



**PHILIPPINE AMUSEMENT AND GAMING CORPORATION**

**CITIZEN'S CHARTER HANDBOOK  
2024 (5<sup>th</sup> EDITION)**



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(PAGCOR)**

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## **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 2028, PAGCOR shall be the leading gaming authority in the Asia-Pacific region that is innovative, proactive, and socially responsible.

## **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;
- Comply with ISO 9001 requirements and continuously improve the effectiveness of PAGCOR's Quality Management Systems; and
- 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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## I. EXTERNAL SERVICES

### 1. Gaming Employment License (GEL) System Access

Licensee's user access to the GEL System

<b>Office or Division:</b>	Gaming Licensing and Development Department (GLDD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Licensees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>GEL Form A</b> (1 original) (Designated Authorized Signatory, Liaison Officer, and Alternate for Online GEL Application System)		GLDD – RGLD GEL Section		
<b>GEL Form B</b> (1 original) (Online User Access Enrollment Form)		GLDD – RGLD GEL Section		
<b>GEL Form C</b> (1 original) (Updated Master List of Positions)		GLDD – RGLD GEL Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download GEL forms A, B and C online at <a href="http://www.pagcor.ph/regulatory/GEL.php">www.pagcor.ph/regulatory/GEL.php</a>	1. Provide downloadable forms	None	15 mins	<i>Sr. 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>Sr. 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 mins	<i>Sr. Regulatory Assistant GEL Section, GLDD</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day and 30 minutes</b>	

## 2. Gaming Employment License (New Application)

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

<b>Office or Division:</b>	Gaming Licensing and Development Department (GLDD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Licensees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Mandatory</b>				
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		
<b>Additional for foreigners</b>				
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		
<b>Additional for executives and managers</b>				
Certificate from Previous Employer		Previous Employer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents to employer	1. Provide GEL documentary requirements checklist and procedure	None	1 Day	<i>Client and/or Employer</i>
2. Obtain a Queue number from the employer	2. Provide GEL system to employers for generation of Queue No.	None		
3. Provide required information thru the Online GEL System	3. Provide online data capture of information via GEL system	None		
4. Take the online exam thru the GEL System	4. Provide online exam questionnaire via GEL system	None		
5. Get email notification on GEL application confirmation	5. GEL system to send email confirmation of the application	None		
6. Submit GEL number to the employer	6. Provide GEL system to employer to check submitted GEL number	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Get invoice for GEL application for payment	7. Generate invoices thru GEL system	None		
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 Fund Management Department (FMD). 8.3 FMD checks and issues Official Receipt 8.4 FMD to forward OR to GLDD	Executive 5,000 Managerial 3,000 Supervisory 1,500 Rank & File 1,000	5 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	1 Day	<i>Regulatory Officer I GEL Section, GLDD</i>
	<b>TOTAL</b>	<b>Executive 5,000</b> <b>Managerial 3,000</b> <b>Supervisory 1,500</b> <b>Rank &amp; File 1,000</b>	<b>7 Days</b>	

### 3. Gaming Employment License (Renewal)

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

<b>Office or Division:</b>	Gaming Licensing and Development Department (GLDD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Licensees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Mandatory</b>				
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		
<b>Additional For Foreigners</b>				
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		
<b>Additional For Executives and Managers</b>				
Certificate from Previous Employer		Previous Employer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Attend employer's training/lecture on Responsible Gaming (RG)	1. Provide GEL requirements and procedure	None	1 Day	<i>Client and/or Employer</i>
2. Submit required documents	2. Provide GEL documentary requirements checklist and procedure	None		
3. Obtain a Queue number from the employer	3. Provide GEL system to employer for generation of Queue No.	None		
4. Update required information thru the Online GEL System	4. Provide online data capture of information via GEL system	None		
5. Submit GEL number to the employer	5. Provide GEL system to employer to check submitted GEL number	None		

