes	<i>Regulatory Officer II GEL Section, GLDD</i>
2. Obtain a Queue number from the employer	2. Provide GEL system to employer for generation of Queue No.	None		<i>Regulatory Assistant GEL Section, GLDD</i>
3. Provide required information thru the Online GEL System	3. Provide online data capture of information via GEL system	None		<i>Regulatory Assistant GEL Section, GLDD</i>
4. Take the online exam thru the GEL System	4. Provide online exam questionnaire via GEL system	None		<i>Regulatory Assistant GEL Section, GLDD</i>
5. Get email notification on GEL application confirmation	5. GEL system to send email confirmation of the application	None	15 minutes	<i>Regulatory Assistant GEL Section, GLDD</i>
6. Submit GEL number to the employer	6. Provide GEL system to employer to check submitted GEL number	None		<i>Regulatory Assistant GEL Section, GLDD</i>

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Get invoice for GEL application for payment	7. Generate invoices thru GEL system	None	1 Day	<i>Regulatory Assistant GEL Section, GLDD</i>
8. Employer to pay the corresponding fees thru bank deposits and submit/upload deposit slip to the GEL system	8.1. Receives the required deposit slip 8.2. Submits copy of the deposit slips to Finance and Treasury Department (FTD).	Executive 5,000 Managerial 3,000 Supervisory 1,500 Rank & File 1,000	3 Days	<i>Regulatory Officer I GEL Section, GLDD</i>
9. Employer to pick up OR from GEL Section, GLDD	9. GLDD to release OR to the employer	None	15 minutes	<i>Regulatory Officer I GEL Section, GLDD</i>
	TOTAL		4 Days and 45 minutes	

3. Gaming Employment License (Renewal)

Employer shall ensure that personnel who are directly involved in the gaming operation shall possess a valid GEL.

Office or Division:	Gaming Licensing and Development Department (GLDD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Licensees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mandatory				
PSA Birth Certificate (1 copy)		Employer		
NBI Clearance (1 original)		National Bureau of Investigation		
TIN (1 copy)		Bureau of Internal Revenue		
Medical Certificate (1 original)		Employer		
Additional For Foreigners				
Valid Passport (1 copy)		Department of Foreign Affairs		
Employment Permit (1 original)		Department of Labor and Employment		
Working Visa (1 copy)		Bureau of Immigration and Deportation		
Additional For Executives and Managers				
Certificate from Previous Employer		Previous Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend employer's training/lecture on Responsible Gaming (RG)	1. Provides GEL requirements and procedure	None	15 minutes	<i>Regulatory Officer II GEL Section, GLDD</i>
2. Submit required documents	2. Provides GEL documentary requirements checklist and procedure	None		<i>Regulatory Assistant GEL Section, GLD</i>
3. Obtain a Queue number from the employer	3. Provide GEL system to employer for generation of Queue No.	None		<i>Regulatory Assistant GEL Section, GLD</i>
4. Update required information thru the Online GEL System	4. Provide online data capture of information via GEL system	None		<i>Regulatory Assistant GEL Section, GLD</i>
5. Submit GEL number to the employer	5. Provide GEL system to employer to check submitted GEL number	None		<i>Regulatory Assistant GEL Section, GLD</i>
6. Generate invoice for GEL application payment	6. Generate invoices thru GEL system	None	1 Day	<i>Regulatory Assistant GEL Section, GLDD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Employer to pay the corresponding fees thru bank deposits and submit/upload to the GEL System	7.1 Receives the required deposit slip 7.2 Submits copy of the deposit slips to Finance and Treasury Department (FTD).	Executive 4,000 Managerial 2,400 Supervisory 1,200 Rank & File 800	3 Days	<i>Regulatory Officer I GEL Section, GLDD</i>
8. Employer to pick up OR from GEL Section, GLDD	8.1 FTD checks and issues Official Receipt 8.2 FTD to forward OR to GLDD 8.3 GLDD to release OR to the employer	None		<i>Finance and Treasury Department And Regulatory Officer I GEL Section, GLDD</i>
	TOTAL		4 Days and 15 minutes	

4. Processing of Application for the Establishment and Operation of Gaming Site for Bingo Games and Electronic Games

4.1. Submission of Application Form Part I via electronic mail

Submission of Application Form Part I (GS Form No. 1A) which involves evaluation of proposed site location in accordance with the requirements for Application on establishment and operation of a gaming site

Office or Division:	Remote Gaming Division (RGD), Gaming Licensing and Development Department (GLDD)			
Classification:	Multi-stage Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Applicant-Corporation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form Part I (GS Form No. 1A)		PAGCOR's website - Electronic & Poker page at the link: www.pagcor.ph/regulatory/cegs.php/		
Locational Mapping		Local Government Unit (LGU) of the proposed site location		
Copy of Lease Offer /Transfer Certificate Title		Lessor/ Owner-applicant of proposed site location		
Valid Business Permit		LGU of the proposed site location		
Approved building plan or as-built plan, as may be required		LGU of the proposed site location		
Certification that the proposed gaming site location is compliant with the site location distance requirements, as may be required		Duly licensed geodetic engineer		
Copy of accreditation Certificate as hotel/resort from Department of Tourism (DOT) for proposed site within hotel or resort		DOT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> Download Application Form Part I (GS Form No. 1A) including Criteria/Requirements for a Gaming Site. Email the duly accomplished GS Form No. 1A along with the location map of the proposed site and documentary attachments to gldd.rgulicensing@pagcor.ph. 	<ol style="list-style-type: none"> Receive and check the completeness of GS Form No. 1A and the required documents. 	None	7 days	GLDD – RGD Regulatory Officer I (RO I)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.1. Assign GS Form No. 1A reference number and issue acknowledgement receipt.</p> <p>2.2. If submitted GS Form No. 1A and the attached documentary requirements are found in order, advise the Applicant to proceed with the payment of Inspection Fee within seven (7) business days upon receipt of notice.</p> <p>2.3. If incomplete documentary requirements, return the application.</p>			<p>GLDD – RGD Regulatory Officer I (RO I)</p> <p>GLDD – RGD Sr. Regulatory Officer (SRO) / Regulatory</p> <p>GLDD – RGD Sr. Regulatory Officer (SRO) / Regulatory Officer I (RO I)</p>
	TOTAL:	None	7 Days	

4.2. Conduct of ocular site inspection

An ocular site inspection shall be conducted by the PAGCOR Gaming Site Verification Team (PGSVT) in order to verify if the proposed gaming site is acceptable in terms of the site location distance and area requirements.

Office or Division:	Gaming Licensing and Development Department (GLDD); Compliance Monitoring & Enforcement Department (CMED); Fund Management Department (FMD)			
Classification:	Multi-stage Highly Technical and Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Applicant-Corporation that complied with Application Part I			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Payment Processing Request Form (GS Form no. 2)		PAGCOR's website - Electronic & Poker page at the link: www.pagcor.ph/regulatory/gamingsite.php/		
Copy of the Official Receipt (OR) for paid Inspection Fee		Cashier, FMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of OR and corresponding Payment Processing Request Form (GS Form No. 2) for Inspection Fee paid within seven (7) days upon receipt of advice from GLDD.	1. Receive copy of OR and copy of GS Form No. 2 for paid Inspection Fee	PhP50,000.00	20 days	GLDD – RGD Regulatory Officer I (RO I)
	2. Coordinate with the members of PGSVT, set the schedule and advise the Applicant of the conduct of ocular site inspection through its official email address			GLDD – RGD Sr. Regulatory Officer (SRO) / Regulatory Officer I (RO I)
2. Allow the PAGCOR Gaming Site Verification Team (PGSVT) members composed of personnel from GLDD and CMED in the conduct of site	3. Conduct ocular site inspection.			PGSVT members

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
inspection	<p>4. If unpaid Inspection Fee within the prescribed period, return the application.</p> <p>5. Receive and evaluate PGSVT's site inspection report.</p> <p>6. If site is compliant, advise the Applicant through its official email address to pay the Application Fee and to submit the Application Part II documentary requirements. If site is non-compliant, the application shall be denied.</p>			GLDD - RGD Sr. Regulatory Officer (SRO) / Regulatory Officer I (RO I)
TOTAL:		PhP50,000.00	20 Days	

4.3. Submission of Application Form Part II via electronic mail

Submission of Application Form Part II (GS Form No. 1B) is given to Applicants that successfully complied with Application Part I and its proposed gaming site is found compliant. It involves submission of required documents such as City/ Municipal resolution, Applicant's documentary requirements and gaming site pre-construction/renovation documents.

Office or Division:	Gaming Licensing and Development Department (GLDD)	
Classification:	Multi-stage Complex	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Applicant-Corporation that complied with Application Part I and its proposed gaming site is found compliant	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished Application Form Part II (GS Form No. 1B)	GLDD – Remote Gaming Division	
Duly accomplished Payment Processing Request Form (GS Form no. 2)	PAGCOR's website - Electronic & Poker page at the link: www.pagcor.ph/regulatory/gamingsite.php/	
Copy of the Official Receipt (OR) for paid Application Fee	Cashier, FMD	
Resolution of No Objection (RONO) i.e. City/Municipal Council resolution	LGU of the proposed site	
Company profile	Applicant	
Securities and Exchange Commission (SEC) Registration	SEC	
Latest General Information Sheet (GIS) duly filed with the SEC ➡ If a stockholder is also a corporation, a copy of the latest GIS of said corporation should likewise be submitted.	SEC	
Articles of Incorporation, By-Laws duly filed with the SEC: ➡ Articles of Incorporation must show that gaming is one of its primary or secondary purpose of business; ➡ Foreign ownership, if any, must comply with the Regular Foreign Negative List B of the Foreign Investment Acts of 1991 B69 (R.A. No. 7042, as amended by R.A. No. 8179);	SEC	
➡ Authorized Capital Stock of at least FIVE MILLION PESOS (PhP 5,000,000.00), with paid-up capital of at least THREE MILLION PESOS (PhP3,000,000.00).	SEC	
For all directors and officers of the Applicant-Corporation: Original and notarized copy of written disclosure of the description of any of the following events that occurred during the past five (5) years up to the latest date that	Applicant	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>are material to an evaluation of the ability or integrity of any director and officer of the Applicant:</p> <ol style="list-style-type: none"> 1. Any bankruptcy petition filed by or against any business of which such person was a director or shareholder either at the time of the bankruptcy or within two years prior to that time; 2. Any conviction by final judgment, including the nature of the offense, in a criminal proceeding, domestic or foreign, or being subject to a pending criminal proceeding, domestic or foreign, excluding traffic violations and other minor offenses; 3. Being subject to any order, judgment, or decree, not subsequently reversed, suspended or vacated, of any court of competent jurisdiction, domestic or foreign, permanently or temporarily enjoining, barring, suspending, or otherwise limiting his involvement in any type of business of gaming activities; and 4. Being found by a domestic or foreign court of competent jurisdiction (in a civil action), PAGCOR, or a domestic regulatory organization to have violated gaming law or regulation, and the judgment has not been reversed, suspended, or vacated. <p>Original and notarized copy of written disclosure of relatives in PAGCOR or other government agencies up to the 4th civil degree of consanguinity or affinity</p> <p>Original and notarized copy of sworn undertaking that Applicant will abide by existing labor laws, including regularizing all contractual employees working for more than six (6) months and the payment of minimum wages and the benefits mandated under labor laws</p> <p>Duly accomplished and notarized Personal Disclosure Statement (PDS) with the following attachments for each director and officer of the Applicant-Corporation:</p> <ol style="list-style-type: none"> 1. For Filipino Citizens and Foreign Residents: Copy of ITR (duly filed with the BIR) for the previous year 2. For Non-Resident Foreigners: Copy of valid passport 	<p>Applicant</p> <p>Applicant</p> <p>PAGCOR's website - Electronic & Poker page at the link: www.pagcor.ph/regulatory/gamingsite.php/</p> <p>Bureau of Internal Revenue (BIR)</p> <p>Country of Origin</p>
<p>Equivalent SEC documents, for stockholder-corporation of the Applicant-Corporation and not "doing business" in the Philippines</p>	<p>SEC</p>
<p>Proposed gaming site layout plan and site set-up concept renderings</p>	<p>Applicant</p>



4.4. Site recommendation and approval by the PAGCOR Board of Directors

The necessary recommendation to the PAGCOR Board of Directors on the approval of the gaming site shall then be submitted upon submission of complete documentary requirements, payment of applicable fees and compliance with the site location distance and area requirements.

Office or Division:		Gaming Licensing and Development Department (GLDD)		
Classification:		Multi-stage Complex and Simple		
Type of Transaction:		G2B – Government to Business		
Who may avail:		Applicant-Corporation that complied with Application Part II		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare and draft a recommendation to the PAGCOR Board on approval of gaming site.	None	7 days	GLDD – RGD Sr. Regulatory Officer (SRO) / Regulatory Officer I (RO I)
Receive letter of regrets if application is denied.	Receive copy of Board's approval or denial of the application. Prepare and transmit the Gaming License to the Office of the President and COO for signature or transmit through the Applicant's official email address the letter of regrets if application is denied.	None	3 days	GLDD – RGD Regulatory Officer I (RO I) GLDD – RGD Sr. Regulatory Officer (SRO) / Regulatory Officer I (RO I)
Receive notice of approval and electronic copy of signed Gaming License.	Transmit through the Applicant's official email address the notice of approval with an electronic copy of the signed Gaming License.	None	3 days	GLDD – RGD Regulatory Officer I (RO I)
TOTAL:		None	13 Days	



5. Evaluation of Shipment Clearance Request and Approval Form (Form No. GLDD-1026 for Licensed Casinos and Form No. GLDD-928 for E-Bingo Operators)

Slot Machine Department evaluates the submitted Shipment Clearance Request and Approval Form, and issues a shipment clearance confirming completeness and correctness of information

Office or Division:	Slot Machine Department			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All Licensed Casinos, and E-Bingo Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Shipment Clearance and Approval Form (1 original copy)		PAGCOR web site		
2. Commercial invoice(1 photo copy)		c/o APPLICANT(LICENSEE AND E-BINGO OPERATORS)		
3. Packing list(1 photo copy) optional only		c/o APPLICANT.(LICENSEE AND E-BINGO OPERATORS)		
4. Official Receipt of payment of processing fee (1 photo copy)		PAGCOR Cashier Office		
5. For EGMs and Conversion Kits only: Certification from Gaming Laboratory International (GLI) or other accredited certifying gaming laboratories– (photo copy or Soft copy of the original)		c/o APPLICANT.(LICENSEE AND E-BINGO OPERATORS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits accomplished Shipment Clearance Request and Approval Form together with the following attachments:	1.Receives the Shipment Clearance and Approval Form and the required attachments	PHP1,000 Processing Fee	3 Days	Operations and Special Projects Division
1.1 Photo copy of Commercial Invoice and Packing list.	1.1.Checks for the completeness/correctness & evaluates the entries/information in the submitted documents	None		Operations and Special Projects Division
1.2 Photo copy of Official Receipt of payment of processing fee of PHP 1,000	1.2. Prepares Certification that the Items to be shipped are required and for the exclusive use of the applicant	None		Operations and Special Projects Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3 Photo copy or emailed soft copy of gaming laboratory Certification thru email address SMDshipmentLIC@pagcor.ph (for EGMs and Conversion Kits only)	1.3. Issues the approved Shipment Clearance & Approval Form together with the Certification to the applicant and forwards soft copy of the approved documents to Logistics Management Department (LMD)	None		Operations and Special Projects Division
1.4 Applicant receives notice of disapproval	1.4. If Shipment Clearance and Approval form is disapproved by reasons indicated in the document, the Applicant (Licensee) shall be notified within the prescribed period of 3 days.	None		Operations and Special Projects Division
Total		PhP 1,000	3 Days	

6. Certification & Shipment Clearance Request Checklist

The Surveillance Department evaluates the submitted Shipment Clearance Request and Approval Form, and issues a shipment clearance confirming completeness and correctness of information

Office or Division:	Surveillance Department, Security Group			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All registered Licensed Casinos, Integrated Resorts and Casino Proponents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Shipment Clearance Request and Approval Form No. 17 - (one (1) original copy)		PAGCOR Corporate - GLDD		
2. Commercial Invoice (with complete Description) – (one (1) Photocopy)		Client (Licensee)		
3. Technical Brochures - (one (1) Photocopy)		Client (Licensee)		
4. Official Receipt of the Republic of the Philippines (Processing Fee) - (one (1) Photocopy)		PAGCOR Corporate - FMD		
5. Shipment Clearance Request and Approval Form No. 17 - (one (1) original copy)		PAGCOR Corporate - GLDD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents Shipment Clearance Request and Approval Form No. 17	1.1 Receive required documents and check completeness of submittals (Brochures/Technical Specifications sheet & Commercial Invoice) .	None	1 day	(SO1 / SO2) Surveillance Technical Unit Personnel
	1.2 Prepare and process Shipment Clearance Request Checklist along with the Certification.	None		(SO1 / SO2) Surveillance Technical Unit Personnel
	1.3 Forward the completed accomplished documents (FORM No. 17 with Shipment Clearance Request Checklist and Certification) at the LMD.	None		(SO1 / SO2) Surveillance Technical Unit Personnel
	1.4 Send the scanned copy of Shipment Clearance Request and Approval Form No. 17 document to the Requesting Party.			(SO1 / SO2) Surveillance Technical Unit Personnel
TOTAL		None	1 Day	

7. Preparation of the Department of Finance (DOF) documents

The DOF documents are prepared upon submission of the applicant of the complete set of requirements such as the Approved Shipment Clearance, Certification, Commercial Invoice, Packing List and Air Waybill or Bill of Lading. The accomplished documents are released to the authorized broker of the applicant for processing of Tax and Duty exemption with DOF.

Office or Division:	Logistics Management Department			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	PAGCOR Licensee / Proponent / Grantee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Shipment Clearance		Evaluating Department		
Certification		Evaluating Department		
Commercial Invoice		Licensee / Proponent / Operator		
Packing List		Licensee / Proponent / Operator		
Air Waybill or Bill of Lading		Licensee / Proponent / Operator / Broker		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide LMD with COMPLETE set of requirements: <ul style="list-style-type: none"> • Approved Shipment Clearance • Certification • Commercial Invoice • Packing List • Air Waybill or Bill of Lading 	1.1 Prepare the following documents: <ul style="list-style-type: none"> a. DOF Form 91 b. DOF Authorization c. Affidavit d. Broker's authorization to process the release of the documents. e. Broker's authorization to pick-up the original shipping documents (Air waybill or Bill of Lading) 1.2 Forward the signed document to Legal for notary 1.3 Once notarized, inform the broker to pick-up the signed / notarized documents	None	6 days and 5 hours	<i>Logistics Staff I / Logistics Assistant Logistics Management Department</i>
	TOTAL	None	7 Days	

8. Actual Release of Accomplished and Notarized Department of Finance (DOF) documents

The accomplished and notarized DOF documents are released to the authorized broker of the licensee / proponent / grantee for all approved tax exempt importations of PAGCOR regulated commodities. These documents are released for the processing of the tax and duty exemption from DOF.

Office or Division:	Logistics Management Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	PAGCOR Licensee / Proponent / Grantee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Shipment Clearance		Evaluating Department		
Certification		Evaluating Department		
Commercial Invoice		Licensee / Proponent / Operator		
Packing List		Licensee / Proponent / Operator		
Air Waybill or Bill of Lading		Licensee / Proponent / Operator / Broker		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of the authorized broker of Identification Card (i.e. BIR / Post Office, SSS, LTO, DFA, PRC, Pag-Ibig, Philhealth)	Check the ID	None	3 minutes	<i>Logistics Staff I / Logistics Assistant Logistics Management Department</i>
2. Receipt the following documents: a. DOF Form 91 b. DOF Authorization c. Affidavit d. Broker's authorization to process the release of the documents. e. Broker's authorization to pick-up the original shipping documents (Air waybill or Bill of Lading).	Release the signed tax exemption documents	None	15 minutes	<i>Logistics Staff I / Logistics Assistant Logistics Management Department</i>
3. Sign in the receiving copy and log book	Secure the signed receiving copy and logbook	None	2 minutes.	<i>Logistics Staff I / Logistics Assistant Logistics Management Department</i>
TOTAL			20 minutes	



9. Signing of the Bureau of Customs (BOC) Entry Declaration Form

The BOC Entry Declaration Form is signed to facilitate the release of the shipment of approved PAGCOR regulated commodities from BOC.

Office or Division:	Logistics Management Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	PAGCOR Licensee / Proponent / Grantee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished BOC Entry Declaration Form		BOC		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly accomplished BOC Entry Declaration Form	1.1. Check the accuracy of the BOC Entry Declaration Form with PAGCOR records. 1.1. Sign the BOC Entry Declaration Form. 1.2. Photocopy the form	None	30 minutes	<i>Logistics Staff I / Logistics Assistant Logistics Management Department</i>
2. Received the signed BOC Entry Declaration Form	2. Release the signed BOC Entry Declaration Form	None	3 minute	<i>Logistics Staff I / Logistics Assistant Logistics Management Department</i>
	TOTAL		33 minutes	

10. Preparation of Import Processing Fee (IPF) Payment Slip

The signed IPF payment slip is issued to the authorized broker of the licensee/proponent/ grantee for payment of all customs charges incurred in the importation of PAGCOR regulated commodities.

Office or Division:	Logistics Management Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	PAGCOR Licensee / Proponent / Grantee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Department of Finance (DOF) 1 st and 2 nd Endorsement		DOF		
Signed Bureau of Customs (BOC) Entry		BOC		
Air Waybill / Bill of Lading		Licensee / Proponent / Operator		
Commercial Invoice		Licensee / Proponent / Operator		
Packing List		Licensee / Proponent / Operator		
BOC Final Assessment Notice		BOC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the above-mentioned requirements	1.1. Check the accuracy of documents presented with PAGCOR records. 1.2. Prepares Import Processing Fee (IPF) Slip for payment to PAGCOR Cashier.	None	25 minutes	<i>Logistics Staff I / Logistics Assistant Logistics Management Department</i>
2. Received the signed IPF Payment slip	2.1. Release the signed IPF payment slip. 2.2. Scan and email the IPF payment and all documents presented to the assigned Broker and PAGCOR Cashier	None	5 minutes	<i>Logistics Staff I / Logistics Assistant Logistics Management Department</i>
	TOTAL		30 minutes	

11. Employee Profile Update (EPU for Change Status)

Update of Employee's Civil Status

Office or Division:	Employee Relations and Records Management Division (ERRMD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All regular employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Single to Married</p> <ul style="list-style-type: none"> • EPU for Change Status Form • Certificate of Marriage from PSA (1 photocopy) <p>Single to Single Parent</p> <ul style="list-style-type: none"> • EPU for Change Status Form • Birth Certificate of the child from PSA (1 photocopy) <p>Married to Single</p> <ul style="list-style-type: none"> • EPU for Change Status Form • Certificate of Finality (1 photocopy) <p>Married to Widow/Widower</p> <ul style="list-style-type: none"> • EPU for Change Status Form • Death Certificate from PSA (1 photocopy) <p>Reminder: Original PSA-certified documents are presented for verification purposes only.</p>		<ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority (PSA) <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority (PSA) <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Regional Trial Court <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority (PSA) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download EPU (Change Status) form at HRDG portal	1. Provide EPU (Change Status) form	None	10 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
2. Submit the accomplished EPU (Change Status) form with attachments to Records Section, HROD	2. Receive the EPU (Change Status) form and check for completeness 2.2 Update the status of the employee in the system and file the document in the 201 folder	None	20 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
Reminder: <ul style="list-style-type: none"> • For CF Branches employees submit EPU form to HR office of the branch who will forward the form 				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
to Records Section, HROD.				
3. Check employee's portal for update on the civil status	3. Advise the employee to check his/her portal	None	15 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	TOTAL	None	45 minutes	

12. Employee Profile Update (EPU for Additional Dependent)

Update of Employee's Dependent

Office or Division:	Employee Relations and Records Management Division (ERRMD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All regular employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Single Parent / Married</p> <ul style="list-style-type: none"> • Legitimate, Illegitimate or Adopted child/children <ul style="list-style-type: none"> - EPU for additional dependent form - Birth Certificate from PSA (1 photocopy) - Adoption Paper (1 photocopy) <p>Single, Orphan</p> <ul style="list-style-type: none"> • Sibling 21 above with congenital disease or PWD <ul style="list-style-type: none"> - EPU for additional dependent form - Birth Certificate (1 photocopy) - Person with disability I.D. (1 photocopy) - Medical Certificate /Medical Abstract (1 photocopy) • Sibling 20 years old and below <ul style="list-style-type: none"> - EPU for Additional dependent form - Birth Certificate PSA (1 photocopy) <p>Reminder: Original PSA-certified documents are presented for verification purposes only.</p>		<ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority (PSA) • Regional Trial Court <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority (PSA) • Local Government Unit (LGU) • Hospital <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority (PSA) 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download EPU (Additional Dependent) form at HRDG portal	1. Provide (Additional Dependent) form	None	10 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
2. Submit the accomplished EPU (Additional Dependent) form with attachments to Records Section, HROD Reminder: • For CF Branches employees submit EPU form to HR	2.1 Receive the EPU (Additional Dependent) form and check for completeness 2.2 Update the dependent of the employee	None	20 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
office of the branch who will forward the form to records unit.	in the system and file the document in the 201 folder			
3. Check employee's portal for update on the Additional Dependent	3. Advise the employee to check his/her portal	None	15 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	TOTAL	None	45 minutes	

13. Employee Profile Update (EPU for Change of Employees/ Dependents Name)

Update of Employee's / Dependent's Name

Office or Division:	Employee Relations and Records Management Division (ERRMD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All regular employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Name of employee</p> <ul style="list-style-type: none"> • Due to Annulment <ul style="list-style-type: none"> - EPU for Change of Name form - Certificate of Finality (1 photocopy) • Due to erroneous entry in the PHS <ul style="list-style-type: none"> - EPU for Change of Name form - Birth Certificate PSA (1 photocopy) • Due to annotation of Birth Certificate <ul style="list-style-type: none"> - EPU for Change of Name form - Annotated Birth Certificate PSA (1 photocopy) <p>Name of dependent</p> <ul style="list-style-type: none"> • Due to erroneous entry in the PHS <ul style="list-style-type: none"> - EPU for Change of Name form - Birth Certificate PSA (1 photocopy) • Due to annotation of Birth Certificate <ul style="list-style-type: none"> - EPU for Change of Name form - Annotated Birth certificate PSA (1 photocopy) <p>Reminder: Original PSA-certified documents are presented for verification purposes only.</p>		<ul style="list-style-type: none"> • HROD – ERRMD Records Section • Regional Trial Court • HROD – ERRMD Records Section • Philippine Statistics Authority • HROD – ERRMD Records Section • Philippine Statistics Authority • HROD – ERRMD Records Section • Philippine Statistics Authority • HROD – ERRMD Records Section • Philippine Statistics Authority 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download EPU (Change name) form at HRDG portal	1. Provide (Change name) form	None	10 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
2. Submit the accomplished EPU (Change name) form with attachments to Records Section, HROD	2.1 Receive the EPU (Change name) form and check for completeness 2.2 Update the name of the employee/	None	20 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Reminder: <ul style="list-style-type: none"> For CF Branches employees submit EPU form to HR office of the branch who will forward the form to records unit. 	dependent in the system and file the document in the 201 folder			
3. Check employee's portal for update on the name of the employee /dependent	3. Advise the employee to check his/her portal	None	15 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	TOTAL	None	45 minutes	

14. Employee Profile Update (EPU for Change of Address / Contact Number)

Update of Address / Contact Numbers

Office or Division:	Employee Relations and Records Management Division (ERRMD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All regular employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
EPU Change address/contact numbers form		HROD – ERRMD Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download EPU (Change Address / Contact Numbers) form at HRDG portal	1. Provide (Change Address / Contact Numbers) form	None	10 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
2. Submit the accomplished EPU (Change Address / Contact Numbers) form to Records Section, HROD Reminder: • For CF Branches employees submit EPU form to HR office of the branch who will forward the form to records unit.	2.1 Receive the EPU (Change Address / Contact Numbers) form and check the completeness of the form 2.2 Update the address / contact number in the system and file the document in the 201 folder	None	20 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
3. Check employee's portal for the update on the address /contact number	3. Advise the employee to check his/her portal	None	15 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	TOTAL	None	45 minutes	



15. Extended Dependent (ED)

Application of Extended Dependent under the PAGCOR Healthcare Plan

Office or Division:	Employee Relations and Records Management Division (ERRMD)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All regular employees falling under the categories stated in the Checklist of Requirements	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Single employee</p> <ul style="list-style-type: none"> • Sibling 20 years old and below <ul style="list-style-type: none"> - Extended Dependent form - Sibling's birth Certificate PSA (1 photocopy) • Sibling 21 years old with congenital disease or PWD <ul style="list-style-type: none"> - Extended Dependent form - Sibling's birth Certificate PSA (1 photocopy) - PWD ID Card (1 photocopy) - Medical Certificate/Records attesting to the PWD's disability (1 photocopy) - Notarized affidavit attesting that nominee is totally dependent with employee (1 photocopy) <p>Single parent employee</p> <ul style="list-style-type: none"> • Parents <ul style="list-style-type: none"> - Extended Dependent form - Employee's birth Certificate PSA (1 photocopy) • Sibling 20 years old and below <ul style="list-style-type: none"> - Extended Dependent form - Sibling's birth Certificate PSA (1 photocopy) • Sibling 21 years old with congenital disease or PWD <ul style="list-style-type: none"> - Extended Dependent form - Sibling's birth Certificate PSA (1 photocopy) - PWD ID Card (1 photocopy) - Medical Certificate/Records attesting to the PWD's disability (1 photocopy) - Notarized affidavit attesting that nominee is totally dependent with employee (1 photocopy) • Child/children ages 21 to 23 years old <ul style="list-style-type: none"> - Extended Dependent form - Child / Children birth certificate PSA (1 photocopy) 	<ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority • Local Government Unit (LGU) • Hospital <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority • Local Government Unit (LGU) • Hospital <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Married employee w/ child / children</p> <ul style="list-style-type: none"> • 21 to 23 years old (provided all children are over age) <ul style="list-style-type: none"> - Extended Dependent form - Child / Children birth certificate PSA (1 photocopy) <p>Married employee w/o children</p> <ul style="list-style-type: none"> • Parents <ul style="list-style-type: none"> - Extended Dependent form - Employee's birth Certificate PSA (1 photocopy) • Sibling 20 years old and below <ul style="list-style-type: none"> - Extended Dependent form - Sibling's birth Certificate PSA (1 photocopy) • Sibling 21 years old with congenital disease or PWD <ul style="list-style-type: none"> - Extended Dependent form - Sibling's birth Certificate PSA (1 photocopy) - PWD ID Card (1 photocopy) - Medical Certificate/Records attesting to the PWD's disability (1 photocopy) - Notarized affidavit attesting that nominee is totally dependent with employee (1 photocopy) <p>Reminder: Original PSA-certified documents are presented for verification purposes only.</p>		<ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority <ul style="list-style-type: none"> • HROD – ERRMD Records Section • Philippine Statistics Authority <ul style="list-style-type: none"> • Local Government Unit (LGU) • Hospital 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download ED form at HRDG portal	1. Provide ED form	None	10 minutes	Human Resource Staff II / Human Resource Assistant, HROD
2. Submit the accomplished ED form with attachments to Records Section, HROD	2.1 Receive the ED form and check for completeness 2.2 Update the list of dependents in the system and file the document in the 201 folder	None	20 minutes	Human Resource Staff II / Human Resource Assistant, HROD
Reminders: <ul style="list-style-type: none"> • For PWD/Congenital Disease cases, 				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>the employee submits the requirements to the Auxiliary Services Department who will refer the approved application to HROD.</p> <ul style="list-style-type: none"> • For CF Branches employees submit EPU form to HR office of the branch who will forward the form to records unit. 				
3. Check employee's portal for update on the Extended Dependent	3. Advise the employee to check his/her portal	None	15 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	TOTAL	None	45 minutes	



16. Request for Document (RFD)

Service provided to employee's requesting for a copy of his/her documents in the 201 file

Office or Division:	Employee Relations and Records Management Division (ERRMD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All regular employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Document form		HROD – ERRMD Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download RFD form at HRDG portal	1. Provide RFD form	None	10 minutes	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
2. Submit the accomplished RFD form to Records Section, HROD	2.1 Receive the RFD form and check for completeness 2.2 Forward to Human Resource Officer/Sr. Human Resource Officer /Senior Manager for approval 2.3 Photocopy the requested documents from the employee's 201 file	None	1 day	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
3. Employee receives soft copy or hard copy of the requested document	3.1 Sends requested documents through email	None	1 day	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Advises the employee for pick up the requested copy of document		1 day for Corporate	
	or Forwards the requested documents to the employees' branch assignment c/o Human Resource Officer/Sr. Human Resource Officer		3 days transit time for Metro Manila branches 5 days transit time for Luzon, Visayas and Mindanao branches	
	TOTAL	None	For Corporate: 2 days & 10 mins. For Metro Manila: 3 days & 10 mins. For Luzon, Visayas and Mindanao: 5 days & 10 mins.	



17. Issuance of Service Record

The service record (detailed documentation of work history) is issued to all active or seceded PAGCOR Organic, Job Order, Casual and Contractual employees as a requirement for SSS and PAG-IBIG claims, visa application, loan application, pre-employment and other legal purposes.

Office or Division:	Human Resource Operations Department			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PAGCOR Employees (Active or Seceded) Immediate Family Members of Deceased PAGCOR Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Request for Service Record Form (Original or scanned)		Recruitment and Plantilla Management Division (RPMD) – Human Resource Operations Department (HROD) / Branch HR Section		
Representative				
- Authorization Letter for representative by the employee (Original or scanned)		Employee		
- Copy of Valid ID's (for both the employee and representative person) (Original or scanned)		Employee and Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Request for Service Record form.	1. Provide the Request for Service Record form.	None	5 minutes	Asst. HR Officer, Plantilla Mgt. Section (PMS) or Sr. HR Asst. /HR Officer I, Recruitment Section (RS), HROD or Branch HR Personnel
2. Submit duly filled-up and signed Request for Service Record form to RPMD, HROD Office or Branch HR Office (for branch Personnel)	2.1 Receive Request for Service Record Form and check details For CF – Branches: HR personnel will forward thru email the Request for Service Record Form to Sr. HR Asst. / HR Officer I, RS, HROD	None	15 minutes	Asst. HR Officer, PMS or Sr. HR Asst. / HR Officer I, RS, HROD or Branch HR Personnel

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2 Encode request at the Service Record Monitoring tool.</p> <p>2.3 Check the existing service record at Plantilla Management System or Filemaker & Daily Paid Contractual Information System</p> <p>For incomplete items, fill the found incomplete items by verifying through 201 file or copy of Board Approval.</p> <p>2.4 Prepare the Service Record and endorse to the authorized signatories.</p> <p>2.5 Check and sign the Service Record</p> <p>2.6 Notify the employee or Authorized Representative of the availability of the Service Record</p> <p><i>For CF – Branches: HROD personnel will forward the signed Service Record to the corresponding branch.</i></p>		<p>10 minutes</p> <p>1 day</p> <p>1 day</p> <p>5 days (transit time)</p>	<p><i>Asst. HR Officer, PMS or Sr. HR Asst./ HR Officer I, RS, HROD</i></p> <p><i>Asst. HR Officer, PMS or Sr. HR Asst./ HR Officer I, RS, HROD</i></p> <p><i>Sr. HR Officer, Sr. Manager or Assistant Vice President, RPMD, HROD</i></p> <p><i>Asst. HR Officer, PMS or Sr. HR Asst./ HR Officer I, RS, HROD</i></p> <p><i>Sr. HR Assistant, or HR Officer I Recruitment Section, HROD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the signed Service Record at the Recruitment Section, HROD Office or Branch HR Office (for branch Personnel)	3.1 Release Service Record	None	5 minutes	<i>Asst. HR Officer, PMS or Sr. HR Asst. /HR Officer I, RS, HROD or Branch HR Personnel</i>
If the claimant is other than the employee, submit the authorization letter together with photocopy of their IDs (employee and Authorized Representative – to present original for verification purposes)	3.2 Receive and verify authorization letter and supporting documents..		3 minutes	
4. Fill up and sign in the Request for COE logbook for acknowledgement	4. Provide the receiving log book.		2 minutes	
	TOTAL (personally picked-up by employee or representative)	None	2 days & 40 minutes	
	TOTAL (send thru courier services)	None	7 days & 40 minutes	



18. Issuance of Certificate of Employment (COE) for Job Order, Casual and Contractual Employees

Certification, indicating current or last position held and contract is issued to active and seceded Job Order, Casual and Contractual employees as a requirement for loan application, visa application, SSS and PAGIBIG claims, pre-employment and other legal purposes.

Office or Division:	Human Resource Operations Department			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Job Order, Casual and Contractual Employees (Active or Seceded) Immediate family members of deceased Job Order, Casual and Contractual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Request for Certificate of Employment (COE) Form (Original or photocopy)		Recruitment Section (RS), Recruitment and Plantilla Management (RPMD) – Human Resource Operations Department (HROD) / Branch HR Section		
Representative				
- Authorization Letter for representative by the employee (Original or Scanned copy)		Employee		
- Copy of Valid ID's (for both the employee and representative person) (Original or Scanned copy)		Employee and Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Request for Certificate of Employment (COE) Form	1. Provide the Request for COE Form	None	5 minutes	<i>Sr. HR Assistant or HR Officer / Recruitment Section (RS), HROD or Branch HR personnel</i>
2. Submit duly filled-up and signed Request for COE Form to Recruitment Section, HROD Office or Branch HR Office (for branch Personnel)	2.1 Receive Request for COE Form and check details	None	15 minutes	<i>Sr. HR Assistant or HR Officer / Recruitment Section (RS), HROD or Branch HR personnel</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>For CF – Branches: HR personnel will forward thru email the Request for COE form to Sr. HR Asst. / HR Officer I, RS, HROD</p> <p>2.2 Check the required information in the Daily Paid Contractual Information System or Filemaker.</p> <p>For incomplete items, fill the found incomplete items by verifying through 201 file or copy of Board Approval.</p> <p>2.3 Prepare the COE and endorsed to the authorized signatories.</p> <p>2.4 Check and sign the COE</p> <p>2.5 Notify the employee or Authorized Representative of the availability of the COE.</p>	None	<p>1 day</p> <p>1 day</p>	<p>Branch HR personnel</p> <p>Sr. HR Assistant, or HR Officer I Recruitment Section, HROD</p> <p>Sr. HR Assistant, or HR Officer I Recruitment Section, HROD</p> <p>Sr. HR Officer, Sr. Manager or Assistant Vice President, RPMD, HROD</p> <p>Sr. HR Assistant, or HR Officer I Recruitment Section, HROD</p>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>For CF – Branches: HROD personnel will forward the signed COE to the corresponding branch.</i>		3 to 5 days (transit time)	<i>Sr. HR Assistant, or HR Officer I Recruitment Section, HROD</i>
3. Receive the signed COE at the Recruitment Section, HROD Office or Branch HR Office (for branch Personnel) If the claimant is other than the employee, submit the authorization letter together with photocopy of their IDs (employee and Authorized Representative – to present original for verification purposes)	3. Release COE 3.1 Receive and verify authorization documents.	None	5 minutes 3 minutes	<i>Asst. HR Officer, PMS or Sr. HR Asst. /HR Officer I, RS, HROD or Branch HR Personnel</i>
4. Fill up and sign the Request for COE logbook for acknowledgement	4. Provide the Request for COE log book.		2 minutes	
	TOTAL (personally picked-up by employee or representative)	None	2 days & 30 minutes	
	TOTAL (send thru courier services)	None	7 days & 30 minutes	

19. SSS Retirement Claim Application Form

Certification requested by retired employees as a requirement for pension/lump sum claims with the Philippine Social Security System

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Retired Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
<ul style="list-style-type: none"> SSS Retirement Claim Application (1 original copy) 		<ul style="list-style-type: none"> SSS Website (sss.gov.ph > Downloadable Forms > SSS Retirement Claim Form) PAGCOR Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > SSS Retirement Claim Form) HRSD, HROD – Government and Other Benefits Section 		
Representative				
<ul style="list-style-type: none"> Authorization Letter for representative by Retiree (1 original copy) 		<ul style="list-style-type: none"> Employee 		
<ul style="list-style-type: none"> Copy of Valid ID's (for both the retiree and representative person, at least 1 ID each) 		<ul style="list-style-type: none"> Employee and Representative 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and Fill up Retirement Claim Application Form	1. Provide request form.	None	10 mins.	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD or Assistant Human Resource Officer, HRSD, HROD</i>
2. Submit accomplished Retirement Claim form to assigned personnel in HRSD.	2.1 Receive form and check completion of required details	None	5 mins	<i>Human Resource Assistant, HRSD, HROD or</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Verification of records		10 mins	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	2.3 Preparation for signature of authorized officer		5 mins	<i>or Assistant Human Resource Officer, HRSD, HROD</i>
	2.4 Signing of the Duly accomplished and verified SSS Retirement Application Form by authorized signatory		20 mins	<i>Sr. Human Resource Officer (SHRO), HRSD, HROD</i> <i>or Sr. Manager (SM), HROD</i> <i>or Asst. Vice President (AVP), HROD</i>
3. Pickup signed form from HRSD.	3. Release signed form to retiree/ authorized representative.	None	23 hours, 10 mins	<i>Human Resource Assistant, HRSD, HROD</i> <i>or Senior Human Resource Assistant, HRSD, HROD</i> <i>or Assistant Human Resource Officer, HRSD, HROD</i>
	TOTAL	None	1 day	

20. SSS Salary Loan Application

Processing of employees' salary loan application through SSS Online Portal, and release of claimed checks to employees.