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
6. Get invoice for GEL application for payment	6. Generate invoices thru GEL system	None		<i>Client and/or Employer</i>
7. Employer to pay the corresponding fees thru bank deposits and submit/upload deposit slip to the GEL system	7.1 Receives the required deposit slip.  7.2 Submits copy of the deposit slips to Fund Management Department (FMD).  7.3 FMD checks and issues Official Receipt  7.4 FMD to forward OR to GLDD	Executive 4,000  Managerial 2,400  Supervisory 1,200  Rank & File 800	5 Days	<i>Regulatory Officer I GEL Section, GLDD</i>
8. Employer to pick up OR from GEL Section, GLDD	8. GLDD to release OR to the employer	None	1 Day	<i>Regulatory Officer I GEL Section, GLDD</i>
	<b>TOTAL</b>	<b>Executive 4,000</b>  <b>Managerial 2,400</b>  <b>Supervisory 1,200</b>  <b>Rank &amp; File 800</b>	<b>7 Days</b>	

#### 4. Evaluation of the Proposed Location for the Establishment of New Gaming Venues for Remote Games

Submission of complete documentary requirements and initial payment of Application Fee shall warrant the conduct of ocular inspection.

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

<b>Office or Division:</b>	License and Accreditation Division E-Games Licensing Department (EGLD)
<b>Classification:</b>	Highly-Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Applicant-Corporation
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) copy of duly accomplished Application Form for the Establishment of Gaming Venue (EG Form No. 1)	PAGCOR's regulatory website: <a href="https://pagcor.ph/regulatory/application-kit.php">https://pagcor.ph/regulatory/application-kit.php</a>
Copy of locational map(s) of the proposed gaming venue with distance measurements from schools, places of worship or another EGLD-licensed gaming venues	Wikimapia or Google Maps
One (1) copy of lease offer issued to the Applicant for the intended space for proposed gaming venue, in case the Applicant is a Lessee, or a copy of the Transfer Certificate of Title (TCT) or Declaration of Real Property (Tax Declaration), whichever is applicable of the property where the proposed site will be located, if the Applicant is the owner of said property	Lessor or Applicant
One (1) original and notarized copy of Board Resolution or Secretary's Certificate on designation of authorized representative to submit the application and transact with PAGCOR on behalf of the Applicant-Corporation	Applicant
One (1) original and notarized copy of Sworn Undertaking indicating the Applicant has conducted due diligence and surveyed the area where the proposed gaming venue will be located and is confirming that the proposed location is compliant with distance requirements from schools, places of worship, and from another gaming venue	Applicant
One (1) copy of certification confirming that the proposed gaming venue location classified as commercial building is compliant with the site location distance requirements, as may be required	Duly licensed geodetic engineer
One (1) copy of Certificate of Accreditation issued by the Department of Tourism (DOT) for proposed gaming venue within hotel or resort, as applicable	DOT

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) copies of duly accomplished Payment Processing Request Form (EG Form no. 2)		PAGCOR's regulatory website: <a href="https://pagcor.ph/regulatory/operational-request-forms.php">https://pagcor.ph/regulatory/operational-request-forms.php</a>		
One (1) copy of PAGCOR Official Receipt (OR) for paid Application Fee		Cashier, FMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished EG Form No. 1, complete documentary requirements and initial payment of Application Fee	1.1 Receive and check the completeness and compliance of documentary requirements including the initial payment of Application Fee.	PHP50,000	3 days	EGLD - LAD Sr. Regulatory Officer (SRO) / Regulatory Officer I (RO I)
	1.2 Upon compliance, coordinate with the PAGCOR Verification Team and advise the Applicant of the conduct of ocular site inspection through its official email address			
2. Allow the PAGCOR Verification Team to conduct the ocular inspection	2.1 Conduct of ocular inspection and prepare the Inspection Report	None	14 days	PAGCOR Verification Team (PVT)
	2.2 Advise the Applicant on the favorable result of ocular inspection with instruction to comply with the following requirements: a. Applicant's documentary requirements b. payment of the remaining amount of application fee	None	3 days	EGLD - LAD SRO / RO I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>(amount varies per applied game offering)</p> <p>c. proposed location's layout plan and site set-up renderings.</p> <p>2.3 In case of non-compliance with the site location requirements as determined during the inspection, the Applicant will be advised accordingly and its application will be returned without further action.</p>			<p>EGLD - LAD SRO / RO I</p>
	<b>TOTAL:</b>	<b>Php50,000</b>	<b>20 days</b>	

Note:

*If the proposed site location is found to be compliant, applicant may proceed to apply for Recommendation to the PAGCOR Board of Directors and Subsequent Issuance of Notice of Approval/Disapproval of the Application for the Establishment of Gaming Venues for Remote Games.*

## 5. Recommendation to the PAGCOR Board of Directors and Subsequent Issuance of Notice of Approval/Disapproval of the Application for the Establishment of Gaming Venues for Remote Games

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

<b>Office or Division:</b>	License and Accreditation Division E-Games Licensing Department
<b>Classification:</b>	Highly-Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Applicant-Corporation that complied with Ocular Inspection
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
One (1) copy of valid Business Permit under the Applicant's name	LGU of the proposed site location
One (1) copy of Company profile ( <i>for first-time applicant only</i> )	Applicant
One (1) copy of Securities and Exchange Commission (SEC) Registration ( <i>for first-time applicant only</i> )	SEC
One (1) copy of latest General Information Sheet (GIS) duly filed with the SEC, as applicable <ul style="list-style-type: none"> <li>If a stockholder is also a corporation, a copy of the latest GIS or equivalent SEC document of said corporation should likewise be submitted.</li> </ul>	SEC
One (1) copy of Articles of Incorporation, By-Laws duly filed with the SEC ( <i>for first-time applicant only</i> ): <ul style="list-style-type: none"> <li>Articles of Incorporation must show that gaming is one of its primary or secondary purpose of business;</li> <li>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);</li> <li>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).</li> </ul>	SEC
One (1) copy of Income Tax Return (ITR) of the company (duly filed with the BIR) for the previous year – for existing incorporated corporation; or Certificate of Registration with BIR, whichever is applicable	Bureau of Internal Revenue (BIR)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
working for more than six (6) months and the payment of minimum wages and the benefits mandated under labor laws				
<p>For Board of Directors of Applicant-Corporation: (for first-time applicant only):</p> <p>One (1) original and notarized of duly accomplished Personal Disclosure Statement (PDS) with the following attachments for each director and officer of the Applicant-Corporation:</p> <ol style="list-style-type: none"> <li>For Filipino Citizens and Foreign Residents: Copy of ITR (duly filed with the BIR) for the previous year; and</li> <li>For Non-Resident Foreigners: Copy of valid passport</li> </ol>		<p>PAGCOR's regulatory website: <a href="https://pagcor.ph/regulatory/operational-request-forms.php">https://pagcor.ph/regulatory/operational-request-forms.php</a></p> <p>BIR</p> <p>Country of Origin</p>		
Two (2) copies of duly accomplished Payment Processing Request Form (EG Form no. 2)		<p>PAGCOR's regulatory website: <a href="https://pagcor.ph/regulatory/operational-request-forms.php">https://pagcor.ph/regulatory/operational-request-forms.php</a></p>		
One (1) copy of PAGCOR Official Receipt (OR) for paid Application Fee		Cashier, FMD		
One (1) copy of proposed gaming venue layout plan and site set-up concept renderings		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements, copy of proposed gaming venue layout plan and site set-up concept renderings and pay the full amount of Application fee upon receipt of advice from EGLD.	1.1 Receive and check the submitted documents and payment of application fee.	<p>PhP250,000</p> <p><u>for the following game offerings:</u></p> <ul style="list-style-type: none"> <li>Traditional Bingo Games</li> <li>Electronic (eBingo) Games</li> <li>Electronic (eCasino) Games</li> </ul>	<p>3 days</p> <p>14 days</p>	<p>EGLD - LAD SRO and RO I</p> <p>EGLD-AVP, EGLD - LAD Senior Manager (SM), SRO and RO I</p>
	1.2 Recommend the approval of the application for a gaming license to the PAGCOR Board of Directors.	<p>PhP150,000</p> <p><u>for the following game offerings:</u></p> <ul style="list-style-type: none"> <li>Sports Betting</li> <li>Specialty Games</li> </ul>		
2. Receive notice of	2.1 Received a copy of PAGCOR	None	3 days	EGLD - LAD SM, SRO and RO I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
approval or notice of denied application	Board's decision. 2.2 Issuance of notice approval through the Applicant's official email address  2.3 In case of denied application, a corresponding notice shall be issued and transmitted to the Applicant's official email address.			<i>EGLD - LAD            SM, SRO and RO            /</i>
<b>TOTAL:</b>		<b>PhP250,000*</b> <b>PhP150,000**</b>	<b>20 days</b>	