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
<ul style="list-style-type: none"> • SSS Online Member Account • SSS-issued Unionbank Cashcard (if applicable) 		<ul style="list-style-type: none"> • SSS Website (sss.gov.ph > member registration) • E-services of any SSS branch (for creating online SSS member account) 		
Representative				
<ul style="list-style-type: none"> • Authorization letter of Representative (1 original copy) 		<ul style="list-style-type: none"> • Employee 		
<ul style="list-style-type: none"> • Photocopy of Principal's and Authorized Representative's IDs 		<ul style="list-style-type: none"> • Employee 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File salary loan through SSS Member Online Web Portal	1.1 View (daily) pending applications through SSS Corporate Online Web Portal	None	5 mins.	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	1.2 Verify if requesting member is an active employee through the Plantilla Information System	None	5 mins.	<i>Human Resource Officer, HRSD, HROD</i>
	1.3 Certify employees through SSS Corporate Online Web Portal (with auto-notification to	None	5 mins.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>employee's email)</p> <p>1.4 SSS Processing (with auto-notification if approved or denied)</p> <p>1.5 Pickup Salary Loan checks* from SSS Main Office</p> <p>* for employees with no cash card</p> <p>1.6 Encode received salary loan check in monitoring file;</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 days</p> <p>6 days <i>(Note: done once a week)</i></p> <p>30 minutes</p>	<p><i>Human Resource Assistant, HRSD, HROD</i></p>
2. Pick up Salary Loan Check from HROD / HR Branch Section (for employees with no cashcard)	<p>2.1 Photocopy claimant's ID along with check</p> <p>Or</p> <p>2.2 Send checks to branches for distribution to concerned employees <i>(through a branch personnel* as notified by branch HR)</i></p> <p>*on Official Business in Manila</p> <p>2.3 HR Branch Section release checks to employees</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 days, 23 hours, 5 mins <i>(average period wherein a branch employee may be available to bring the checks)</i></p> <p>5 minutes</p>	<p><i>Human Resource Assistant, HRSD, HROD</i></p> <p>HR Assistant, CF branches</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. If Employee has an SSS-issued Unionbank Cashcard, he can check status in Online Member portal at www.sss.gov.ph				
	TOTAL (for employees with cashcard)	None	55 mins.	
	TOTAL (for employees without cashcard)	None	20 days	

21. SSS Update of Member's Information

Updating of Employee's records in the Philippine Social Security System in terms of marital status, enrollment of dependents, changes/correction in registered name, registered permanent address and contact numbers

Office or Division:	Human Resource Services Division (HRSD)	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Active Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> SSS E4 Member Change Data Request Form (2 original copies) 	<ul style="list-style-type: none"> SSS Website (sss.gov.ph > downloadable forms) PAGCOR Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > SSS E4 Member Change Data Request) HRDG, HROD – Employee Relations and Records Management Section HRDG, HROD – Government and Other Benefits Section
	<ul style="list-style-type: none"> PSA Birth Certificate/City Civil Registry Certified Birth Certificate or Court Order granting petition for change name of Member - <u>for change in name</u> (1 original and photocopy or certified true copy) 	<ul style="list-style-type: none"> PSA
	<ul style="list-style-type: none"> PSA Birth Certificate/City Civil Registry Certified Birth Certificate of dependent - <u>for adding of dependents</u> (1 original and photocopy or certified true copy) 	<ul style="list-style-type: none"> PSA
	<ul style="list-style-type: none"> Barangay Certificate (1 original) and any valid primary ID (1 photocopy) - <u>for update of address</u> 	<ul style="list-style-type: none"> Barangay where Employee resides
	<ul style="list-style-type: none"> PSA Marriage Certificate/Marriage Contract - <u>for updating civil status from Single to Married</u> (1 original and photocopy or certified true copy) 	<ul style="list-style-type: none"> PSA
	<ul style="list-style-type: none"> PSA Death Certificate - <u>for updating of civil status from Married to Widowed</u> (1 original and photocopy or certified true copy) 	<ul style="list-style-type: none"> PSA
	<ul style="list-style-type: none"> Certificate of Finality - <u>for updating of civil status from Married to Single</u> (1 original and photocopy or certified true copy) 	<ul style="list-style-type: none"> Regional Trial Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Member Data Change Request form (2 original copies)	1.1 Provide Request Form	None	10 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
2. Submit Member Data Change form to assigned HRSD personnel	2.1 Check required fields to be accomplished in the form and the corresponding attachments	None	10 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	2.2 Compile completed forms to be transmitted to SSS Branch		1 day	
3. Pick up the receiving copy of the Member Data Change Form	3.1 Release to concerned employee the receiving copy <i>or</i>	None	1 day, 23 hours, 40 minutes	<i>Human Resource Assistant, HRSD, HROD</i>
	3.2 Transmit receiving copy to employee's assigned branch or department (<i>for proper dissemination to employee</i>)			
	TOTAL	None	3 days	



22. SSS Online Sickness Notification

Electronic notification required in home confinement in order to avoid penalties incurred for late filing when availing SSS Sickness reimbursement claims.

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> 1 Original Medical Certificate (must contain employee's name, recommended number of rest days and examining physician's license number) 		<ul style="list-style-type: none"> Attending Physician Hospital Medical/Clinical facility where employee has consulted 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Contact Branch HR or HRSD, HROD (85220299 local 4086) and provide requested details.	1.1 Log into SSS Employer Web Portal, Input required details in the Web Sickness Notification Form	None	5 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
TOTAL		None	5 minutes	

23. SSS Sickness Notification

Notification required in availing SSS sickness reimbursement claim.

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> •SSS Sickness Notification Form (1 original copy) 		<ul style="list-style-type: none"> •SSS Website (sss.gov.ph > Downloadable Forms > SSS Sickness Notification Form) •PAGCOR Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > SSS Sickness Notification Form) •HRDG, HROD – Government and Other Benefits Section 		
<ul style="list-style-type: none"> •Medical Certificate (1 original or certified true copy) 		<ul style="list-style-type: none"> •Attending Physician •Hospital •Medical/Clinical facility where employee has consulted 		
<ul style="list-style-type: none"> •Original or Certified True Copy of Summary of Discharge (for hospitalization) 		<ul style="list-style-type: none"> •Hospital •Medical/Clinical facility where employee has consulted 		
<ul style="list-style-type: none"> •Original or Certified true of Clinical Abstract (for hospitalization or as required by SSS) (1 copy) 		<ul style="list-style-type: none"> •Hospital •Medical/Clinical facility where employee has consulted 		
<ul style="list-style-type: none"> •Operative Report (for hospitalization with procedure or as required by SSS) (1 copy) 		<ul style="list-style-type: none"> •Hospital •Medical/Clinical facility where employee has consulted 		
<ul style="list-style-type: none"> •Original or Certified True copy of Lab Results (as required by SSS) (1 copy) 		<ul style="list-style-type: none"> •Hospital •Medical/Clinical facility where employee has consulted 		
<ul style="list-style-type: none"> •Copy of 2 valid IDs 		<ul style="list-style-type: none"> •Employee 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Notification Form *ensure Part III is filled up by attending physician	1. Provide request form.	None	5 minutes	Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit accomplished Sickness Notification Form to assigned personnel in HRSD.	2.1 Receive and check completion of required details and attachments	None	10 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD or Human Resource Officer, HRSD, HROD</i>
	2.2 Preparation for signature of authorized officer		5 minutes	
	2.3 Sign the Accomplished Sickness Notification	None	15 minutes	<i>Senior Human Resource Officer, HRSD, HROD</i>
	2.4 Compile, encode and prepare transmittal for received sickness notifications to be forwarded to SSS.	None	2 days	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	2.5 Submit completed Sickness Notification Forms for a 2-day period, to SSS.	None	1 day	
	2.6 SSS Evaluation	None	15 days, 23 hours, 25 minutes	
	2.7 Receive Sickness Notification Forms evaluated by SSS (<i>to be used as attachment to SSS Sickness Reimbursement claims</i>)	None	1 day	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	TOTAL	None	20 days	

24. SSS Sickness Reimbursement

Advances of SSS Sickness Reimbursement Claims availed by active employees who are SSS Members.

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> SSS Sickness Reimbursement Form (1 original copy) 		<ul style="list-style-type: none"> SSS Website (sss.gov.ph > Downloadable Forms > SSS Sickness Notification Form) PAGCOR Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > SSS Sickness Notification Form) HRDG, HROD – Government and Other Benefits Section 		
<ul style="list-style-type: none"> SSS Sickness Notification Form (received and approved by SSS with complete attachments) (1 copy) 		<ul style="list-style-type: none"> SSS Branch where form was filed 		
<ul style="list-style-type: none"> Authorization for Salary Deduction (1 copy) 		<ul style="list-style-type: none"> HRDG – HROD, Government and Other Benefits Section 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and Submit Sickness Reimbursement Form	1.1 Provide Sickness Reimbursement form	None	5 minutes	<i>Human Resource Assistant, HRSD, HROD</i>
	1.2 Check required fields if filled up properly			<i>or Senior Human Resource Assistant, HRSD, HROD</i>
	1.3 Attach evaluated SSS Sickness Notification Form (in HROD's safekeeping) - <i>for claims processed in Corporate Office</i>	None	10 minutes	<i>Senior Human Resource Assistant, HRSD, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Encode returned SSS Sickness notification in the monitoring file	None	10 minutes	<i>Senior Human Resource Assistant, HRSD, HROD or Human Resource Assistant, HRSD, HROD</i>
	1.5 Secure Summary of SSS Contributions from Accounting Department	None	2 days	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	1.6 Secure complete attendance details from Timekeepers and Attendance Coordinators	None	3 days	
	1.7 Compute employees' reimbursable amount	None	1 day	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	1.8 Submit computed claims and await verification by designated auditor for HRSD	None	30 minutes	<i>Assistant Human Resource Officer, HRSD, HROD</i>
	1.9 Prepare summary of computations and reimbursement forms for final checking and signature of SHRO	None	20 minutes	
	1.10 Encode claims, print reports generated in the ATM System*	None	40 minutes	<i>Senior Human Resource Assistant, HRSD, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	* if claiming employee is reflected as nonexistent, secure updated payroll details from Accounting Department	None	1 day	
	1.5 Prepare Request for Payment (RFP) along with attachments (<i>LBP Final Claim List, Summary of Details and Reimbursement Forms</i>) for signing	None	10 minutes	
	1.12 Review Request for Payment (RFP)	None	1 day	<i>Senior Human Resource Assistant, HROD, HRSD</i>
	1.13 Sign Request for Payment			<i>Senior Human Resource Officer, HRDO, HRSD Senior Manager II, HROD, HRSD Assistant Vice President II, HRSD, HROD</i>
	1.14 Receive signed Request for Payment	None	5 minutes	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	1.15 Secure Summary file in a USB	None	5 minutes	
	1.16 Photocopy and certify true copies of Sickness Notification and Reimbursement	None	2 hours	<i>Senior Human Resource</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Forms to be attached in RFP for AD and FG</p> <p>1.17 Forward of USB, RFPs and attachments to AD and FG for processing of advance payment (via Messenger)</p>	None	1 day	<i>Assistant, HRSD, HROD or Human Resource Assistant, HRSD, HROD</i>
	TOTAL	None	9 days, 3 hours, 15 minutes	

25. SSS Maternity Notification

Notification required prior to delivery in order to avail SSS Maternity reimbursement claims.

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • SSS Maternity Notification Form (1 original copy) 		<ul style="list-style-type: none"> • SSS Website (sss.gov.ph > Downloadable Forms > Maternity Notification Form) • PAGCOR Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > SSS Maternity Notification Form) • HRDG, HROD – Government and Other Benefits Section 		
<ul style="list-style-type: none"> • Ultrasound with Official Result (1 Original or Certified True Copy) 		<ul style="list-style-type: none"> • Attending Physician • Hospital • Medical/Clinical facility where employee has consulted 		
<ul style="list-style-type: none"> • Maternity Benefit Allocation Form (1 original copy) 		<ul style="list-style-type: none"> • SSS Website (sss.gov.ph > Downloadable Forms > Allocation of Maternity Leave Credits Form) • Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > SSS Allocation of Maternity Leave Credits) 		
<ul style="list-style-type: none"> • Copy of 2 valid IDs 		<ul style="list-style-type: none"> • Employee 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill up Maternity Notification and Allocation of Leave Credit Forms	3.1 Provide request form.	None	5 minutes	Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD
4. Submit accomplished forms to assigned personnel in HRSD.	4.1 Receive and check completion of required details and attachments	None	5 minutes	Human Resource Assistant, HRSD, HROD or

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Prepare for signature of authorized officer	None	5 minutes	<i>Senior Human Resource Assistant, HRSD, HROD or Human Resource Officer, HRSD, HROD</i>
	4.3 Sign the accomplished Maternity Notification Form	None	15 minutes	<i>Senior Human Resource Officer, HRSD, HROD</i>
	4.4 Compile, encode and prepare transmittal for received maternity notifications to be forwarded to SSS	None	2 days	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	2.4 Submit completed Maternity Notification Forms for a 2-day period, to SSS Branch	None	1 day	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	2.5 SSS Evaluation	None		
	2.6 Receive and safekeep Maternity Notification Forms evaluated by SSS (<i>to be used as attachment to Maternity Reimbursement claims after delivery</i>)	None	2 days, 23 hours and 30 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	2.7 Inform employee thru phone or email that her Maternity Notification has been returned by SSS.	None	1 day	
	TOTAL	None	7 days	

26. SSS Maternity Reimbursement

Advances of SSS Maternity Reimbursement Claims availed by active employees who are SSS Members.

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • SSS Maternity Reimbursement Application Form (1 original copy) 		<ul style="list-style-type: none"> • SSS Website (sss.gov.ph > Downloadable Forms > Maternity Reimbursement Application Form) • Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > SSS Maternity Reimbursement Form) • HRDG, HROD – Government and Other Benefits Section 		
<ul style="list-style-type: none"> • SSS Maternity Notification Form (received and approved by SSS with complete attachments, 1 copy) 		<ul style="list-style-type: none"> • HRDG, HROD – Government and Other Benefits Section 		
<ul style="list-style-type: none"> • Birth Certificate of Child (1 Original Philippine Statistics Authority or City Civil Registrar issued Birth Certificate with registered/encoded remarks by the Officer-in-Charge) 		<ul style="list-style-type: none"> • PSA • Civil Registry Office 		
<ul style="list-style-type: none"> • 1 Original or Certified True copy of Summary Discharge 		<ul style="list-style-type: none"> • Attending Physician • Hospital • Medical/Clinical facility where employee has consulted 		
<ul style="list-style-type: none"> • Operative Technique/Record of Operation for Non – normal delivery (1 original copy) 		<ul style="list-style-type: none"> • Attending Physician • Hospital • Medical/Clinical facility where employee has consulted 		
<ul style="list-style-type: none"> • Photocopy of 2 valid IDs 		<ul style="list-style-type: none"> • Employee 		
<ul style="list-style-type: none"> • Authorization for Salary Deduction (1 original copy) 		<ul style="list-style-type: none"> • HRDG – HROD, Government and Other Benefits Section 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Get and Fill up Maternity Reimbursement Form.	1.3 Provide Maternity Reimbursement form	None	5 minutes	Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit Maternity Reimbursement Form along with required attachments	2.1 Check required fields if filled up properly	None	5 minutes	<i>Human Resource Assistant, HRSD, HROD</i> or <i>Senior Human Resource Assistant, HRSD, HROD</i>
	2.2 Secure via email Summary of SSS Contributions from Accounting Department	None	2 days	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	2.3 Compute employees' reimbursable amount	None	1 day	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	2.4 Submit computed claims and await verification by designated auditor for HRSD	None	30 minutes	<i>Assistant Human Resource Officer, HRSD, HROD</i>
	2.5 Prepare summary of computations and reimbursement forms for final checking and signature of SHRO	None	20 minutes	
	2.6 Encode, add, extract claim details in the ATM System* and print.	None	40 minutes	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	* if claiming employee is reflected as nonexistent, secure updated payroll details from Accounting Department	None	1 day	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.7 Prepare Request for Payment (RFP) along with attachments (LBP Final Claim List, Summary of Details and Reimbursement Forms) for signing	None	10 minutes	
	2.8 Sign Request for Payment (RFP)	None	1 day	<i>Assistant Vice President II, HRSD, HROD</i> <u>countersigned by:</u> <i>Senior Human Resource Assistant, HROD, HRSD Senior Human Resource Officer, HRDO, HRSD Senior Manager II, HROD, HRSD</i>
	2.9 Receive signed Request for Payment	None	5 minutes	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	2.10 Secure Summary file in a USB	None	5 minutes	
	2.11 Photocopy Maternity Notification and Reimbursement Forms to be attached in RFP for AD and FG	None	2 hours	
	2.12 Certify true copies all photocopies	None		
	2.13 Forwarding of USB, RFPs and attachments to AD and FG for processing of advance payment (via Messenger)	None	1 day	<i>Senior Human Resource Assistant, HRSD, HROD</i> or

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<i>Human Resource Assistant, HRSD, HROD</i>
	TOTAL	None	6 days, 3 hours, 55 minutes	

27. SSS Calamity Loan

Certification requested by employees in order to avail member loan benefits as provisioned by the Philippine Social Security System

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Active employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Calamity Assistance Application Form (1 original copy) 		<ul style="list-style-type: none"> • SSS Website (sss.gov.ph > Downloadable Forms > SSS Calamity Assistance Application Form) • Employee's portal (Departments > Homepage > SSS Calamity Loan > SSS Calamity Loan Assistance Form) • HRDG, HROD – Government and Other Benefits Section 		
<ul style="list-style-type: none"> • Photocopy of 2 valid IDs 		<ul style="list-style-type: none"> • Employee 		
<ul style="list-style-type: none"> • Barangay Certification stating the declared address is under calamity (1 original copy) 		<ul style="list-style-type: none"> • Barangay 		
<ul style="list-style-type: none"> • Photocopy of Unionbank EMV Cashcard, if available 		<ul style="list-style-type: none"> • Employee 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Calamity Assistance Application Form	1. Provide request form.	None	10 minutes.	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
2. Submit accomplished Calamity Assistance Application Form to assigned personnel in HRSD.	2.1 Receive form and check completion of required details and attachments	None	5 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	2.2 Preparation for signature of authorized officer		5 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Review and sign duly accomplished and verified Calamity Assistance Application Form		15 minutes	<i>Senior Human Resource Officer, HRSD, HROD or Human Resource Officer, HRSD, HROD or Senior Manager, HROD or Assistant Vice President, HROD</i>
3. Pick-up signed form from HRSD NOTE: SSS requires personal filing of Calamity Loan	3.1 Release signed form to employee	None	5 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	TOTAL	None	40 minutes	



28. PAGIBIG Multi - Purpose Loan

Certification requested by employees in order to avail member loan benefits as provisioned by the PAG-IBIG Home Development Mutual Fund

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Active employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Multi – Purpose Application Loan Form (1 original copy) 		<ul style="list-style-type: none"> PAGIBIG Website (www.pagibigfund.gov.ph > Quick Links > Multi - Purpose Loan) PAGCOR Employee’s portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > PAGIBIG Multi-Purpose Loan Application Form) HRDG, HROD – Government and Other Benefits Section 		
<ul style="list-style-type: none"> One Month Payslip (most recent, 1 copy) 		PAGCOR Employee’s portal (Services > BIP Payslip History)		
<ul style="list-style-type: none"> 1 Certificate of Net Pay (as required by PAGIBIG) 		Accounting Department, Payroll Division		
<ul style="list-style-type: none"> Photocopy of 2 valid IDs 		Employee		
<ul style="list-style-type: none"> Photocopy of Landbank EMV ATM or Landbank EMV Cashcard 		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and Fill up Multi-Purpose Loan	1. Provide request form.	None	10 minutes.	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
2. Submit accomplished Multi – Purpose Loan form to assigned personnel in HRSD.	2.1 Receive form and check completion of required details and attachments	None	5 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	2.2 Preparation for signature of authorized officer		5 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Review and sign duly accomplished and verified form		15 minutes	<i>Senior Human Resource Officer, HRSD, HROD or Human Resource Officer, HRSD, HROD or Senior Manager, HROD or Assistant Vice President, HROD</i>
3. Pickup signed form from HRSD (If employee is going to personally file form to PAGIBIG)	3.1 Release signed form to employee/ authorized person	None	5 minutes.	<i>Human Resource Assistant, HRSD, HROD</i>
	3.2 Compile Completed Loan Application forms for transmittal to PAGIBIG	None	1 day, 23 hours, 20 minutes	
	3.3 Send completed Loan application to PAGIBIG		1 day	
	TOTAL	None	3 days	

29. PAGIBIG Update of Member's Information

Updating of Employee's records in the PAGIBIG Home Mutual Development Fund in terms of marital status, enrollment of dependents, changes/correction in registered name, registered permanent address and contact numbers

Office or Division:	Human Resource Services Division (HRSD)		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Active Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> PAGIBIG Member Change Information Form (2 copies) 		<ul style="list-style-type: none"> PAGIBIG Website (www.pagibigfund.gov.ph > Quick Links > Member Change Information Form) PAGCOR Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > PAGIBIG Member Change Information Form Request) HRDG, HROD – Employee Relations and Records Management Section HRDG, HROD – Government and Other Benefits Section 	
<ul style="list-style-type: none"> Photocopy of 2 valid IDs 		<ul style="list-style-type: none"> Employee 	
<ul style="list-style-type: none"> PSA Birth Certificate/City Civil Registry Certified Birth Certificate or Court Order granting petition for change name of Member - <u>for change in name</u> (1 original and photocopy or certified true copy) 		<ul style="list-style-type: none"> PSA Civil Registry Office 	
<ul style="list-style-type: none"> PSA Birth Certificate/City Civil Registry Certified Birth Certificate of dependent(s) (1 original and photocopy or certified true copy) - <u>for adding of dependents</u> 		<ul style="list-style-type: none"> PSA Civil Registry Office 	
<ul style="list-style-type: none"> Barangay Certificate (1 original) and any valid primary ID (photocopy) - <u>for update of address</u> 		<ul style="list-style-type: none"> Barangay where Employee resides 	
<ul style="list-style-type: none"> PSA Marriage Certificate /Marriage Contract (1 original and photocopy or certified true copy) - <u>for updating civil status from Single to Married</u> 		<ul style="list-style-type: none"> PSA 	
<ul style="list-style-type: none"> PSA Death Certificate - <u>for updating of civil status from Married to</u> 		<ul style="list-style-type: none"> PSA 	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Widowed (1 original and photocopy or certified true copy)				
• Certificate of Finality – <u>for updating of civil status from Married to Single</u> (1 original and photocopy or certified true copy)		• Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and Accomplish Member Change Information Form (2 original copies)	1.1 Provide Request Form	None	5 minutes	Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD
2. Submit Member Change Information Form to assigned HRSD personnel	2.1 Check required fields to be accomplished in the form and the corresponding attachments	None	5 minutes	Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD
	2.2 Compile completed forms to be transmitted to PAG-IBIG		1 day	
3. Pick up the receiving copy of the Member Change Information Form	3.1 Release to concerned employee the receiving copy or	None	1 day, 23 hours, 50 minutes	Human Resource Assistant, HRSD, HROD
	3.2 Transmit receiving copy to employee's assigned branch or department (for proper dissemination to employee)	None		
	3.3. Release to employee the receiving copy	None		HR Staff / HR Assistant, CF branches
TOTAL		None	3 days	

30. PAGIBIG Provident Benefits Claim

Request for withdrawal of member's PAGIBIG Contributions.

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Active Employees and Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application for Provident Benefits Claim (APB) Form (1 original copy) 		<ul style="list-style-type: none"> PAGIBIG Website (www.pagibigfund.gov.ph > Quick Links > APB Claim) Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > PAGIBIG Application for Provident Benefits Form) HRSD, HROD – Government and Other Benefits Section 		
<ul style="list-style-type: none"> Photocopy of 2 valid IDs 		<ul style="list-style-type: none"> Employee 		
<ul style="list-style-type: none"> 1 original copy of Service Record (as required by PAGIBIG) 		<ul style="list-style-type: none"> RPMD, HROD – Plantilla Section 		
<ul style="list-style-type: none"> Certificate of Separation if withdrawal due to retirement (1 original copy) 		<ul style="list-style-type: none"> HRSD, HROD – Government and Other Benefits Section 		
<ul style="list-style-type: none"> Certificate of Contributions (1 original copy) (as required by PAGIBIG) 		<ul style="list-style-type: none"> Accounting Department, Payroll Division 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and Accomplish Application for Provident Benefits Form (1 original copy)	1.1 Provide Request Form	None	5 minutes	Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD
2. Submit Application for Provident Benefits Form to assigned HRSD personnel	2.1 Check required fields to be accomplished in the form and the corresponding attachments	None	5 minutes	Human Resource Assistant, HRSD, HROD Or Senior Human Resource Assistant, HRSD, HROD
	2.2 Return Form to employee		5 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>if to be filed personally.</p> <p>2.3 If HR will file to PAGIBIG: Compile completed forms and submit to PAGIBIG Branch</p> <p>2.4 Get status from PAGIBIG of previously submitted forms</p>	None	<p>23 hours, 30 minutes</p> <p>2 days</p> <p><i>Note: HR processor goes to PAGIBIG 2x a week</i></p>	<p><i>Human Resource Assistant, HRSD, HROD</i></p>
<p>3. Receive status of APB Claim</p> <p>(available checks should be personally claimed by employee from PAGIBIG)</p>	<p>3. Notify employee through email on status of claim.</p>	None	15 minutes	<p><i>Human Resource Assistant, HRSD, HROD</i></p>
	<p>TOTAL (for filed claims by HROD)</p>	None	3 days	
	<p>TOTAL (for personal filing of claim by employee)</p>	None	15 minutes	

31. PAGIBIG Calamity Loan

Certification requested by employees in order to avail member loan benefits as provisioned by the PAG-IBIG Home Development Mutual Fund

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Active employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Calamity Loan Application Form (1 original copy) 		<ul style="list-style-type: none"> PAGIBIG Website (www.pagibigfund.gov.ph > Quick Links > Calamity Loan Application Form) PAGCOR Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > PAGIBIG Calamity Loan Application Form) HRDG, HROD – Government and Other Benefits Section 		
<ul style="list-style-type: none"> One Month Payslip 		PAGCOR Employee's portal (Services > BIP Payslip History)		
<ul style="list-style-type: none"> Certificate of Net Pay (as required by PAGIBIG) 		Accounting Department, Payroll Division		
<ul style="list-style-type: none"> Photocopy of 2 valid IDs 		Employee		
<ul style="list-style-type: none"> Photocopy of Landbank EMV ATM or Landbank EMV Cashcard 		Employee		
<ul style="list-style-type: none"> Barangay Certification stating the declared address is under calamity (1 original copy) 		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and Fill up the Calamity Loan Application Form	1. Provide request form.	None	10 minutes.	Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD
2. Submit accomplished Calamity Loan form to assigned personnel in HRSD.	2.1 Receive form and check completion of required details and attachments	None	5 minutes	Human Resource Assistant, HRSD, HROD or Senior Human Resource

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Preparation for signature of authorized officer		5 minutes	<i>Assistant, HRSD, HROD</i>
	2.3 Review and sign duly accomplished and verified Calamity Loan Application Form		15 minutes	<i>Senior Human Resource Officer, HRSD, HROD or Human Resource Officer, HRSD, HROD or Senior Manager, HROD or Assistant Vice President, HROD</i>
3. Pick-up signed form from HRSD	3.1 Release signed form to employee	None	5 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
NOTE: PAGIBIG requires personal filing of Calamity Loan				
	TOTAL	None	40 minutes	

32. PhilHealth Insurance Claim

Certification requested by employees as a requirement for the availment of hospitalization benefits provisioned by the Philippine Health Insurance Corporation.

Office or Division:	Human Resource Services Division (HRSD)
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Active Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Principal	
<ul style="list-style-type: none"> Philhealth Claim Signature Form (CSF) (1 original copy) 	<ul style="list-style-type: none"> PhilHealth Website (www.philhealth.gov.ph) Health Care Institution (Hospitals, Clinics) PAGCOR Employee's portal (Services > PHILHEALTH Claim Signature Form - CSF) HRDG, HROD – Government and Other Benefits Section
<ul style="list-style-type: none"> Philhealth Claim Form 1 (CF-1) as required by the Healthcare Institution (1 original copy) 	<ul style="list-style-type: none"> PhilHealth Website (www.philhealth.gov.ph) Health Care Institution (Hospitals, Clinics) PAGCOR Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > PHILHEALTH Claim Form 1) HRDG, HROD – Benefits Section
<ul style="list-style-type: none"> Philhealth summary of contributions (1 original copy) 	<ul style="list-style-type: none"> PAGCOR Employee's portal (Services > PhilHealth Premium Payments) Accounting Department, Payroll Division
<ul style="list-style-type: none"> Member's Data Record (1 xerox copy) 	<ul style="list-style-type: none"> PAGCOR Employee's portal (Services > Member Data Record) Any PhilHealth Branch/ Satellite Offices
<ul style="list-style-type: none"> Philhealth Member's Registration Form (as required by Philhealth) (1 original copy) 	<ul style="list-style-type: none"> Any PhilHealth Branch/ Satellite Offices Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > PHILHEALTH Member Registration Form) HRDG, HROD – Employee Relations and Records Management Section HRDG, HROD – Recruitment Section HRDG, HROD – Government and Other Benefits Section
Representative	
- Authorization Letter for representative	Employee
- Copy of Valid ID's for both the employee and representative	Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and Fill up Claim Signature Form	1. Provide request form.	None	5 minutes.	<i>Human Resource Assistant, HRSD, HROD</i>
2. Submit accomplished Philhealth form(s) to assigned personnel in HRSD.	2.1 Receive form and check completion of required details and necessary attachments	None	3 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	2.2 Preparation for signature of authorized officer		5 minutes	
	2.3 Review and sign duly accomplished and verified PhilHealth forms		15 minutes	<i>Senior Human Resource Officer, HRSD, HROD or Human Resource Officer, HRSD, HROD or Senior Manager, HROD</i>
3. Pickup signed form from HRSD.	3. Release signed form to employee / authorized person	None	5 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	TOTAL	None	33 minutes	

33. PhilHealth Update of Member's Information

Updating of Employee's records in the Philippine Health Insurance Corporation in terms of marital status, enrollment of dependents, changes/correction in registered name, registered permanent address and contact numbers

Office or Division:	Human Resource Services Division (HRSD)		
Classification:	Complex		
Type of Transaction:	G2C		
Who may avail:	Active Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> PhilHealth Member Registration Form (1 original copy) 	<ul style="list-style-type: none"> PhilHealth Website (www.philhealth.gov.ph) PAGCOR Employee's portal (Departments > HRDG > Downloadable Forms > Forms of Other Government Offices/ Agencies > PhilHealth Member Registration Form) HRDG, HROD – Employee Relations and Records Management Section HRDG, HROD – Government and Other Benefits Section 	<ul style="list-style-type: none"> HRDG, HROD – Government and Other Benefits Section 	Employee
<ul style="list-style-type: none"> Employer Registration Form 2 (1 original copy) (as required by PhilHealth) 			
<ul style="list-style-type: none"> Copy of any two (2) valid IDs 			
<ul style="list-style-type: none"> PSA Birth Certificate/City Civil Registry Certified Birth Certificate or Court Order granting petition for change name of Member for change in name (1 original and photocopy or certified true copy) 	<ul style="list-style-type: none"> PSA Civil Registry Office 		
<ul style="list-style-type: none"> PSA Birth Certificate/City Civil Registry Certified Birth Certificate of dependent for adding of dependents (1 original and photocopy or certified true copy) 	<ul style="list-style-type: none"> PSA Civil Registry Office 		
<ul style="list-style-type: none"> Barangay Certificate (1 original copy) for update of address 			Barangay where employee resides
<ul style="list-style-type: none"> PSA Marriage Certificate/Marriage Contract for updating civil status from Single to Married (1 original and photocopy or certified true copy) 	<ul style="list-style-type: none"> PSA 		
<ul style="list-style-type: none"> PSA Death Certificate for updating of civil status from Married to Widowed (1 original and photocopy or certified true copy) 	<ul style="list-style-type: none"> PSA 		
<ul style="list-style-type: none"> Certificate of Finality - <u>for updating of civil status from Married to Single</u> (1 original and photocopy or certified true copy) 			Regional Trial Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and Accomplish PhilHealth Member Registration Form (2 copies)	1.2 Provide Request Form	None	10 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
2. Submit Member PhilHealth Member Registration Form to assigned HRSD personnel	2.1 Check required fields to be accomplished in the form and the corresponding attachments	None	10 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	2.2 Compile completed forms and submit to PhilHealth branch		1 day	
3. Pick up the receiving copy of the Member Registration Form	3.1 Release to concerned employee the receiving copy <i>or</i>	None	2 days	<i>Human Resource Assistant, HRSD, HROD</i>
	3.2 Transmit receiving copy to employee's assigned branch or department <i>(for proper dissemination to employee)</i>	None	3 days, 23 hours, 35 minutes	
	3.3 Forward to message center the receiving copy for transmittal to provincial branches via courier			
	3.4 Forward to employee the receiving copy	None	5 minutes	<i>HR Assistant, CF branches</i>
	TOTAL	None	7 days	

34. Certificate of Employment (COE)

Certification requested by active and seceded employees as a requirement for loan application, visa application, retirement claims, pre-employment, and other legal purposes.

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Active and Seceded Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRINCIPAL				
<ul style="list-style-type: none"> • Certificate of Employment Request Form (1 Original or Photocopy) • For Housing Loan Application with breakdown only – Proof of Loan Application (1 Photocopy) • For requests with actual compensation – ITR from previous year (1 Photocopy) 		<ul style="list-style-type: none"> • HRDG, HROD – Human Resource Services Division • PAGCOR Employee’s Portal (Departments > HRDG > Downloadable Forms > Compensation and Benefits Forms > Request for Certificate of Employment) • Employee • Employee 		
REPRESENTATIVE				
<ul style="list-style-type: none"> • Authorization Letter if COE will not be picked up by the employee who requested it. (1 Original or Scanned Copy) • Photocopy of at least 1 valid ID of the employee and representative 		<ul style="list-style-type: none"> • Employee 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get and Fill up COE Request Form from Human Resource Services Division (HRSD), or download form from Employee’s Portal.	1. Provide downloadable request forms.	None	15 minutes	Human Resource Assistant, HRSD, HROD or Sr. Human Resource Assistant, HRSD, HROD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit accomplished COE form to assigned personnel in HRSD.	2.1 Receive COE form and check details.	None	15 minutes	<i>Human Resource Assistant, HRSD, HROD</i>
	2.2 Evaluate submitted COE request form			or <i>Sr. Human Resource Assistant, HRSD, HROD</i>
	2.3 Secure no pending case clearance from IVD & CID (for petty cash bond renewal only)		1 Day	
	2.4 Prepare COE for signature of authorized officer.	None	1 Day	<i>Human Resource Assistant, HRSD, HROD</i>
	2.5 Review & sign COE	None		<i>Sr. Human Resource Officer , Sr. Manager & Assistant Vice President, HRSD, HROD</i>
	2.6 Notify employees or authorized representative of the availability of the COE.	None		<i>Human Resource Assistant, HRSD, HROD</i>
3. Pickup signed COE from HRSD by client or his authorized representative.	3. Release original COE to client or his authorized representative.	None	10 minutes	<i>Human Resource Assistant, HRSD, HROD</i> or <i>Sr. Human Resource Assistant, HRSD, HROD</i>
	TOTAL	None	2 days & 40 minutes	

35. Approval of Prolonged Vacation Leave (PVL)

Vacation leave of at least 16 continuous days up to a maximum of 6 months require the approval of the President and COO; for more than 6 months, it requires the Board of Director's approval.

Office or Division:	Human Resource Services Division (HRSD), Human Resource Operations Department (HROD)			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Request for Prolonged Vacation Leave Form (1 original copy) Plane ticket or any proof of travel – for foreign trips (1 photocopy) For emergency case (death of family member) - death or hospital certificate of deceased; and proof of relationship with the deceased (1 photocopy) For study leave- enrollment or registration form (1 photocopy) 		<ul style="list-style-type: none"> Employee's Portal (Departments > Downloadable Form) Airline / Travel Agency Hospital (for death or hospital certificate); Employee (for any legal document or IDs to prove relationship with deceased) School 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and properly accomplish the request for Prolonged Vacation Leave Form (RPVL).	1. Provide Downloadable request forms.	None	15 minutes	<i>Sr. Human Resource Assistant, HRSD, HROD</i>
2. Submit accomplished RPVL with supporting documents to HROD (for departments or SOG personnel) or branch HR (for branch personnel)	2.1 HROD / branch HR receives RPVL form with supporting documents and checks available leaves to be applied to requested leave 2.2 Certifies available leaves to be applied to requested leave	None	3 days & 6 hours	<i>Sr. Human Resource Assistant / Human Resource Assistant (Timekeepers), HRSD, HROD or branch HR</i> <i>Sr. Human Resource Officer/ Human Resource Officer I/II HRSD, HROD or branch HR</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.10 Review and check memo and requests and supporting documents</p> <p>2.11 Sign recommendation for approval of the President and COO (PCOO) or Board of Directors (BOD) (as applicable)</p> <p>2.12 Forwards signed recommendation to Office of the PCOO / BOD (as applicable)</p> <p>2.13 Approve recommendation</p> <p>2.14 Receive approval from the PCOO/BOD</p> <p>2.15 Indicate approved PVL dates in the PVL request forms</p> <p>2.16 Review indicated approved dates</p> <p>2.17 Sign on PVL request forms to signify</p>		<p>3 days</p> <p>4 days</p> <p>3 days</p>	<p><i>Assistant. Vice President, HROD</i></p> <p><i>Human Resource Assistant, HRSD, HROD</i></p> <p><i>President and COO / BOD (as applicable)</i></p> <p><i>Human Resource Assistant, HRSD, HROD</i></p> <p><i>Human Resource Officer/ Sr. Human Resource Officer/ Sr. Manager/ HRSD, HROD</i></p> <p><i>Assistant. Vice President, HROD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval / disapproval of requests			
3. Receive through email copy of approved/ disapproved PVL	<p>3.1 Scan and email copy of approved/ disapproved PVL requests to concerned employees of Corporate and admin personnel of branch/SOG, and to timekeepers for recording</p> <p>3.2 Scan and email copy of approved/ disapproved PVL requests to branch HR/ SOG admin (for proper dissemination to concerned employees and recording)</p>		5 hours and 45 minutes	<i>Human Resource Assistant, HRSD, HROD</i>
	TOTAL	None	20 days	

36. Application for Confirmation of Solo Parent Status

Pursuant to Republic Act No. 8972, otherwise known as the Solo Parents' Welfare Act of 2000, solo parent employees request for confirmation of their Solo Parent status, to enable them to avail the seven (7) day leave of absence from work to perform parental duties and responsibilities where their physical appearance is required

Office or Division:	HR Services Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Solo Parent-Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application for Confirmation of Solo Parent Status Form (1 original or 1 photocopy) 		<ul style="list-style-type: none"> Employee's Portal (Departments > HRDG > Downloadable Forms > Attendance Forms > Application for Confirmation of Solo Parent Status Form) 		
<ul style="list-style-type: none"> Solo parent ID (original for verification of HRSD and 1 photocopy) 		<ul style="list-style-type: none"> Department of Social Welfare and Development (DSWD) or Municipality of residence 		
<ul style="list-style-type: none"> Birth certificate of child/children (1 photocopy) 		<ul style="list-style-type: none"> Philippine Statistics Authority (PSA) or Civil Registry Office 		
<ul style="list-style-type: none"> Barangay certificate of solo parenthood (place of residence) (1 original copy) 		<ul style="list-style-type: none"> Barangay where Employee Resides 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the Application for Confirmation of Solo Parent Status Form from Employee's Portal	1. Provide downloadable application form	None	15 minutes	<i>Human Resource Assistant, HRSD, HROD</i>
2. Submit the accomplished form with complete requirements to HROD	2.1 Receive the application form and check the validity date indicated in the Solo Parent ID and Barangay Certificate 2.2 Check through PAGCOR records if the address in the issued Barangay	None	30 minutes	<i>Sr. HR Officer / Human Resource Officer II / HRSD, HROD</i> <i>Sr. HR Officer / Human Resource Officer II / HRSD, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.3 Certificate matches the declared present or permanent address of the employee</p> <p>2.4 Once checked, certify the photocopy of the Solo Parent ID as true copy of the original and return the original copy of ID to the employee.</p> <p>Check through PAGCOR records if the dependents being declared in the application form matches the declared dependents of the employee.</p> <p>2.5 Review the validated application form prior to confirmation of the HROD Head.</p> <p>2.6 Sign the form to confirm the Solo Parent status</p> <p>2.7 Scan and email copy of the approved form to Branch HR Section or SOG Admin Division. <i>(for proper dissemination to concerned employee).</i></p>		<p>1 day</p> <p>30 minutes</p>	<p><i>Sr. HR Officer / Human Resource Officer II, HRSD, HROD</i></p> <p><i>Sr. HR Officer / Human Resource Officer II, HRSD, HROD</i></p> <p><i>Sr. Manager II HRSD, HROD</i></p> <p><i>Assistant Vice President, HROD</i></p> <p><i>Human Resource Assistant HRSD, HROD</i></p>
	TOTAL	None	1 day, 1 hour & 15 minutes	

37. Certificate of Available Leave Credits (CALC)

Certification requested by active and seceded employees as a requirement for visa application, transfer to other government agency and other purposes.