*\*For Game offerings: Traditional Bingo Games, Electronic (eBingo) Games and Electronic (eCasino) Games*

*\*\*For Game offerings: Sports Betting and Specialty Games*

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

Schedule of Availability of Service:

8:00 a.m. to 7:00 p.m. (Mondays to Thursdays, except on Fridays and Holidays)

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

## 7. Processing of Application for Mobile Bingo

Schedule of Availability of Service:

8:00 a.m. to 7:00 p.m. (Mondays to Thursdays, except on Fridays and Holidays)

<b>Office or Division</b>	Bingo Department			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2B - Government to Business Entity			
<b>Who may avail</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent - Original <ul style="list-style-type: none"> <li>Name of Organization</li> <li>Name of Authorized representative &amp; contact nos.</li> <li>Preferred date, time and venue of the bingo event.</li> <li>Chosen bingo package.</li> </ul>		PAGCOR - Bingo Department		
2. S.E.C. Registration – 1 Copy		Securities and Exchange Commission		
3. Notarized Board Resolution or minutes of the meeting. - Original		Applicant		
4. Copy of Government ID and T.I.N. of the Memorandum of Agreement (MOA) signatories – 1 copy/electronic copy		Driver's License-LTO, Passport-DFA or Senior Citizen ID-LGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Senior Bingo Officer/ Mobile Bingo Officer I
2. Awaits action on application submitted.	2.1 Evaluates the submitted documents; conducts vetting of beneficiary and site inspection of venue. 2.2 Facilitate Notice of Approval. Printing of Bingo Tickets and MOA. Send Notice of Approval.	None	6 Days	Senior Manager/ Senior Bingo Officer/ Mobile Bingo Officer 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 <b><u>CANCEL.</u></b>  Deductible from the full payment of tickets required to be sold	3 Days	<i>Senior Manager/ Senior Bingo Officer/ Mobile Bingo Officer I</i>
	<b>TOTAL</b>		<b>10 Days</b>	

## 8. Processing of Application for Bingo Live Broadcast (BLB)

Schedule of Availability of Service:

8:00 a.m. to 7:00 p.m. (Mondays to Thursdays, except on Fridays and Holidays)

<b>Office or Division</b>	Bingo Department			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C - Government to Business Entity			
<b>Who may avail</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent - Original <ul style="list-style-type: none"> <li>Name of Organization</li> <li>Name of Authorized representative &amp; contact nos.</li> <li>Preferred date, time and venue of the bingo event.</li> <li>Chosen bingo package.</li> </ul>		PAGCOR - Bingo Department		
2. S.E.C. Registration – 1 copy		Securities and Exchange Commission		
3. Notarized Board Resolution or minutes of the meeting. - Original		Applicant		
4. Copy of Government ID and T.I.N. of the Memorandum of Agreement (MOA) signatories – 1 copy		Driver's License-LTO, Passport-DFA or Senior Citizen ID-LGU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	Senior Bingo Officer/ Senior Bingo Assistant
2. Awaits action on application submitted.	2.1 Evaluates the submitted documents; conducts vetting of beneficiary. 2.2 Facilitate Notice of Approval. Printing of MOA. Send Notice of Approval	None	6 Days	Senior Manager/ Senior Bingo Officer/ Senior Bingo Assistant

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. 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 <b><u>CANCEL.</u></b>  Deductible from the full payment	3 Days	Senior Manager/ Senior Bingo Officer/ Senior Bingo Assistant
	<b>TOTAL</b>		<b>10 Days</b>	

## 9. Evaluation of Shipment Clearance Request and Approval Form (CRM FORM NO. 17 for Licensed Casinos and GS Form No. 11 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.