Office or Division:	HR Services Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Active employees/Employees transferring to other government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
<ul style="list-style-type: none"> Request for Certificate of Available Leave Credits (CALC) form – 1 original copy 		<ul style="list-style-type: none"> HRDG, HROD – Attendance Leave Section PAGCOR Employee’s Portal> Departments> HRDG> Downloadable Forms> Attendance Form> Request for Certificate to Available Leave Credits 		
Representative				
<ul style="list-style-type: none"> Authorization Letter if CALC will not be picked up by the employee who requested it. (1 original or scanned copy) Copy of valid ID’s (Principal and Representative) (1 photocopy) 		<ul style="list-style-type: none"> Employee Employee / Representative 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download form from Employee’s Portal and fill up the application for Certification of available leave credits form	1. Provide downloadable request form	None	15 mins	<i>Human Resource Assistant, HRSD, HROD or Sr. Human Resource Assistant, HRSD, HROD</i>
2. Submit the accomplished form to HR timekeeper in-charge or Division/Department Attendance Coordinator may submit the request of employee to HR timekeeper in-charge	2.1. Receive the accomplished form	None	10 mins	<i>Human Resource Assistant, HRSD, HROD or Sr. Human Resource Assistant, HRSD, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Fill up the SL/VL current and accumulated leave credits base on employees records	None	20 mins	<i>Human Resource Assistant, HRSD, HROD or Sr. Human Resource Assistant, HRSD, HROD</i>
	2.3 Review and verify the entries of SL/VL leave credits prior to signature of authorized signatory 2.4 Sign the verified form	None	1 day	<i>Human Resource Officer II/I, HRSD, HROD Sr. Human Resource Officer, HRSD, HROD Sr. Manager HRSD, HROD Assistant Vice President HROD</i>
	2.5 Notify thru email the employee or attendance coordinator of the availability of the certification of available leave credits	None	10 mins	<i>Human Resource Assistant, HRSD, HROD or Sr. Human Resource Assistant, HRSD, HROD</i>
3. Pick up signed Certification of Available Leave Credits by employee or his/her authorized representative	3. Release of signed certification of available leave credits to concerned employee	None	5 mins	<i>Human Resource Assistant, HRSD, HROD or Sr. Human Resource Assistant, HRSD, HROD</i>
	TOTAL	None	1 day & 1 hour	

38. Application for Authority to Travel Abroad (ATA) for Personal Travel

In compliance with the memorandum issued by the Office of the President of the Philippines on Directives Applying to Foreign Travels of all Government Officials and Personnel, all officers and employees travelling abroad are required to secure the necessary Authority To Travel Abroad (ATA) even if such travel is for a purely personal or official purpose.

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application for Authority to Travel form (1 original copy) Copy of approved Request for Leave of Absence, Change Shift and ADO form that will cover the travel period of the employee (1 photocopy) Copy of approved Request for Prolonged Vacation Leave for employees with prolonged vacation Leave (1 photocopy) 		<ul style="list-style-type: none"> Employee's Portal > Departments > Human Resource Development Group> Downloadable Forms Employee Attendance and Leave Section, HRSD, Branch Human Resource Division 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill-up the application for Authority to Travel form from Employee's Portal.	1. Provide downloadable application form.	None	15 minutes	<i>Sr. Human Resource Assistant HRSD, HROD</i>
2. Submit the accomplished ATA form with complete requirements to HROD/ Branch HR Section/SOG Admin Divisions	2.1 HROD/ Branch HR/ department receives Application for ATA form 2.2 Indicate and certify nature of absence of travel dates based on supporting documents and employee records	None	1 day & 6 hours	<i>Sr. Human Resource Assistant/ Human Resource Assistant HRSD, HROD / Branch HR Admin Personnel SOG</i> <i>Sr. Human Resource Assistant/Human Resource Assistant/ Admin Personnel Sr. Human Resource Assistant/Human Resource Assistant/ Admin Personnel</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.3 Forwards application form for review of division officer prior to certification of the Branch/ SOG/ Dept. Head that the travel will not hamper their operations</p> <p>2.4 Review and verifies manpower requirement availability</p> <p>2.5 Sign the application for Authority to Travel</p> <p>2.6 Submit to HROD duly signed application for Authority To Travel Abroad form</p> <p>2.7 Receive duly signed application for ATA form with supporting documents</p> <p>2.8 Evaluate completeness of info in form and supporting documents</p> <p>2.9 Prepare letter to the Commissioner, Bureau of Immigration on the authorization to travel abroad for</p>	<p>None</p> <p>None</p>	<p>1 day & 6 hours</p> <p>8 hours</p>	<p><i>Division Heads, Department / Branch / SOG</i></p> <p><i>Vice President/ Assistant Vice President/ General Manager/ Branch Manager, Department/ branch/SOG</i></p> <p><i>Admin personnel, Department / Branch /SOG</i></p> <p><i>Human Resource Assistant, HRSD, HROD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>reviewed applications received for a 2-day or 3-day period</p> <p>2.10 Prepare certification that all submitted documents are compliant to Memorandum Circular #35 and meets the condition of MC or foreign travel</p> <p>2.11 Review letter, certification, application forms and supporting documents</p> <p>2.12 Sign on the certification and initials on the letter (Authorization to Travel Abroad) for the Chairman and Chief Executive Officer's (CCEO) approval and signature</p> <p>2.13 Forwards signed letter to the Office of the Chairman and Chief Executive Officer</p> <p>2.14 Sign Authorization to Travel Abroad</p> <p>2.15 Receive signed Authorization to Travel Abroad from the Office of the CCEO</p>	<p>None</p> <p>None</p>	<p>4 days</p> <p>45 minutes</p>	<p><i>Human Resource Officer/ Sr. Human Resource Officer/ Sr. Manager, HRSD, HROD</i></p> <p><i>Assistant Vice President, HROD</i></p> <p><i>Human Resource Assistant, HRSD, HROD</i></p> <p><i>Chairman and Chief Executive Officer</i></p> <p><i>Human Resource Assistant HRSD, HROD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive through email copy of signed ATA	3.1 Scan and email copy of signed Authority to Travel Abroad to concerned employees of Corporate and admin personnel of branch / SOG 3.2 Scan and email copy of signed Authority to Travel Abroad to branch HR / SOG admin (<i>for proper dissemination to concerned employees</i>)	None	3 hours	<i>Human Resource Assistant</i> HRSD, HROD
	TOTAL	None	7 days	

39. Application for Authority to Travel Abroad (ATA) for Official Travel

In compliance with the memorandum issued by the Office of the President of the Philippines on Directives Applying to Foreign Travels of all Government Officials and Personnel, all officers and employees travelling abroad are required to secure the necessary Authority To Travel Abroad (ATA) even if such travel is for a purely personal or official purpose.

Office or Division:	Human Resource Services Division (HRSD)			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Application for Authority to Travel form (1 original copy) • Copy of Secretary's Certificate (1 photocopy) • Copy of Request for Official Travel (ROT) (1 photocopy) 		<ul style="list-style-type: none"> • Employee's Portal > Departments > Human Resource Development Group> Downloadable Forms • Office of the Corporate Secretary / Lead Department • Branch /Department of Requesting Employee 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and fill-up the application for Authority to Travel form from Employee's Portal.	1. Provide downloadable application form.	None	15 minutes	<i>Sr. Human Resource Assistant</i> HRSD, HROD
2. Submit the accomplished ATA form with complete requirements to HROD	2.1 HROD receives Application for ATA form with requirements 2.2 Indicate and certify nature of absence of travel dates based on supporting documents and employee records	None	1 day & 6 hours	<i>Human Resource Assistant/ Human Resource Officer II</i> HRSD, HROD <i>Human Resource Officer II/Human Resource Assistant,</i> HRSD, HROD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.3 Evaluate completeness of info in form and supporting documents</p> <p>2.4 Prepare letter to the Commissioner, Bureau of Immigration on the authorization to travel abroad for reviewed applications received as applicable</p> <p>2.5 Prepare certification that all submitted documents are compliant to Memorandum Circular #35 and meets the condition of MC on foreign travel</p> <p>2.6 Review letter, certification, application forms and supporting documents</p> <p>2.7 Sign on the certification and initials on the letter (Authorization to Travel Baorad) for the Chairman and Chief Executive Officer's (CCEO) approval and signature</p> <p>2.8 Forwards signed letter to the Office of the Chairman and Chief Executive Officer</p>	None	1 day & 6 hours	<p><i>Human Resource Officer II /Human Resource Assistant, HRSD, HROD</i></p> <p><i>Human Resource Officer II, HRSD, HROD</i></p> <p><i>Human Resource Officer II, HRSD, HROD</i></p> <p><i>Human Resource Officer/ Sr. Human Resource Officer/ Sr. Manager, HRSD, HROD</i></p> <p><i>Assistant Vice President, HROD</i></p> <p><i>Human Resource Officer II / Human Resource Assistant, HRSD, HROD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.9 Sign Authorization to Travel Abroad	None	4 days	<i>Chairman and Chief Executive Officer</i>
	2.10 Receive signed Authorization to Travel Abroad from the Office of the CCEO	None	6 hours	<i>Human Resource Assistant HRSD, HROD</i>
3. Receive original copy of signed ATA	3.1 Scan and send hard copy of signed Authority to Travel Abroad to concerned employees 3.2 Scan and email copy of signed Authority to Travel Abroad to branch HR / SOG admin (<i>advance copy for dissemination to concerned employees</i>)	None	5 hours & 45 minutes	<i>Human Resource Assistant HRSD, HROD</i>
	TOTAL	None	7 days	

40. Post Executive Check Up (ECU) Consultation

Facilitation of Post Executive Check Up Consultation

Office or Division:	Auxiliary Services Department / Employee Wellness Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PAGCOR Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of PAGCOR Officer's ECU Results		Medical Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Officer to call or proceed to Medical Clinic to schedule consultation appointment	1. Encode Officer's Name to CIMS for Post ECU Evaluation	None	5 minutes	ECU Nurse
2. Officer to proceed to Medical Clinic to present and consult ECU Results	2.1 Review and Evaluate ECU Results	None	55 minutes	Senior Medical Officer
	2.2 Issue Medicine Prescription(s) based on evaluation of ECU Results		5 minutes	
	Total	None	65 minutes	

41. Pre-Executive Check Up Consultation

Facilitation of Pre-Executive Check Up Consultation

Office or Division:	Auxiliary Services Department / Employee Wellness Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PAGCOR Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of ECU Notification and Checklist 2. Original copy of Application for Issuance of Letter of Guarantee for Medical Confinement / Work-Ups (LOG) and Acknowledgement Consent and Waiver		ASD CLINIC PAGCOR Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished ECU Forms (Checklist, LOG Application and Consent Waiver) to the Medical Clinic.	1.1 Receive and check completeness of ECU Forms submitted 1.2 Retrieve previous ECU records for reference of Senior Medical Officer 1.3 Check available Healthcare Balance of Officer 1.4 Encode Officer's Name in the CIMS and forward ECU Forms and previous ECU records to Senior Medical Officer	None	15 minutes	ECU Nurse
2. Consult and discuss medical history and other health concerns	2.1 Receive duly accomplished ECU Forms and previous ECU records of Officer	None	60 minutes	Senior Medical Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2 Evaluate and discuss medical history and other health concerns as indicated in previous ECU Records and ECU Checklist.</p> <p>2.3 Finalize and transmit ECU Package and coordinate ECU date to ECU Nurse</p> <p>2.4 Coordinate ECU date with hospital of choice</p>		10 mins	ECU Nurse
	Total	None	85 minutes	



42. Application for Issuance of Letter of Guarantee (LOG) for Dental Availment

Processing of Application for LOG for Dental Availment

Office or Division:	Auxiliary Services Department / Employee Wellness Division/ Branch Clinics			
Classification:	Simple			
Type of Transaction:	G2C			
Who May Avail:	PAGCOR Employees and beneficiaries of the PAGCOR Healthcare Plan (qualified and extended dependents)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Application for Issuance of Letter of Guarantee		PAGCOR Portal under Services		
2. Original copy of Acknowledgement consent/waiver form				
3. Original copy Patient's Record for Dental Availment				
4. Original copy of Dental Benefit availment slip (Form ASD-EWD-184)				
5. Original copy of Medical Request with Diagnosis		Attending Physician of avaiiees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant to access Employee Portal to print requirement nos. 1 to 4.	1. If applicant proceeded to ASD without requirement nos. 1 to 4, advise applicant to use the kiosk at the 11 th floor near HROD Office and print the said forms.	None	5 minutes	Dentist
2. Submits the duly accomplished document nos. 1 and 4 together with requirement no. 5 to the Dental Clinic	2.1 Receives submitted documents and checks these for completeness. 2.2 Evaluates case in accordance with existing Healthcare – Dental guidelines; and if the dental clinic/service provider is PAGCOR-accredited.	None	120 minutes	Sr. Dental Officer/Dentist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.3 If application is deemed approved</p> <p>2.3 process the application and prepares the Letter of Guarantee (LOG).</p> <p>2.4 Obtains signature from authorized signatories for the LOG. Records the LOG in the Healthcare Monitoring System.</p>			
3. Applicant signs in the LOG logbook to acknowledge receipt of the LOG.	3. Issues the signed LOG and asks applicant to sign in the LOG logbook.	none	5 minutes	Dentist
	TOTAL	None	2 hours and 10 minutes	

43. Application for Issuance of Letter of Guarantee (LOG) for Medical Availment



Processing of Application for Issuance of LOG for Medical Availment

Office or Division :	Auxiliary Services Department / Employee Wellness Division/ Branch Clinics	
Classification :	Simple	
Type of Transaction :	G2C	
Who May Avail :	PAGCOR Employees and beneficiaries of the PAGCOR Healthcare Plan (qualified and extended dependents)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original copy of Application for Issuance of Letter of Guarantee for Medical Confinement/Work Ups		PAGCOR Portal under Services
2. Original copy of Acknowledgement consent/waiver form Additional documents per availment as follows:		
A. Out Patient	Original copy of Medical Request(s) with Diagnosis	Attending Physician of availee
B. Inpatient	Original copy of Admitting orders/Certificate of confinement/ Medical Certificates	Attending Physician of availee
	Original copy of Philhealth Claim Signature Form	PAGCOR Portal under Services
	One (1) printed copy of Philhealth Premium Payments	PAGCOR Portal under Services
	One (1) printed copy of Philhealth Updated Members Data Record	PAGCOR Portal under Services
C. Optical	Original copy of Optical Certificate with reading and Accredited Ophthalmologist certificate (for first time availees)	Accredited Optometrist of availee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant to access Employee Portal to print requirement nos. 1, 2, 5, 6, and 7.	1. If applicant proceeded to ASD without requirement nos. 1, 2, 5, 6 and 7, advise applicant to use the kiosk at the 11 th floor near HROD Office and print the said forms.	None	5 minutes	Health Services Officer II
2. Access requirements 1 & 2 plus Philhealth requirements for inpatient availments from Kiosk at the 11th floor near HROD or users' own terminal and applies for the healthcare benefitProvide downloadable forms in the employees' portal page and LAN connectionNone60 minsEmployee2. Submits the duly accomplished documents together with attachments to the Medical Clinic	2.5 Receives submitted documents and checks these for completeness. 2.6 Evaluates case in accordance with existing Healthcare – Medical guidelines; and if the hospital/service provider is PAGCOR-accredited. 2.7 If application is deemed approved, process the application and prepares the Letter of Guarantee (LOG). 2.8 Obtains signature from authorized signatories for the LOG. 2.9 Records the LOG in the Healthcare Monitoring System.	None	120 minutes	Health Services Officer II/ Sr. Medical Officer Health Services Officer II/Health Services Assistant
3. Applicant signs in the LOG logbook to acknowledge receipt of the LOG.	3. Issues the signed LOG and asks applicant to sign in the LOG logbook.	none	5 minutes	Health Services Assistant
	TOTAL	None	2 hours and 10 minutes	

44. Application for Issuance of Letter of Guarantee (LOG) for Post Executive Check Up (ECU)/ANNUAL Medical Examination (AME) Medicines

Processing of Application for Issuance of LOG for Post ECU/AME Medicines

Office or Division:	Auxiliary Services Department / Employee Wellness Division/ Branch Clinics			
Classification :	Simple			
Type of Transaction :	G2C			
Who May Avail :	PAGCOR Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Application for Issuance of Letter of Guarantee (LOG) for medicines from PAGCOR Pharmacy		PAGCOR Portal under Services		
2. Original copy of Acknowledgement consent/waiver form		PAGCOR Portal under Services		
3. One (1) photocopy of Prescription of Medicines with diagnosis		Attending Physician of availées		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant to access Employee Portal to print requirement nos. 1 and 2.	1. If applicant proceeded to ASD without the requirement nos. 1 and 2, advise applicant to use the kiosk at the 11 th floor near HROD Office and print the said forms.	None	5 minutes	Health Services Assistant/Health Services Officer II
2. Employee submits documentary requirements to Medical Clinic.	2.1 Adjudicate whether prescribed medicines are covered as Post ECU or AME medicines 2.2 Checks completeness of submitted documents. 2.3 Determine price and availability of prescribed medicines at PAGCOR Pharmacy. 2.4 Recommends alternate brand if	None	30 minutes 30 minutes	Sr. Medical Officer ECU Nurse/Senior Nurse/Nurse and Pharmacist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>prescribed medicine is/are not available.</p> <p>2.5 Determine sufficiency of Healthcare Balance (HCB).</p> <p>2.6 Notify employee/ Officer if HCB is zero.</p> <p>2.7 Prepare and print LOG and obtain approval and signature of SMO.</p> <p>2.8 Encode approved and signed LOG into the Healthcare Monitoring System</p>		45 minutes	Health Services Officer II
3. Employee signs in the LOG logbook.	3. Release signed LOG to employee.	none	5 minutes	Health Services Assistant
	TOTAL	None	1 hour and 55 minutes	

45. Pre-Employment Medical Examination Clearance

Processing of Pre-employment Medical Examination Clearance

Office or Division:	Auxiliary Services Department / Employee Wellness Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	PAGCOR APPLICANTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of PRE-EMPLOYMENT MEDICAL EXAMINATION (PEME) results		ASD-CLINIC for items 1 to 3		
3. Original copy of Acknowledgement Consent and Waiver Form				
4. Original copy of Ishihara results				
5. Original copy of relevant medical clearances required for evaluation based on the PAGCOR Pre-employment guidelines		Other attending doctor(s)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant to call or proceed to Medical Clinic to schedule consultation appointment	Encode Applicant's Name to CIMS for PEME evaluation	None	5 minutes	Senior Nurse
2. Applicant submits required PEME documents (item nos. 1-4) to Medical Clinic	2.1 Checks completeness and reviews submitted documents. If found to be in order, Senior Nurse forwards the PEME documents to the Senior Medical Officer.	None	20 minutes	Senior Nurse
	2.2 Render medical evaluation based on submitted documents.		30 minutes	Senior Medical Officer/Senior Manager
	2.3 Prepare and issue clearance slip to Applicant for submission to HRDG.		5 minutes	Senior Nurse/Nurse

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.4 Prepare and print PEME Certificate and obtains SMO signature</p> <p>2.5 Encode Applicant's medical profile in the PEME Monitoring Sheet (Excel file)</p> <p>2.6 Collates all PEME Certificate, prepares transmittal report to HRDG, and obtains AVP signature in the transmittal report.</p> <p>2.7 Forwards transmittal report to HRDG.</p>		<p>25 minutes</p> <p>5 minutes</p>	<p>Health Services Assistant</p>
	Total	None	90 minutes	