<b>Office or Division:</b>	Slot Machine Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	All Licensed Casinos, and E-Bingo Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Shipment Clearance and Approval Form (original copy / digital copy)		PAGCOR web site		
2. Commercial invoice (photocopy / digital copy)		c/o Applicant (Licensee and E-Bingo Operators)		
3. Packing list (photocopy / digital copy) optional only		c/o Applicant (Licensee and E-Bingo Operators)		
4. Official Receipt of payment of processing fee (photocopy / digital copy)		PAGCOR Cashier Office		
5. For EGMs and Conversion Kits only: Certification from any independent Gaming Laboratory duly recognized by PAGCOR – (photocopy or digital copy of the original thru email address <a href="mailto:SMDshipmentLIC@pagcor.ph">SMDshipmentLIC@pagcor.ph</a> )		c/o Applicant (Licensee and E-Bingo Operators)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits accomplished Shipment Clearance Request and Approval Form together with the required attachments.	<p>1.1 Receives the Shipment Clearance and Approval Form and the required attachments</p> <p>1.2 Checks for the completeness/ correctness &amp; evaluates the entries/information in the submitted documents.</p> <p>1.3 Prepares Certification that the Items to be shipped are required and for the exclusive use of the applicant</p>	PHP1,000 Processing Fee	3 Days	<i>Operations and Special Projects Division</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 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)			<i>Operations and Special Projects Division</i>
2. Applicant receives notice of disapproval	2. 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		<i>Operations and Special Projects Division</i>
<b>Total</b>		<b>PhP 1,000</b>	<b>3 Days</b>	

## 10. 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

<b>Office or Division:</b>	Surveillance Department, Security Group			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All registered Licensed Casinos, Integrated Resorts and Casino			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		PAGCOR Corporate - FMD		
5. Shipment Clearance Request and Approval Form No. 17 - (one (1) original copy)		PAGCOR Corporate - GLDD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	(S01 / S02) Surveillance Technical Unit Personnel
	1.2 Prepare and process Shipment Clearance Request Checklist along with the Certification.			(S01 / S02) Surveillance Technical Unit Personnel (S01 / S02) Surveillance Technical Unit Personnel
	1.3 Forward the completed accomplished documents (FORM No. 17 with Shipment Clearance Request Checklist and Certification) at the LMD.			(S01 / S02) Surveillance Technical Unit Personnel
	1.4 Send the scan copy of Shipment Clearance Request and Approval Form			(S01 / S02) Surveillance Technical Unit Personnel
	<b>TOTAL</b>	<b>None</b>	<b>1 Day</b>	

## 11. Preparation and Actual Release of the Accomplished / Notarized 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.

<b>Office or Division:</b>	Logistics Management Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	PAGCOR Licensee / Proponent / Grantee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Shipment Clearance – 1 electronic copy		Evaluating Department		
Certification – 1 electronic copy		Evaluating Department		
Commercial Invoice – 1 electronic copy		Licensee / Proponent / Operator		
Packing List – 1 electronic copy		Licensee / Proponent / Operator		
Air Waybill or Bill of Lading – 1 electronic copy		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"> <li>• Approved Shipment Clearance</li> <li>• Certification</li> <li>• PAGCOR O.R.</li> <li>• Commercial Invoice</li> <li>• Packing List</li> <li>• Air Waybill or Bill of Lading</li> </ul>	1. Prepare the following documents: <ol style="list-style-type: none"> <li>a. DOF Form 91</li> <li>b. DOF Authorization</li> <li>c. Affidavit</li> <li>d. Broker's authorization to process the release of the documents.</li> <li>e. Broker's authorization to pick-up the original shipping documents (Air waybill or Bill of Lading)</li> </ol> 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	7 days	<i>Logistics Staff I/ Logistics Assistant Logistics Management Department</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Presentation of the authorized broker's representative of his/her government issued Identification Card and receipt of 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).	2. Release of the signed tax exemption documents	None	7 days	<i>Logistics Staff I/ Logistics Assistant Logistics Management Department</i>
3. Broker signs in the receiving copy and logbook	3. Secure the signed receiving copy and logbook			
	<b>TOTAL</b>	<b>None</b>	<b>7 Days</b>	

## 12. 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.

<b>Office or Division:</b>	Logistics Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business Entity			
<b>Who may avail:</b>	PAGCOR Licensee / Proponent / Grantee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly accomplished BOC Entry Declaration Form - 1 original		BOC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the duly accomplished BOC Entry Declaration Form	1.1. Check the accuracy of the BOC Entry Declaration Form with PAGCOR records.  1.2. Sign the BOC Entry Declaration Form.  1.3. Photocopy the form	None	1 day	<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			
<b>TOTAL</b>		<b>None</b>	<b>1 Day</b>	

### 13. 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.

<b>Office or Division:</b>	Logistics Management Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business Entity			
<b>Who may avail:</b>	PAGCOR Licensee / Proponent / Grantee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Department of Finance (DOF) 1 <sup>st</sup> – 1 electronic copy		DOF		
BOC 2 <sup>nd</sup> Endorsement – 1 electronic copy		BOC		
Signed Bureau of Customs (BOC) Entry – 1 electronic copy		BOC		
Air Waybill/ Bill of Lading – 1 electronic copy		Customs Broker		
Commercial Invoice – 1 electronic copy		Customs Broker		
Packing List – 1 electronic copy		Customs Broker		
BOC Final Assessment Notice – 1 electronic copy		BOC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the above-mentioned requirements	1.1. Check the accuracy of the documents presented with PAGCOR records.  1.2. Prepares Import Processing Fee (IPF) Slip for payment to PAGCOR Cashier.	None	1 day	<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			
<b>TOTAL</b>		<b>None</b>	<b>1 Day</b>	

## 14. Issuance of Shipment Clearance and Tax Exemption

The Table Games Department (TGD) 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.

<b>Office or Division:</b>	Table Games Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business Entity			
<b>Who may avail:</b>	PAGCOR Licensees and Proponents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-up Shipment Clearance Request and Approval Form (original copy of TGD Form - 823)		Table Games Department, PAGCOR		
Commercial Invoice (1 photocopy)		Registered PAGCOR Supplier		
Shipment Processing Fee Official Receipt (1 photocopy)		PAGCOR Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure TGD Form – 823 at the TGD Office	1. Provide TGD Form 823	None	5 minutes	<i>Gaming Officer 1, GPPDD, TGD</i>
2. Submit documentary requirements to TGD	2. TGD receives documentary requirements	None	5 minutes	<i>Gaming Officer 1, GPPDD, TGD</i>
3. Wait for the evaluation clearance to be forwarded to LMD	3. TGD forwards the approved clearance application to the client	None	2 days, 7 hours, 50 minutes	<i>Gaming Officer 1, GPPDD, TGD</i>
	<b>TOTAL</b>	<b>None</b>	<b>3 Days</b>	

## 15. Approval of CRM Form 17/ TGD Form 823/ TGD Form 824 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.

<b>Office or Division:</b>	Treasury Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Approval of Shipment Clearance Request and Approval Form (CRM Form 17) and (TGD Form 823), Approval of Local Purchase Request and Approval Form (TGD Form 824)			
<b>Who may avail:</b>	Integrated Resort Casinos/PAGCOR Proponents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>A. For Integrated Resort Casinos</b>				
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 currently located at (6th Floor) PAGCOR Executive Office		
Addt'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>B. For PAGCOR Proponents</b>				
1. Shipment Clearance and Approval Form (TGD Form 823) / Local Purchase Request Form (TGD Form 824)		Table Games Department		
2. Commercial Invoice		Supplier (PAGCOR Registered)		
3. PAGCOR Official Receipt		Corporate Cashier		
Addt'l requirements for faster processing, for plaques and chips only:				
1. Approved Artwork of chips and plaques (Evaluated by Treasury Department)		Supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of documents to the evaluating department	1.1 a. For Licensee, submission of CRM Form 17 to Treasury Department via email at <a href="mailto:FTDShipment@pagcor.ph">FTDShipment@pagcor.ph</a> and TOI/TOII shall acknowledge receipt of their application.	P1,000 (Processing Fee)*  *shall be paid at Corporate Cashier	15 minutes	Treasury Officer I/II