46. Healthcare Loan - Corporate

Processing of Healthcare loan of all regular employees

Office or Division:	Corporate Office - Employees Healthcare Claims Division (EHCD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All regular employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of Request form for issuance of Letter of Guarantee through Health Care Loan		PAGCOR Portal under Services		
For elective cases (with scheduled operation/procedure), one (1) photocopy of medical certificate with request for procedure		From attending doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clearance and Verification				
1. PAGCOR Employee to print out two (2) copies of the HCL application form from the PAGCOR Portal under Services then fill up & accomplish required information.		None	1 day and 4 hours	<i>Adjudication Secretariat & Hearing Department Personnel/ Corporate Investigation Department Personnel</i>
2. Bring both HCL application forms to the Corporate Investigation and Adjudication Secretariat & Hearing Department at Annex Building	2. Fill out certification of no record of administrative case			
3. Submit both HCL application forms with supporting documents (if applicable) to Provident Fund Management Division, Loan Section	3. Fill out certification of outstanding loans section of form			<i>Provident Fund Personnel</i>
4. Submit both HCL application forms to Employees Wellness Division, ASD at Main Corporate Clinic	4.1 Fill out medical case review			<i>Records Management Officer II/Sr. Records Assistant/Sr. Health Services Officer Sr. Medical Officer/Health Services Managers/Senior Manager, EWD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5.If loan is denied: Employee submits a letter of request for computation of estimated Retirement Benefit to HROD	5.1 If there is an outstanding healthcare loan beyond the maximum allowable amount, inform employee of the denial of the loan application, or give the employee an option to submit a copy of their estimated retirement benefit from HROD	None	1 day and 4 hours	<i>Records Management Officer/Sr. Records Assistant</i>
	5.2 Once copy of the estimated retirement benefit is received, prepare the separation benefit computation report for the additional healthcare loan, for the approval of Assistant Vice President/Sr. Manager, PFMU			<i>Records Management Officer/Sr. Records Assistant/Sr. Health Services Officer/ASD-AVP</i>
	5.3 Submit accomplished request form to the office of the ASD-AVP for appropriate action of Healthcare Loan application	None		<i>Records Management Officer/Sr. Records Assistant/Sr. Health Services Officer/ASD-AVP</i>
	5.4 Release 1 st copy of the HCL application form to the employee; Provide the 2 nd copy to the PAGCOR Healthcare Plan Section for the issuance of LOG/EFMAP availment			<i>Records Management Officer/Sr. Records Assistant/Sr. Health Services Officer/Health Services Assistant/Health Services Officer (LOG under EFMAP)</i>
6.Forward HCL Application form to PAGCOR Healthcare Plan Section - EWD for issuance of LOG	6. Receive and process application form (refer to Citizen's Charter for Application for Issuance of Letter of Guarantee (LOG) for Medical Availment.	None		<i>Records Management Officer/Sr. Records Assistant/Sr. Health Services Officer/Health Services Assistant/Health Services Officer (LOG under EFMAP)</i>
	Total	None	3 days	



47. Healthcare Loan

Processing of Healthcare loan of all regular employees

Office or Division:	Branch Clinic - Employees Healthcare Claims Division (EHCD)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All regular employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of Request form for issuance of Letter of Guarantee through Health Care Loan		PAGCOR Portal under Services		
For elective cases (with scheduled operation/procedure), one (1) photocopy of medical certificate with request for procedure		From attending doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clearance and Verification				
1.PAGCOR Employee to print out two (2) copies of the HCL application form from the PAGCOR Portal under Services then fill up & accomplish required information		None	3 days	<i>Provident Fund Personnel</i>
2. Submit HCL application form with supporting documents (if applicable) to Provident Fund Management Division, Loan Section	2. Fill out certification of outstanding loans section of form			
3.Bring HCL application form to the Branch Clinic	3.1.Branch Clinic forwards the application form to the Corporate Office 3.2 If approved, encode request to the Healthcare Monitoring System (HCMS) and print LOG for signature Senior Medical Officer/ Senior Manager/ Health Services Managers/ Asst. Vice President and issuance to requesting personnel or relative 3.2.a. For branch/SOG issuance, email approved request to concerned branch/SOG	None		<i>Senior Nurse/Nurse</i> <i>Health Services Assistant/Health Services Officer (LOG under EFMAP)</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Branches/SOGs: Print LOG for signature General Manager/Branch Manager/Casino Operations Manager and issuance to requesting personnel or relative	None		<i>Sr. Nurses/Nurses</i>
	Total	None	3 days	



48. Application for Medical Evaluation of Leave Benefits (OSL/ELB/SLB), Medical Retirement/Work Accommodation and Qualification for Dependents (Overage and Extended)

Processing of Application for Medical Evaluation of Leave Benefits, Medical Retirement, Work Accommodation and Dependent's Qualification

Office or Division:	Auxiliary Services Department / Employee Wellness Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	PAGCOR Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<u>For Application for Medical Leave Benefits</u> (1) Original copy of ELB/OSL/SLB Request Form (2) Original copy of Acknowledgement Consent/Waiver Form (3) Original copy of Medical Certificate with recommendation (4) Original copy of latest Laboratory and Diagnostic examination results	PAGCOR Portal under Services for nos. 1 and 2 Attending Physician Hospital and Diagnostic institution	
<u>For Medical Retirement</u> (1) Original copy of Application for Medical Retirement (2) Original copy of Acknowledgement Consent/Waiver Form (3) Original copy of Medical Certificate with recommendation (4) Original copy of latest Laboratory and Diagnostic examination results (5) Original copy of Functional Capacity Assessment	PAGCOR Portal under Services for nos. 1 and 2 Attending Physician Hospital and Diagnostic institution Attending Physician	
<u>For Work Accommodation</u> (1) Original copy of Work Accommodation Form (2) Original copy of Acknowledgement Consent/Waiver Form (3) Original copy of Medical Certificate with recommendation (4) Original copy of latest Laboratory and Diagnostic examination results (5) Functional Capacity Assessment (6) Proficiency Assessment	PAGCOR Portal under Services for nos. 1 and 2 Attending Physician Hospital and Diagnostic institution Attending Physician Attending Physician	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><u>For Qualification of Extended Dependent/Overage Dependent with PWD to PAGCOR Healthcare Plan</u></p> <p>(1) Original copy of Evaluation for Extended Dependent with PWD Category (2) Original copy of Acknowledgement Consent/Waiver Form (3) Photocopy of employee's birth certificate (PSA Copy) (4) Photocopy of sibling's PWD ID (5) Medical Certificate attesting the PWD's disability (6) Notarized affidavit attesting that nominee is totally dependent with the employee</p>		<p>PAGCOR Portal under Services for nos. 1 and 2</p> <p>PSA</p> <p>Municipal Government or LGU's Attending Physician for nos. 4 and 5</p> <p>Barangay unit/LGU</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant to access Employee Portal to print documentary requirements.	1. If applicant proceeded to ASD without documentary requirements, advise applicant to use the kiosk at the 11 th floor near HROD Office and print the said forms.	None	5 minutes	Nurse/Senior Nurse
2. Submits documentary requirements per type of request <i>*depending on the request for evaluation</i>	2.1 Receives submitted documents, checks these for completeness, and endorses to Senior Medical Officer for medical evaluation. 2.2 Performs initial evaluation on the case based on existing guidelines. 2.3 Prints out corresponding reply form for approval of Senior Manager/ Assistant Vice President 2.4 Performs final medical evaluation of the case and signs reply form.	None	10 minutes 50 minutes 60 minutes	Nurse/Senior Nurse Nurse/Senior Nurse and Senior Medical Officer Senior Manager/ Assistant Vice President.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Transmits signed Corresponding reply forms to HRDG		5 minutes	Health Services Assistant
	2.6 HROD receives medically evaluated ELB/OSL/SLB application forms with recommendation from ASD or branch clinic (as applicable)	None	15 minutes	<i>Human Resource Assistant, HRSD, HROD</i> <i>Sr. Human Resource Assistant, HRSD, HROD</i>
	2.7 Prepare memorandum/regarding approval/disapproval of requests received for a 2-day or 3-day period	None	1 day	<i>Sr. Human Resource Assistant, HRSD, HROD</i>
	2.8 Review memorandum regarding approval/disapproval of requests prior to signing by authorized signatory 2.9 Sign the memorandum		2 days	<i>Human Resource Officer, HRSD, HROD</i> <i>Sr. Human Resource Officer</i> HRSD, HROD <i>Sr. Manager</i> HRSD, HROD <i>Assistant Vice President</i> HROD
	3.0 Scan signed memo and email to concerned branch/SOG/department/timekeepers <i>(for proper dissemination to concerned employees and recording)</i>		3 hours	<i>Sr. Human Resource Assistant, HRSD, HROD</i>
	Total	None	3 days, 5 hours and 25 minutes	



49. PAGCOR Company ID Issuance

The PAGCOR Company ID is being issued to Newly Hired employees.

Office or Division:	TECHNICAL SERVICES SECTION (TSS), SSD, SG			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO CITIZEN			
Who may avail:	PAGCOR EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of ID APPLICATION FORM		Security Office		
One (1) Photo Copy of Confirmation of Appointment		HRDG Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get ID Application Form	1. <u>Provide Application Form</u>	1. <u>none</u>	1. <u>5 sec</u>	1. <u>Technical Staff</u>
2. Submit Filled-up form	2.1 <u>Receives form for picture taking / editing</u>	2.1 <u>None</u>	2.1 <u>30 mins</u>	2.1 <u>Photographer</u>
	2.2 <u>Photographer gives form and edited picture to ATSO for ID printing</u>	2.2 <u>None</u>	2.2 <u>30 mins</u>	2.2 <u>Asst. Tech. Services Officer</u>
3. Receive New ID	3. <u>Have the releasing log book signed</u>	3. <u>None</u>	3. <u>5 minutes</u>	3. <u>Security Asst.</u>
	Total	None	1 hour, 5 minutes and 5 seconds	

50. PAGCOR Company ID Replacement

The PAGCOR ID Replacement is being done whenever there are Updates or Change in Employee's Information, Change in Marital Status or Position Title, Defective or Dilapidated IDs and Lost or Misplaced IDs.

Office or Division:	TECHNICAL SERVICES SECTION (TSS), SSD, SG			
Classification:	SIMPLE			
Type of Transaction:	GOVERNMENT TO CITIZEN			
Who may avail:	PAGCOR EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of ID Replacement Form		Security Office or Download via PAGCOR Employee's Portal		
One (1) Photo Copy of Marriage Contract (NSO) for Change of Status		Philippine Statistics Authority (PSA)		
One (1) Photo Copy of Office Order for Change of Position Title		HRDG Office		
One (1) Photo Copy of Court Order for Change of Status or Name Correction		Judicial Court handling the case		
One (1) Copy of Affidavit of Loss for Lost ID		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get ID Replacement Form	1. <u>Provide Application Form</u>	1. <u>None</u>	1. <u>5 seconds</u>	1. <u>Technical Staff</u>
2. Submit Filled-up form	2. <u>Receives form for ID printing</u>	2. <u>None</u>	2. <u>30 minutes</u>	2. <u>Asst. Tech. Services Officer</u>
3. Receive New ID	3. <u>Have the releasing log book signed</u>	3. <u>None</u>	3. <u>5 minutes</u>	3. <u>Security Asst.</u>
	3.1 <u>Retrieves Old ID for Replacement of Defective / Dilapidated IDs</u>	3.1 <u>None</u>	3.1 <u>5 seconds</u>	3.1 <u>Security Asst.</u>
	Total	None	36 minutes	

51. Shipment and Local Purchase of Bingo Regulated Commodities

Processing of Supplier Shipment for Bingo Regulated Commodities and Local Purchase Clearance Request

Office or Division:	Bingo Department			
Classification:	Simple			
Type of Transaction:	G2B Government to Business entity			
Who may avail:	SUPPLIER FOR BINGO REGULATED COMMODITIES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supplier shipment notification form (F5) / submission of Local Purchase Clearance Request and Approval Form (F18) 1 original copy		Gaming Licensing and Development Department (GLDD)		
2. Registry no. of supplier and broker				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier submits Shipment Notification Form (F5)/Local Purchase Clearance Request and Approval Form (F18) and other supporting documents	1.1 Receives documents 1.2 Evaluation and Approval of submitted application forms. 1.3 Issuance of Certification on the result of evaluation 1.4 Transmits to the next Evaluating Department	none	1 day	Asst. Vice President Senior Manager Bingo Logistics Officer I
	TOTAL	None	1 Day	

52. Application for Mobile Bingo

Processing and Approval of Mobile Bingo application

Office or Division	Bingo Department			
Classification	Highly Technical			
Type of Transaction	G2C (Government to Citizen)			
Who may avail	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 Original Copy) <ul style="list-style-type: none"> Name of Organization Name of Authorized representative & contact nos. Preferred date, time and venue of the bingo event. Chosen bingo package. 		PAGCOR - Bingo Department		
2. S.E.C. Registration (present original & submit 1 photocopy)		Securities and Exchange Commission		
3. Notarized Board Resolution or minutes of the meeting. (1 original copy)		Applicant		
4. Government ID and T.I.N. of the Memorandum of Agreement (MOA) signatories (1 photocopy)		Driver's License- LTO, Passport - DFA or Sr. Citizen ID - LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested beneficiary to submit Letter of Intent with documentary requirements required by PAGCOR.	1. Receives the Letter of Intent and required attachments/ reply letter to applicant/ client informing the required documents to be submitted to fully process the application.	None	1 Day	<i>Senior Bingo Officer/ Mobile Bingo Officer I</i>
2. Awaits action on application submitted.	2. Evaluates the submitted documents; conducts vetting of beneficiary and site inspection of venue. Facilitate Notice of Approval. Printing of Bingo Tickets and MOA. Send Notice of Approval.	None	6 Days	<i>Senior Manager I/ Senior Bingo Officer/ Mobile Bingo Officer I</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Applicant will be invited to Bingo Department office to pay the 25% of the full payment of the tickets required to be sold.	3. Release of bingo tickets and MOA signing at the Bingo Department's office.	25% of the total amount to be remitted to PAGCOR Note: Forfeited in favor of PAGCOR if beneficiary decides to <u>CANCEL.</u> Deductible from the full payment of tickets required to be sold	3 Days	<i>Senior Manager I/ Senior Bingo Officer/ Mobile Bingo Officer I</i>
	TOTAL		10 Days	

53. Issuance of Shipment Clearance and Tax Exemption

The Internal Gaming Operations Department (IGOD) is engaged in this process during the initial phase from receiving documentary requirements and evaluation of the same to issuance of certification for use of PAGCOR's Logistics Management Department (LMD). All other processes henceforth are performed by the LMD.

Office or Division:	Internal Gaming Operations Department			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	PAGCOR Licensees and Proponents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Shipment Clearance Request and Approval Form (original copy of IGOD Form - 823)		Internal Gaming Operations Department, PAGCOR		
Commercial Invoice (1 photocopy)		Registered PAGCOR Supplier		
Shipment Processing Fee Official Receipt (1 photocopy)		PAGCOR Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure IGOD Form – 823 at the IGOD Office	1. Provide IGOD Form 823	None	5 minutes	<i>Gaming Officer 1, GPPDD, IGOD</i>
2. Submit documentary requirements to IGOD	2. IGOD receives documentary requirements	None	5 minutes	<i>Gaming Officer 1, GPPDD, IGOD</i>
3. Wait for the evaluation clearance to be forwarded to LMD	3. IGOD forwards the evaluation clearance to LMD	None	2 days, 23 hours, 50 minutes	<i>Gaming Officer 1, GPPDD, IGOD</i>
		TOTAL	3 Days	

54. Issuance of Offshore Gaming License for Offshore Based Operator

The Offshore Gaming License (OGL) is an authority granted by PAGCOR to Philippine Offshore Gaming Operators for the establishment, maintenance and the conduct of offshore gaming operations in a specific site within the jurisdiction of PAGCOR. “Foreign-based Operator” refers to duly constituted business corporation organized in any foreign country that will engage the services of PAGCOR-accredited local gaming agent and service providers for its offshore gaming operations. Validity of OGL is three (3) years from the date of approval.

Office or Division:	Offshore Gaming Licensing Department – Licensing Division
Classification:	Highly technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Duly constituted business corporations organized in any foreign country, which will engage the services of a PAGCOR-accredited local gaming agent and service providers for its offshore gaming operations.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Letter of intent addressed to Chairman and CEO of PAGCOR (original/scanned);	Applicant
b. Appointment letter of the Local Gaming Agent (original);	Applicant
c. Certificate of incorporation issued by the proper authority in any foreign country (original/certified true copy);	Issuing authority in the foreign country
d. Articles of Incorporation (AI) and By-Laws (original/certified true copy);	Securities and Exchange Commission
i. AI must show that gaming is one of the purposes of business. Otherwise, AI must be amended or supplemented;	
ii. Authorized Capital Stock of at least Fifteen Million Pesos (Php15,000,000.00) or the equivalent in Php if in foreign currency, with a Paid-up Capital Stock at least Three Million Pesos (Php3,000,000.00) or the equivalent in Php if in foreign currency	
e. Company Profile (original copy);	Applicant
f. Organizational Chart indicating person occupying the position (original copy);	Applicant
g. Business Plan (original copy);	Applicant
h. Accomplished Money Laundering Prevention Program (MLPP) (original copy);	Applicant

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
i. Duly accomplished Personal Disclosure Sheet (PDS) of ALL officers of the corporation (original copy); j. Proof of payment of the Application Fee (photocopy together with the original copy for verification); k. Letter of No Objection from the Local Government Unit where the offshore gaming operations will be conducted (original copy); and l. BIR Certificate of Registration (photocopy)		Applicant Bank Local Government Unit Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of intent to apply for Offshore Gaming License addressed to the Chairman and CEO (<i>thru email at ogld@pagcor.ph /registered mail/courier/dropbox provided at the PAGCOR Executive Office lobby</i>)	1.1 Receive Letter of Intent (LOI) and encode in the list of incoming files	None	1 day	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.2 Route the LOI	None		<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	1.3 Issue a deposit notice	None		
2. Pay to the bank	Receive payment	Application and Processing Fees E-Casino: USD150,000.00 Sportsbetting: USD120,000.00 Sportsbetting in Regulated Wagering Events: USD120,000.00	1 day	<i>Bank personnel</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3a. Submit proof of payment - for Cash Deposits (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	3a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3a.2 Issue a pre-numbered application kit	None		<i>Offshore Gaming Officer I, Operation Licensing Section (OLS), Licensing Division (LD), OGLD</i>
3b. Submit proof of payment - for Wire Transfer (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	3b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.3 Issue payment clearance	None		
	3b.4 Issue a pre-numbered application kit	None	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>	
4. Submit documentary requirements (thru registered mail/courier/drop box at the PAGCOR Executive Office lobby) - within 3 months after the issuance of the application kit	4.1 Receive application kit and documentary requirements	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	4.2 Evaluate application kit and documentary requirements	None	3 days	
	4.3 Prepare recommendation and endorse application to the Board of Directors	None	2 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i>
	4.4 Inform applicant of the decision of the Board and issue deposit notice for the license fee and performance bond	None	3 days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
5. Pay the license fee and post performance bond	Receive payment/ bond	E-Casino: USD 200,000.00 Sportsbetting USD 150, 000.00 Sportsbetting in Regulated Wagering Events: USD 150,000.00	1 day	<i>Bank personnel</i>
6a. Submit proof of payment - for Cash Deposits (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	6a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	6a.2 Prepare the Offshore Gaming License Certificate	None	3 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
6b. Submit proof of payment - for Cash Deposits - (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	6b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	6b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	
	6b.3 Issue payment clearance			
	6b.4 Prepare the Offshore Gaming License Certificate	None	3 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
7. Claim Offshore Gaming License Certificate	Release Offshore Gaming License Certificate	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	TOTAL		18 to 20 Days	

Note:

The indicated duration of service is for one client being served at one time. The time is extended when there are two or more clients.

55. Issuance of Offshore Gaming License for Philippine Based Operator

The Offshore Gaming License (OGL) is an authority granted by PAGCOR to Philippine Offshore Gaming Operators for the establishment, maintenance and the conduct of offshore gaming operations in a specific site within the jurisdiction of PAGCOR. “Philippine-based Operator” refers to duly constituted business corporation organized in the Philippines who will either conduct offshore gaming operations themselves or engage the services of PAGCOR-accredited service providers. Validity of OGL is three (3) years from the date of approval.

Office or Division:	Offshore Gaming Licensing Department – Licensing Division
Classification:	Highly technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Duly constituted business corporations organized in the Philippines who will conduct offshore gaming operations by themselves or engage the services of PAGCOR-accredited Service Providers.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Letter of intent addressed to Chairman and CEO of PAGCOR (original);	Applicant
b. Duly accomplished and notarized application form (original copy);	PAGCOR-OGLD
c. Securities and Exchange Commission (SEC) Registration (original/certified true copy);	Securities and Exchange Commission
d. Latest General Information Sheet (GIS) (original/certified true copy);	Securities and Exchange Commission
e. Articles of Incorporation (AI) and By-Laws duly stamped and received by SEC (certified true copy);	Securities and Exchange Commission
i. AI must show that gaming is one of the primary purposes of business; if secondary, a copy of the Board’s Ratificatory Vote on the same should be submitted	
ii. Authorized Capital Stock of at least Fifteen Million Pesos (Php15,000,000.00), with a Paid-up Capital Stock at least Three Million Pesos (Php3,000,000.00)	
f. Company Profile (original copy);	
g. Organizational Chart indicating person occupying the position (original copy);	Applicant Applicant
h. Business Plan (original copy);	
i. Accomplished Money Laundering Prevention Plan (MLPP) (original copy);	Applicant Applicant

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
j. Duly accomplished and notarized Personal Disclosure Sheet (PDS) of ALL officers of the corporation (original copy); k. Proof of payment of the Application Fee (photocopy together with the original copy for verification); and l. Letter of No Objection from the Local Government Unit where the offshore gaming operations will be conducted (original copy) m. BIR Certificate of Registration (photocopy)		Applicant Bank Local Government Unit Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of intent to apply for Offshore Gaming License addressed to the Chairman and CEO (<i>thru email at ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	1.1 Receive Letter of Intent (LOI) and encode in the list of incoming files	None	1 day	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.2 Route the LOI	None		<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	1.3 Issue a deposit notice	None		
2. Pay to the bank	Receive payment	Application and Processing Fees E-Casino: USD150,000.00 Sportsbetting: USD120,000.00 Sportsbetting in Regulated Wagering Events: USD120,000.00	1 day	<i>Bank personnel</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3a. Submit proof of payment - for Cash Deposits (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	3a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3a.2 Issue a pre-numbered application kit	None		<i>Offshore Gaming Officer I, Operation Licensing Section (OLS), Licensing Division (LD), OGLD</i>
3b. Submit proof of payment - for Wire Transfer (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	3b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.3 Issue payment clearance			
	3b.4 Issue a pre-numbered application kit	None		<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
4. Submit documentary requirements (thru registered mail/courier/dropbox at the PAGCOR Executive Office lobby) - within 3 months after the issuance of the application kit	4.1 Receive application kit and documentary requirements	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	4.2 Evaluate application kit and documentary requirements	None	3 days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
	4.3 Prepare recommendation and endorse application to the Board of Directors	None	2 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i>
	4.4 Inform applicant of the decision of the Board and issue deposit notice for the license fee and performance bond	None	3 days	
5. Pay the license fee and post performance bond	Receive payment/ bond	E-Casino: USD 200,000.00 Sportsbetting USD 150,000.00 Sportsbetting in Regulated Wagering Events: USD 150,000.00	1 day	<i>Bank personnel</i>
6a. Submit proof of payment - for Cash Deposits (<i>thru email at ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	6a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	6a.2 Prepare the Offshore Gaming License Certificate	None	3 days	<i>Offshore Gaming Officer I, OLS- LD, OGLD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
6b. Submit proof of payment - for Wire Transfer (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	6b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	6b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	6b.3 Issue payment clearance	None		
	6b.4 Prepare the Offshore Gaming License Certificate	None	3 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
7. Claim Offshore Gaming License Certificate	Release Offshore Gaming License Certificate	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	TOTAL		18 to 20 Days	

Note:

The indicated duration of service is for one client being served at one time. The time is extended when there are two or more clients.



56. Accreditation of Local Agent

“Local Gaming Agent” refers to a duly constituted business enterprise organized in the Philippines or a person of good repute and financial standing who will represent the foreign-based operator in the Philippines. Validity of Accreditation is three (3) years from the date of approval.

Office or Division:	Offshore Gaming Licensing Department – Licensing Division
Classification:	Highly technical
Type of Transaction:	G2B – Government to Business
Who may avail:	A duly constituted business enterprise organized in the Philippines
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Letter of intent addressed to Chairman and CEO of PAGCOR (original);	Applicant
b. Duly accomplished and notarized application form (original copy);	PAGCOR-OGLD
c. Duly notarized Agency Agreement (original copy);	Applicant
d. Securities and Exchange Commission (SEC) Registration (original/certified true copy);	Securities and Exchange Commission
e. Latest General Information Sheet (GIS) (original/certified true copy);	Securities and Exchange Commission
f. Articles of Incorporation (AI) and By-Laws duly stamped and received by SEC (original/certified true copy);	Securities and Exchange Commission
g. Company Profile (original copy);	Applicant
h. Organizational Chart indicating person occupying the position (original copy);	Applicant
i. Duly accomplished and notarized Personal Disclosure Sheet (PDS) of ALL officers of the corporation (original copy); and	Applicant
j. Proof of payment of the Application Fee (photocopy together with the original copy for verification).	Bank
k. BIR Certificate of Registration (photocopy)	Bureau of Internal Revenue

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of intent to apply for Local Agent Accreditation addressed to the Chairman and CEO (<i>thru email at ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	1.1 Receive Letter of Intent (LOI) and encode in the list of incoming files	None	1 day	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.2 Route the LOI	None		
	1.3 Issue a deposit notice	None		<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
2. Pay to the bank	Receive payment	Accreditation Fee: USD60,000.00 Renewal Fee: USD60,000.00	1 day	<i>Bank personnel</i>
3a. Submit proof of payment - for Cash Deposits (<i>thru email at ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	3a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3a.2 Issue a pre-numbered application kit	None		<i>Offshore Gaming Officer I, Operation Licensing Section (OLS), Licensing Division (LD), OGLD</i>
3b. Submit proof of payment - for Wire Transfer (<i>thru email at ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	3b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.3 Issue payment clearance	None		
	3b.4 Issue a pre-numbered application kit	None	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
4. Submit documentary requirements (thru registered mail/courier/dropbox at the PAGCOR Executive Office lobby)	4.1 Receive application kit and documentary requirements	None	1 day	Offshore Gaming Officer I, OLS-LD, OGLD
	4.2 Evaluate application kit and documentary requirements	None	3 days	
	4.3 Prepare recommendation and endorse application to the Board of Directors	None	2 days	Offshore Gaming Officer I, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD
	4.4 Inform applicant of the decision of the Board	None	3 days	
	4.5. Prepare the Accreditation Certificate	None	3 days	Offshore Gaming Officer I, OLS-LD, OGLD
5. Claim Accreditation Certificate	Release Accreditation Certificate	None	1 day	Offshore Gaming Officer I, OLS-LD, OGLD
	TOTAL		16 to 17 Days	

Note:

The indicated duration of service is for one client being served at one time. The time is extended when there are two or more clients.

57. Accreditation of Local Agent

“Local Gaming Agent” refers to a duly constituted business enterprise organized in the Philippines or a person of good repute and financial standing who will represent the foreign-based operator in the Philippines. Validity of Accreditation is three (3) years from the date of approval.

Office or Division:		Offshore Gaming Licensing Department – Licensing Division		
Classification:		Highly technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		A person of good repute and financial standing who will represent the Foreign-based Operator here in the Philippines		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> a. Letter of intent addressed to Chairman and CEO of PAGCOR (original); b. Duly accomplished and notarized application form (original copy); c. Duly notarized Contract/Agreement (original/certified true copy); d. Latest Income Tax Return and/or Bank Certificate proving financial capacity of at least Ten Million Pesos (Php 10,000,000.00); e. Duly accomplished and notarized Personal Disclosure Sheet (PDS) (original copy); and f. Proof of payment of the Application Fee (photocopy together with the original copy for verification). 		Applicant PAGCOR-OGLD Applicant Bureau of Internal Revenue and/or Bank Applicant Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of intent to apply for Local Agent Accreditation addressed to the Chairman and CEO (<i>thru email at ogld@pagcor.ph/ registered mail/courier/drop box at the PAGCOR Executive Office lobby</i>)	1.1 Receive Letter of Intent (LOI) and encode in the list of incoming files	None	1 day	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.2 Route the LOI	None		
	1.3 Issue a deposit notice	None		<i>Offshore Gaming Officer I, FOCAS, OGLD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
2. Pay to the bank	Receive payment	Accreditation Fee: USD60,000.00 Renewal Fee: USD60,000.00	1 day	<i>Bank personnel</i>
3a. Submit proof of payment - for Cash Deposits (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	3a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3a.2 Issue a pre-numbered application kit	None		<i>Offshore Gaming Officer I, Operation Licensing Section (OLS), Licensing Division (LD), OGLD</i>
3b. Submit proof of payment – for Wire Transfer (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	3b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.3 Issue payment clearance	None		
	3b.4 Issue a pre-numbered application kit	None	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>	
4. Submit documentary requirements (thru registered mail/courier/dropbox at the PAGCOR Executive Office lobby)	4.1 Receive application kit and documentary requirements	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	4.2 Evaluate application kit and documentary requirements	None	3 days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	4.3 Prepare recommendation and endorse application to the Board of Directors	None	2 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i>
	4.4 Inform applicant of the decision of the Board	None	3 days	
	4.5. Prepare the Accreditation Certificate	None	3 days	
5. Claim Accreditation Certificate	Release Accreditation Certificate	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	TOTAL		16 to 17 Days	

Note:

The indicated duration of service is for one client being served at one time. The time is extended when there are two or more clients.

58. Accreditation of Service Provider

“Service Provider” refers to duly constituted business corporation organized in the Philippines who provide components of offshore gaming operations to POGOs such as Customer Relations Service Provider, Strategic Support Provider, IT Support Provider, Gaming Software Platform Provider, and Live Studio and Streaming Provider. Validity of Accreditation is three (3) years from the date of approval.

Office or Division:	Offshore Gaming Licensing Department – Licensing Division
Classification:	Highly technical
Type of Transaction:	G2B – Government to Business
Who may avail:	A duly constituted business corporation organized in the Philippines who will provide components of offshore gaming operations to POGOs.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Letter of intent addressed to Chairman and CEO of PAGCOR (original);	Applicant
b. Duly accomplished and notarized application form (original copy);	PAGCOR-OGLD
c. Securities and Exchange Commission (SEC) Registration (original/certified true copy);	Securities and Exchange Commission
d. Latest General Information Sheet (GIS) (original/certified true copy);	Securities and Exchange Commission
e. Articles of Incorporation (AOI) and By-Laws duly stamped and received by SEC (original/certified true copy);	Securities and Exchange Commission
i. AI must show that gaming is one of the primary purposes of business; if secondary, a copy of the Board’s Ratificatory Vote on the same should be submitted;	
ii. Authorized Capital Stock of at least Ten Million Pesos (Php10,000,000.00), with a Paid-up Capital Stock at least Two Million Pesos (Php2,000,000.00)	
f. Company Profile (original copy);	
g. Organizational Chart indicating person occupying the position (original copy);	Applicant Applicant
h. Business Plan (original copy);	
i. Duly notarized service agreement (certified true copy);	Applicant
j. Duly accomplished and notarized Personal Disclosure Sheet (PDS) of ALL officers of the corporation (original copy);	Applicant

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
k. Proof of payment of the Application Fee (photocopy together with the original copy for verification); l. If the service provider will operate outside the territorial jurisdiction of the LGU where the POGO is located, original copy of the LONO issued by the LGU where its operations will be conducted; and m. BIR Certificate of Registration (photocopy)		Bank Local Government Unit Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of intent to apply for Service Provider Accreditation addressed to the Chairman and CEO (<i>thru email at ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	1.1 Receive Letter of Intent (LOI) and encode in the list of incoming files	None	1 day	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.2 Route the LOI	None		
	1.3 Issue a deposit notice	None	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>	
2. Pay to the bank	Receive payment	Accreditation / Renewal Fee: Customer Relations Service Provider - USD150,000.00 Gaming Software/ Platform Provider – USD120,000.00 Live Studio and Streaming Provider – USD120,000.00 Strategic Support Service Provider – USD60,000.00 IT Support Provider – USD60,000.00	1 day	<i>Bank personnel</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3a. Submit proof of payment - for Cash Deposits (thru email at <i>ogld@pagcor.ph/registered mail/courier/dr opbox at the PAGCOR Executive Office lobby</i>)	3a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3a.2 Issue a pre-numbered application kit	None		<i>Offshore Gaming Officer I, Operation Licensing Section (OLS), Licensing Division (LD), OGLD</i>
3b. Submit proof of payment - for Wire Transfer (thru email at <i>ogld@pagcor.ph/registered mail/courier/dr opbox at the PAGCOR Executive Office lobby</i>)	3b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.3 Issue payment clearance	None		
	3b.4 Issue a pre-numbered application kit	None	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>	
4. Submit documentary requirements - (thru registered mail/courier/dropbox at the PAGCOR Executive Office lobby)	4.1 Receive application kit and documentary requirements	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	4.2 Evaluate application kit and documentary requirements	None	3 days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	4.3 Prepare recommendation and endorse application to the Board of Directors	None	2 days	Offshore Gaming Officer I, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD
	4.4 Inform applicant of the decision of the Board	None	3 days	/ Senior Manager, LD, OGLD
	4.5 Prepare the Accreditation Certificate	None	3 days	Offshore Gaming Officer I, OLS-LD, OGLD
5. Claim Accreditation Certificate	Release Accreditation Certificate	None	1 day	Offshore Gaming Officer I, OLS-LD, OGLD
	TOTAL		16 to 17 Days	

Note:

The indicated duration of service is for one client being served at one time. The time is extended when there are two or more clients.

59. Accreditation of Special Class of BPO

Special Class of BPO refers to entities that are servicing legitimately licensed gaming operators abroad and do not in any way handle betting but purely product marketing and customer relations and are not servicing any of PAGCOR POGO licensees and have at least ninety (90) percent Filipino workforce. Validity of Accreditation is three (3) years from the date of approval.

Office or Division:	Offshore Gaming Licensing Department – Licensing Division
Classification:	Highly technical
Type of Transaction:	G2B - Government to Business
Who may avail:	A duly constituted business corporation who will provide BPO services to licensed gaming operators abroad.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Letter of intent addressed to Chairman and CEO of PAGCOR (original);	Applicant
b. Duly accomplished and notarized application form (original copy);	PAGCOR-OGLD
c. Securities and Exchange Commission (SEC) Registration (original/certified true copy);	Securities and Exchange Commission
d. Latest General Information Sheet (GIS) (original/certified true copy);	Securities and Exchange Commission
e. Articles of Incorporation (AI) and By-Laws duly stamped and received by SEC (original/certified true copy);	Securities and Exchange Commission
i. AI must show that gaming is one of the primary purposes of business; if secondary, a copy of the Board's Ratificatory Vote on the same should be submitted;	
ii. Authorized Capital Stock of at least Ten Million Pesos (Php10,000,000.00), with a Paid-up Capital Stock at least Two Million Pesos (Php2,000,000.00)	
f. Company Profile (original copy);	Applicant
g. Organizational Chart indicating person occupying the position (original copy);	Applicant
h. Business Plan (original copy) ;	Applicant
i. Duly notarized service agreement (original copy);	Applicant
j. Duly accomplished and notarized Personal Disclosure Sheet (PDS) of ALL officers of the corporation (original copy);	Applicant
k. Proof of payment of the Application Fee (photocopy together with the original copy for verification);	Bank

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
l. If the service provider will operate outside the territorial jurisdiction of the LGU where the POGO is located, LONO issued by the LGU where its operations will be conducted (original copy); m. Complete roster of employees showing ninety (90%) percent Filipino workforce (original copy); n. License of the gaming operator issued in the gaming jurisdiction where they are located (consularized copy); and o. Undertaking (original copy) that they will not: i. Accept bets; ii. Engage in gambling activities; and iii. Engage in illegal activities. p. BIR Certificate of Registration (photocopy)		Local Government Unit Applicant Gaming Operator Applicant Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. Submit letter of intent to apply for Offshore Gaming License addressed to the Chairman and CEO (<i>thru email at ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	1.1 Receive Letter of Intent (LOI) and encode in the list of incoming files	None	1 day	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.2 Route the LOI	None		<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	1.3 Issue a deposit notice	None		
2. Pay to the bank	Receive payment	Accreditation Fee: USD300,000.00 Renewal Fee: USD300,000.00	1 day	<i>Bank personnel</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3a. Submit proof of payment - for Cash Deposits (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	3a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3a.2 Issue a pre-numbered application kit	None		<i>Offshore Gaming Officer I, Operation Licensing Section (OLS), Licensing Division (LD), OGLD</i>
3b. Submit proof of payment - for Wire Transfer (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	3b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.3 Issue payment clearance	None		
	3b.4 Issue a pre-numbered application kit	None	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>	
4. Submit documentary requirements (thru registered mail/courier/drop box at the PAGCOR Executive Office lobby)	4.1 Receive application kit and documentary requirements	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	4.2 Evaluate application kit and documentary requirements	None	3 days	
	4.3 Prepare recommendation and endorse application to the Board of Directors	None	2 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i>
	4.4 Inform applicant of the decision of the Board	None	3 days	
	4.5 Prepare the Accreditation Certificate	None	3 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
5. Claim Accreditation Certificate	Release Accreditation Certificate	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	TOTAL		16 to 17 Days	

Note:

The indicated duration of service is for one client being served at one time. The time is extended when there are two or more clients.

60. Accreditation of Probity Checker

Probity Checker refers to entities responsible for the verification of an applicant's identity, to include all officials of the corporate applicant, finances, integrity, competence and criminal associations. Validity of Accreditation is three (3) years from the date of approval.

Office or Division:	Offshore Gaming Licensing Department – Licensing Division
Classification:	Highly technical
Type of Transaction:	G2B - Government to Business
Who may avail:	A duly constituted business corporation organized in the Philippines who will be responsible for the verification of an applicant's identity, to include all officials of the corporate applicant, finances, integrity, competence and criminal associations.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. PAGCOR Application for Registration Form (original copy);	PAGCOR-OGLD
b. Company Profile including list of clients (original copy);	Applicant
c. List of products/items being offered including brochures and catalogues (if any) (original copy);	Applicant
d. Detailed location sketch of company office (original copy);	Applicant
e. Original copy of Certificate of Good Standing issued by Company Registration and Monitoring Department, Securities and Exchange Commission;	Company Registration and Monitoring Department, Securities and Exchange Commission
f. Certified True/Machine Copy of Registration Certificate from:	
i. Securities and Exchange Commission including Articles of Incorporation / Co-Partnership and By-Laws; or	Securities and Exchange Commission
ii. Department of Trade and Industry.	Department of Trade and Industry
g. Photocopy of the following documents:	
i. Valid and current Mayor's Permit / municipal license;	Mayor's Office/Municipal Office
ii. BIR Registration Certificate; and	Bureau of Internal Revenue
iii. Valid and current licenses required by law (applicable to the line of business).	
h. Certified True Copy of Income Tax Return for the previous or its preceding year and its corresponding audited Financial Statements, stamped "received" by the BIR including photocopy of ITR and AFS filed two (2) years prior to year of application	Bureau of Internal Revenue

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of intent to apply for Probity Checker Accreditation addressed to the Chairman and CEO (<i>thru email at ogld@pagcor.ph/registered mail/courier/drop box at the PAGCOR Executive Office lobby</i>)	1.1 Receive Letter of Intent (LOI) and encode in the list of incoming files	None	1 day	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.2 Route the LOI	None		
	1.3 Issue a deposit notice	None		<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
2. Pay to the bank	Receive payment	Accreditation Fee: USD4,500.00	1 day	<i>Bank personnel</i>
3a. Submit proof of payment - for Cash Deposits (<i>thru email at ogld@pagcor.ph/registered mail/courier/drop box at the PAGCOR Executive Office lobby</i>)	3a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3a.2 Issue a pre-numbered application kit	None		
3b. Submit proof of payment - for Wire Transfer (<i>thru email at ogld@pagcor.ph/registered mail/courier/drop box at the PAGCOR Executive Office lobby</i>)	3b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.3 Issue payment clearance	None		
	3b.4 Issue a pre-numbered application kit	None	<i>Offshore Gaming Officer I, Operation Licensing Section (OLS), Licensing Division (LD), OGLD</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
4. Submit documentary requirements (thru registered mail/courier/drop box at the PAGCOR Executive Office lobby)	4.1 Receive application kit and documentary requirements	None	1 day	Offshore Gaming Officer I, OLS-LD, OGLD
	4.2 Evaluate application kit and documentary requirements	None	3 days	
	4.3 Prepare recommendation and endorse application to the Board of Directors	None	2 days	Offshore Gaming Officer I, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD
	4.4 Inform applicant of the decision of the Board	None	3 days	
5. Post performance bond	Receive bond	Performance Bond: USD5,000.00	1 day	Bank personnel
6a. Submit proof of payment - for Cash Deposits (thru email at ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby)	6a.1 Receive proof of payment and issue payment clearance	None	1 day	Offshore Gaming Officer I, FOCAS, OGLD
	6a.2 Prepare the Accreditation Certificate	None	3 days	Offshore Gaming Officer I, OLS-LD, OGLD
6b. Submit proof of payment - for Wire Transfer (thru email at ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby)	6b.1 Receive proof of payment	None	1 day	Offshore Gaming Officer I, FOCAS, OGLD
	6b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	Offshore Gaming Officer I, FOCAS, OGLD
	6b.3 Issue payment clearance	None		

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	Prepare the Accreditation Certificate	None	3 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
7. Claim Accreditation Certificate	Release Accreditation Certificate	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	TOTAL		18 to 20 Days	

Note:

The indicated duration of service is for one client being served at one time. The time is extended when there are two or more clients.