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2b. For Proponent, submission of TGD Form 823 / TGD Form 824** endorsed by Table Games Department and receipt of hard copy by Treasury Department office.</p> <p>1.3 Pre-evaluation of documents (CRM Form 17/TGD Form 823/TGD Form 824; Commercial Invoice and PAGCOR Official Receipt for payment of processing fee, CRM Form 15 for chips/plaques)</p> <p>1.4 Initial verification of Commercial Invoice content and chips/plaques artwork (if applicable).</p>	<p>P1,000 (Processing Fee)*</p> <p><i>*shall be paid at Corporate Cashier</i></p> <p><i>**TGD Form 824 no processing fee</i></p> <p>None</p> <p>None</p>	<p>15 minutes</p> <p>30 minutes</p> <p>30 minutes</p>	<p><i>Senior Treasury Assistant/ Treasury Assistant</i></p> <p><i>Treasury Officer I/II</i></p> <p><i>Treasury Officer I/II</i></p>
<p>2. Pre-approval of submitted documents</p>	<p>2.1 Verification if supplier and broker stated in CRM Form 17/TGD Form 823/TGD Form 824 are registered with Procurement Department</p> <p>2.2 Preparation of Certification</p> <p>2.3 Second verification of Commercial Invoice, plaques/ chips artwork (if applicable),</p>	<p>None</p>	<p>240 minutes</p> <p>60 minutes</p> <p>360 minutes</p>	<p><i>Treasury Officer I/II PD Personnel</i></p> <p><i>Treasury Officer I/II</i></p> <p><i>Treasury Officer II Senior Treasury Officer</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Certification and Memo* to Table Games Department (*for proponents).			
3. Approval	3.1 Final verification and checking of documents.	None	120 minutes	Senior Manager
	3.2 Approval of CRM Form 17/TGD Form 823/TGD Form 824; Signing of Certification.		150 minutes	Assistant Vice President
4. Release of approved documents	4.1a Approved CRM Form 17 document shall be released to the Licensee via email and copy furnished Logistics Management Department (through their email <a href="mailto:PPDForeign@pagcor.ph">PPDForeign@pagcor.ph</a> )	None	30 minutes	Treasury Officer I/II
	4.1b Approved TGD Form 823/TGD Form 824 and Certification shall be forwarded to Table Games Department office hard copy (thru our messenger) and soft copy (via email)	None	180 minutes  15 minutes	Messenger  Treasury Officer I/II
	<b>TOTAL</b>	<b>PhP 1,000</b>	<b>3 Days</b>	

## 16. Internet Gaming License

The Internet Gaming License (IGL) is an authority granted by PAGCOR for the establishment, maintenance, and the conduct of internet gaming operations in a specific site within the jurisdiction of PAGCOR. A Foreign-based Licensee is a duly constituted business corporation organized in any foreign country who will engage the services of a PAGCOR-accredited local gaming agent and PAGCOR-accredited Gaming Content Provider and/or Support Provider for the conduct of its internet gaming operations. Validity of IGL, whether original or renewed, shall be for two (2) years from the date of approval.