61. Accreditation of Gaming Laboratory

Gaming Laboratory refers to an entity responsible for the testing of gaming systems and software of all POGO Licensees and Service Providers, and ensuring that the same pass technical standards established and accepted by gaming jurisdictions worldwide.

Office or Division:	Offshore Gaming Licensing Department – Licensing Division
Classification:	Highly technical
Type of Transaction:	G2B - Government to Business
Who may avail:	Internationally recognized gaming laboratory presently offering their services to Macau, Singapore, Las Vegas and other major gaming jurisdictions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. PAGCOR Application for Registration Form (original copy);	PAGCOR-OGLD
b. Company Profile including list of clients (original copy);	Applicant
c. List of products/items being offered including brochures and catalogues (if any) (original copy);	Applicant
d. Detailed location sketch of company office (original copy);	Applicant
e. Original copy of Certificate of Good Standing issued by Company Registration and Monitoring Department, Securities and Exchange Commission;	Company Registration and Monitoring Department, Securities and Exchange Commission
f. Certified True/Machine Copy of Registration Certificate from:	
i. Securities and Exchange Commission including Articles of Incorporation / Co-Partnership and By-Laws; or	Securities and Exchange Commission
ii. Department of Trade and Industry.	Department of Trade and Industry
g. Photocopy of the following documents:	
i. Valid and current Mayor’s Permit / municipal license;	Mayor’s Office / Municipal Office
ii. BIR Registration Certificate; and	Bureau of Internal Revenue
iii. Valid and current licenses required by law (applicable to the line of business).	
h. Certified True Copy of Income Tax Return for the previous or its preceding year and its corresponding audited Financial Statements, stamped “received” by the BIR including photocopy of ITR and AFS filed two (2) years prior to year of application	Bureau of Internal Revenue

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of intent to apply for Gaming Laboratory Accreditation addressed to the Chairman and CEO (<i>thru email at ogld@pagcor.p h/registered mail/courier/dro pbox at the PAGCOR Executive Office lobby</i>)	1.1 Receive Letter of Intent (LOI) and encode in the list of incoming files	None	1 day	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.2 Route the LOI	None		
	1.3 Issue a deposit notice	None		<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
2. Pay to the bank	Receive payment	Accreditation Fee: USD3,000.00	1 day	<i>Bank personnel</i>
3a. Submit proof of payment - for Cash Deposits (<i>thru email at ogld@pagcor.p h/registered mail/courier/dro pbox at the PAGCOR Executive Office lobby</i>)	3a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3a.2 Issue a pre-numbered application kit	None		<i>Offshore Gaming Officer I, Operation Licensing Section (OLS), Licensing Division (LD), OGLD</i>
3b. Submit proof of payment - for Wire Transfer (<i>thru email at ogld@pagcor.p h/registered mail/courier/dro pbox at the PAGCOR Executive Office lobby</i>)	3b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>
	3b.3 Issue payment clearance	None		
	3b.4 Issue a pre-numbered application kit	None	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE	
4. Submit documentary requirements (thru registered mail/courier/drop box at the PAGCOR Executive Office lobby)	4.1 Receive application kit and documentary requirements	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>	
	4.2 Evaluate application kit and documentary requirements	None	3 days		
	4.3 Prepare recommendation and endorse application to the Board of Directors	None	2 days		<i>Offshore Gaming Officer I, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i>
	4.4 Inform applicant of the decision of the Board	None	3 days		
5. Post performance bond	Receive bond	Performance Bond – USD5,000.00	1 day	Bank personnel	
6a. Submit proof of payment - for Cash Deposits (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	6a.1 Receive proof of payment and issue payment clearance	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>	
	6a.2 Prepare Accreditation Certificate	None	3 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>	
6b. Submit proof of payment - for Wire Transfer (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	6b.1 Receive proof of payment	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>	
	6b.2 Verify with bank (1 business day after the receipt of proof of payment)	None	1 day	<i>Offshore Gaming Officer I, FOCAS, OGLD</i>	
	6b.3 Issue payment clearance				
	6b.4 Prepare Accreditation Certificate	None	3 days	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
7. Claim Accreditation Certificate	Release Accreditation Certificate	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	TOTAL		18 to 20 Days	

Note:

The indicated duration of service is for one client being served at one time. The time is extended when there are two or more clients.

62. Issuance of Offshore Gaming Employment License

Offshore Gaming Employment License (OGEL) is an authorization issued by PAGCOR granting a person the privilege to be employed as an employee by any of the licensed Philippine-based Philippine Offshore Gaming Operators (POGO Licensee) and their accredited Service Providers.

Office or Division:		Offshore Gaming Licensing Department – Licensing Division		
Classification:		Highly technical		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		A person duly employed by the POGO Licensee or Service Providers who are directly involved in offshore gaming operations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>For Filipino Nationals:</p> <ul style="list-style-type: none"> a. Photocopy of PSA-certified Birth Certificate b. Valid NBI Clearance (original copy) c. Tax Identification Number <p>For Foreign Nationals:</p> <ul style="list-style-type: none"> a. Photocopy of valid passport from country of origin, Bio page and visa stamp b. Valid work visa or permit as provided by existing laws, rules and regulations c. Tax Identification Number 		<p>Philippine Statistics Authority</p> <p>National Bureau of Investigation Bureau of Internal Revenue</p> <p>Country of Origin</p> <p>Bureau of Immigration</p> <p>Bureau of Internal Revenue</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the updated list of Filipino and foreign employees (thru email at <i>ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	1.1 Receive Letter of Intent (LOI) and encode in the list of incoming files 1.2 Route the LOI	None None	1 day	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
2. Receive Order of Payment	Issue Order of Payment	None		<i>Offshore Gaming Officer I, FOCAS, OGLD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Pay to the PAGCOR Cashier	Receive payment	OGEL Application/ Renewal Fee: Php1,000.00 Provisional OGEL Application Fee: Php500.00		<i>PAGCOR FMD Personnel</i>
4. Encode all information and upload requirements in the system using the access code issued	4.1 Evaluate the application based on the list submitted thru online application	None	1 day	<i>Offshore Gaming Officer II, Employment Licensing Section (ELS), Licensing Division (LD), OGLD</i>
	4.2 Forward list of applicants with checklist to AVP, OGLD for approval	None	1 day	<i>Filing Clerk/Messenger II</i>
	4.3 Print OGEL ID cards	None	10 days	<i>Offshore Gaming Officer I, ELS-LD, OGLD</i>
5. Claim OGEL ID cards	Release OGEL ID cards	None	1 day	<i>Offshore Gaming Officer I, ELS-LD, OGLD</i>
	TOTAL		14 Days	

Note:

The indicated duration of service is for one client being served at one time. The time is extended when there are two or more clients.

63. Evaluation of Shipment Clearance Request

Shipment Clearance refers to the authorization issued by PAGCOR to facilitate importations of gaming equipment and paraphernalia needed by licensees and/or their service providers in the conduct of their offshore gaming operations. A Permit to Possess is required prior to issuance of shipment clearance.

Office or Division:		Offshore Gaming Licensing Department		
Classification:		Simple		
Type of Transaction:		G2B - Government to Business		
Who may avail:		POGO Licensee / Local Gaming Agent / Accredited Service Provider		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Letter of Request for Shipment Clearance (original)		Applicant		
b. Commercial Invoice (photocopy)		Supplier		
c. Packing List (photocopy)		Supplier		
d. Letter of Undertaking (original)		Applicant		
e. Official Receipt representing payment of the shipment processing fee (photocopy together with the original copy for verification)		PAGCOR – Cashier’s Office		
f. Permit to Possess gaming equipment (photocopy)		Applicant (issued by PAGCOR-OGLD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the Shipment Clearance Request and Approval Form along with the documentary requirements (<i>thru email at ogld@pagcor.ph/registered mail/courier/dropbox at the PAGCOR Executive Office lobby</i>)	1.1 Receive the Shipment Clearance Request and Approval Form and encode in the list of incoming files	None	1 day	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.2 Route the Shipment Clearance Request and Approval Form	None		
	1.3 Evaluate the Shipment Clearance Request application and documentary requirements	None		
	1.4 Prepare Certification for Shipment	None		
	1.5 Forward to Senior Manager, OGLD for approval	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	1.6 Endorse to Compliance Monitoring and Enforcement Department (CMED) for conduct of inspection and inventory;	None	1 day	<i>Filing Clerk/Messenger II</i>
	1.7 Endorse to Logistics Management Department (LMD) for the Customs and Duties Exemption			
	TOTAL		2 Days	

Note:

The indicated duration of service is for one client being served at one time. The time is extended when there are two or more clients.



64. Approval of CRM Form 17/ IGOD Form 17A and issuance of Certification

Verification/evaluation if the items to be imported by the Integrated Resort Casinos and PAGCOR Proponents are for Cage/Treasury use.

Office or Division:	Treasury Department
Classification:	Simple
Type of Transaction:	Approval of Shipment Clearance Request and Approval Form (CRM Form 17) and (IGOD Form 17A)
Who may avail:	Integrated Resort Casinos/PAGCOR Proponents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Integrated Resort Casinos	
1. Shipment Clearance Request and Approval Form (CRM Form 17)	GLDD (Template provided by GLDD to Integrated Resort Casinos processing personnel)
2. Commercial Invoice	Supplier (PAGCOR Registered)
3. PAGCOR Official Receipt	Corporate Cashier (6th Floor) PAGCOR Executive Office
Add'l requirements for faster processing, for plaques and chips only:	
1. Approved Gaming Chips and Plaques Request and Approval Form (Form 15)	GLDD
2. Approved Artwork of chips and plaques	Supplier (Attachment of CRM Form No. 15)
B. For PAGCOR Proponents	
1. Tax Exemption Request of Junket Proponent from IGOD.	IGOD
2. Shipment Clearance and Approval Form (IGOD Form 17A)	IGOD
3. Commercial Invoice	Supplier (PAGCOR Registered)
4. PAGCOR Official Receipt	Corporate Cashier (6th Floor) PAGCOR Executive Office
Add'l requirements for faster processing, for plaques and chips only:	
1. Approved Artwork of chips and plaques	Supplier (Evaluated by Treasury Dept.)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For IRs				
1. Submission of documents to the evaluating department	1.1 Pre-evaluation of docs (Form 17; Commercial Invoice and PAGCOR Official Receipt. 1.2 Initial verification of Commercial Invoice content and chips/plaques artwork.	None	60 minutes	Treasury Officer I/II
2. Pre-approval of submitted documents	2.1 Verification if supplier and broker stated in Form 17/17A are registered with PD	None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	2.2 Preparation of Certification and Memo to LMD		240 minutes	Treasury Officer I/II PD Personnel
	2.3 Second verification of Commercial Invoice vis-à-vis chips artwork, Certification and Memo		60 minutes	Treasury Officer I/II
			360 minutes	Treasury Officer II Senior Treasury Officer
3. Approval	3.1 Final verification and checking of documents.	None	180 minutes.	Senior Manager
	3.2 Approval of Form 17/17A; Signing of Certification and Memo to LMD		120 minutes	Assistant Vice President
			120 minutes.	Vice President
4. Delivery of documents to LMD	4.1 Approved document shall be forwarded to LMD/IGOD from Corporate Executive office New World Bldg. to Corporate Main Office IMet Bldg./Corporate Annex Office Carmen Bldg.	None	180 minutes	Treasury Officer I/ Asst. Treasury Officer
	TOTAL	None	3 Days	

65. Certificate of Philhealth Premium Payments

Issuance of Certificate of monthly Philhealth Premium Payments

Office or Division:	Payroll Section - Accounting Department (AD)			
Classification:	Simple			
Type of Transaction:	G2C– Government to PAGCOR personnel			
Who may avail:	All PAGCOR Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee Identification Card – Original copy		Requesting Party – All employees		
Philhealth Certification Request Form – Filled out Request form (1 copy)		Accounting Office – Payroll Window and Downloadable at PAGCOR Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request for Philhealth Certification Form available at the window of AD/Branch AD Section/Downloadable at PAGCOR portal	1. Provide the request form	None	3 minutes	Accounting Assistant Christian Y. San Pedro John Filip F. Salvador Joylene P. Garcia
2. Submit the accomplished request form to the Accounting Assistant	2.1 Receive the request form 2.2 Generate and print the requested certification	None	6 minutes	<i>Accounting Assistant</i> Christian Y. San Pedro John Filip F. Salvador Joylene P. Garcia
	3. Check and sign the Certification	None	3 minutes	<i>Senior Accounting Officer, Payroll Section</i> Michelle Rhea D. Manzo
3. Receive the Certification	4. Issue the Certificate to the client.	None	1 minute	<i>Accounting Assistant</i> Christian Y. San Pedro John Filip F. Salvador Joylene P. Garcia
TOTAL:		None	13 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback</p>	<p>Following are the various means by which a customer can send feedback to PAGCOR:</p> <ol style="list-style-type: none"> 1. By e-mail <p>A customer can send feedback to PAGCOR by accessing the "Contact Us" portion of our website, www.pagcor.ph.</p> <p>Feedback received thru employee's official email address shall also be officially recognized and accordingly acted upon/resolved.</p> <ol style="list-style-type: none"> 2. By Filling Up Feedback Form <p>Any customer and/or person doing business with PAGCOR can fill up official feedback forms which PACOR makes available in conspicuous locations in our branches and corporate offices.</p> <p>PAGCOR adopts the guidelines of the Ease of Doing Business Act (R.A. No. 11032) on the requirement for Citizen Charter with Feedback Mechanism which is categorized and color-assigned as follows :</p> <ol style="list-style-type: none"> a. Request for Assistance - Blue b. Suggestion - Yellow c. Commendation Pink <p>Accomplished feedback form can be dropped in nearby drop boxes (where the forms are located).</p> <ol style="list-style-type: none"> 3. By Letter, Telephone Call and Verbal Feedback. <p>As a matter of policy, PAGCOR shall also recognize feedback sent/conveyed thru letter, telephone call and, even, those verbally given.</p>
<p>How feedbacks are processed</p>	<p>Not only feedbacks sent thru filling up of the colored feedback forms shall be categorized into the four types as earlier mentioned. Even feedbacks sent thru emails (website and outlook accounts), letters, telephone call and verbally given, shall be similarly categorized</p> <p>For the processing and resolution of feedbacks, PAGCOR designates all its branches and corporate departments as responsibility centers.</p> <p>All these responsibility centers have their designated Feedback Lead (officer level). He is responsible for the daily receiving/gathering and processing of feedbacks sent thru various means mentioned above. He is also responsible for spearheading the resolution of the</p>

FEEDBACK AND COMPLAINTS MECHANISM


	<p>feedback by bringing it to the attention of the Head of the responsibility center and their other concerned personnel, and coordinating the collective efforts of the various actors of the responsibility center</p> <p>Notwithstanding the designation of a Feedback Lead (FL), for optimum accountability, the Heads of the responsibility centers own the ultimate responsibility for action/resolution of feedback or the lack thereof.</p> <p>PAGCOR commits to act on/resolve feedbacks within 72 hours when required information on given feedback are appropriately supplied/made available.</p>
How to file a complaint	<p>Following are the various means by which a customer can send complaint to PAGCOR:</p> <p>1. By e-mail</p> <p>A customer can send complaint to PAGCOR by accessing the "Contact Us" portion of our website, www.pagcor.ph.</p> <p>Complaints received thru employee's official email address shall also be officially recognized and accordingly acted upon/resolved.</p> <p>2. By Filling Up Complaint Form</p> <p>Any customer and/or person doing business with PAGCOR can fill up official complaint forms which PACOR makes available in conspicuous locations in our branches and corporate offices.</p> <p>PAGCOR adopts the guidelines of the Ease of Doing Business Act (R.A. No. 11032) on the requirement for Citizen Charter with Complaint Mechanism.</p> <p>Accomplished complaint form can be dropped in nearby drop boxes (where the color-assigned forms are located).</p> <p>3. By Letter, Telephone Call and Verbal Complaint.</p> <p>As a matter of policy, PAGCOR shall also recognize complaints sent/conveyed thru letter, telephone call and, even, those verbally given.</p>
How complaints are processed	<p>Not only complaints sent thru filling up of the colored feedback forms shall be categorized into the four types as earlier mentioned. Even complaints sent thru emails (website and outlook accounts), letters, telephone call and verbally given, shall be similarly categorized</p>

FEEDBACK AND COMPLAINTS MECHANISM


	<p>For the processing and resolution of complaints, PAGCOR designates all its branches and corporate departments as responsibility centers.</p> <p>All these responsibility centers have their designated Feedback Lead (officer level). He is responsible for the daily receiving/gathering and processing of complaints sent thru various means mentioned above. He is also responsible for spearheading the resolution of the complaint by bringing it to the attention of the Head of the responsibility center and their other concerned personnel, and coordinating the collective efforts of the various actors of the responsibility center</p> <p>Notwithstanding the designation of a Feedback Lead (FL), for optimum accountability, the Heads of the responsibility centers own the ultimate responsibility for action/resolution of complaints or the lack thereof.</p> <p>PAGCOR commits to act on/resolve complaints within 72 hours when required information on given complaints are appropriately supplied/made available.</p>
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan: 0908-881-6565 Presidential Complaints Center – 8888 Anti-Red Tape Authority – complaints@arta.gov.ph or dial 1-ARTA (2782)</p>

Office	Address	Contact Information
Main Corporate Office	iMET BPO Tower, CBP-1A, Metropolitan Park, Roxas Boulevard, Pasay City	02-7755-3199
Corporate Annex Office	Carmen Building, 1105 U.N. Avenue corner Ma. Orosa Streets, Ermita, Manila	02-7755-3199
Executive Office	1588 M.H. del Pilar corner Pedro Gil Streets, Malate, Manila	02-8242-0121

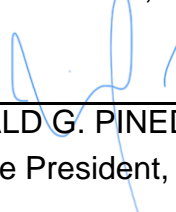
Signed:



 ANTONIO T. BUNDOC
 Asst. Vice President, IGOD



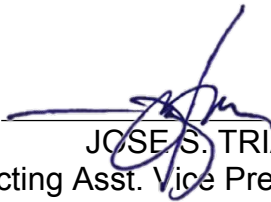
 ANGELINE PAPICA-ENTIENZA
 Asst. Vice President, GLDD



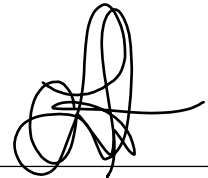
 RONALD G. PINEDA
 Asst. Vice President, SMD



 MA. TERESA D. OCAMPO
 Asst. Vice President, BD



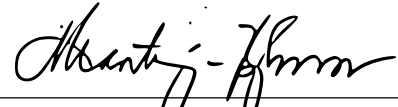
JOSE S. TRIA, JR.
Acting Asst. Vice President, OGLD




LUIS ANTONINO V. DELA CONCEPCION
Asst. Vice President, SD




ANGELITO T. REYTA
Officer-in-Charge, CPD



MARIE MAUREEN G. MANTARING-BAGASBAS
Asst. Vice President, LMD



JEFFREY JUDE THADDEUS M. OPINION
Asst. Vice President, TD




SHARON S.J. QUINTANILLA
Asst. Vice President, AD



REGINA OFELIA J. JALECO
Asst. Vice President, HROD



CELESTINA R. ADOR
Asst. Vice President, ASD



JERRY ADOR G. TARROBAL
Asst. Vice President, SSD



ANDREA D. DOMINGO
Chairman and Chief Executive Officer
Philippine Amusement and Gaming Corporation