<b>Office or Division:</b>	Offshore Gaming Licensing Department – Licensing Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2B – Government to Business		
<b>Who may avail:</b>	Duly constituted corporation organized in the Philippines who will either conduct internet gaming operations by itself or engage the services of PAGCOR-accredited Gaming Content Provider and/or Support Provider.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<p>A. Documentary</p> <ol style="list-style-type: none"> <li>1. Letter of intent addressed to Chairman and CEO of PAGCOR (1 original copy);</li> <li>2. Duly accomplished and notarized application form (1 original copy);</li> <li>3. Securities and Exchange Commission (SEC) Registration or its foreign equivalent (1 original or 1 certified true copy);</li> <li>4. Latest General Information Sheet (GIS) or its foreign equivalent (1 original copy or 1 certified true copy);</li> <li>5. Articles of Incorporation (AI) and By-Laws duly stamped and received by the SEC or its foreign equivalent (1 original copy or 1 certified true copy);             <ol style="list-style-type: none"> <li>i. The AI and By-Laws must show that gaming is one of the primary purposes of business; if secondary, a copy of the Board Resolution ratifying the same should be submitted.</li> <li>ii. Authorized Capital Stock of at least One Hundred Million Pesos (Php100,000,000.00) with a Paid-up Capital Stock of at least Twenty Five Million Pesos (Php25,000,000.00)</li> <li>iii. Compliance with Executive Order No. 65, otherwise known as “Promulgating the Eleventh Regular Foreign Investment Negative List” requires that foreign equity shall be limited only to 40% for all forms of</li> </ol> </li> </ol>		<p style="text-align: center;">Applicant</p> <p style="text-align: center;">PAGCOR-OGLD</p> <p style="text-align: center;">Securities and Exchange Commission</p> <p style="text-align: center;">Securities and Exchange Commission</p> <p style="text-align: center;">Securities and Exchange Commission</p>	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>gambling (Republic Act No. 7042 as amended by Republic Act No. 8179) except those covered by investment agreements with PAGCOR (Presidential Decree No. 1869, as amended by Republic Act No. 9478).</p>	
<p>6. Company overview and profile (1 original copy);</p>	<p>Applicant</p>
<p>7. Organizational Chart indicating the names of persons occupying the positions (1 original copy);</p>	<p>Applicant</p>
<p>8. Business profile detailing the company's business model, plan, and projections (1 original copy);</p>	<p>Applicant</p>
<p>9. Lease contract or certificate of ownership of operating site indicating floor area;</p>	<p>Applicant</p>
<p>10. Money Laundering and Terrorist Financing Prevention Plan (MTPP);</p>	<p>Applicant</p>
<p>11. Duly accomplished and notarized Personal Disclosure Sheet (PDS) of all officers of the corporation;</p>	<p>Applicant</p>
<p>12. Result of evaluation issued by an accredited probity checker of the OGLD;</p>	<p>Assigned Probity Checker of OGLD</p>
<p>13. BIR Certificate of Registration (original or certified true copy);</p>	<p>Bureau of Internal Revenue</p>
<p>14. Proof of Payment of the application fee (1 original or 1 certified true copy);</p>	<p>Bank</p>
<p>15. Declaration of Security Compliance Officer;</p>	<p>Applicant</p>
<p>16. Board Resolution or Secretary's Certificate appointing Authorized Representative</p>	<p>Applicant</p>
<p><b>B. Locational</b></p>	
<p>1. The operating site shall have a maximum floor area of 25,000 square meters inclusive of the floor area of the Support Provider;</p>	
<p>2. Operating site must not be in a residential area, or any area restricted by PAGCOR;</p>	
<p>3. Lease contract or certificate of ownership of operating site indicating floor area; and</p>	<p>Applicant</p>
<p>4. In the absence of a city or municipal ordinance stating otherwise, original or certified true copy of letter of no objection (LONO) issued by the local government unit where the licensee's office will be located</p>	<p>Local Government Unit</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>C. Pre-operational Requirements:</p> <ol style="list-style-type: none"> <li>1. Posting of the Performance Bond</li> <li>2. Onsite access for the purpose of viewing and extraction of essential data from the back office. The access should have a download or export function to allow efficient data gathering and analysis;</li> <li>3. Certification from an independent testing laboratory certifying that the betting system of the Licensee's website was extensively tested and has been found compliant with the following standards:               <ol style="list-style-type: none"> <li>i. All data are captured, accounted, and reported by the system; and</li> <li>ii. Game is fair, secure, and able to be audited and operated correctly.</li> </ol> </li> <li>4. Certification from an independent testing laboratory attesting to Internet Protocol (IP) blocking of all Philippine IP addresses excluding an IP address designated by PAGCOR;</li> <li>5. AMLC Certificate of Registration;</li> <li>6. Manpower list;</li> <li>7. Responsible gaming program;</li> <li>8. Pre-operational inspection and walkthrough by the OGLD and other relevant departments; and</li> <li>9. Notice to Commence Operations issued by the OGLD</li> </ol> <p>D. Additional Requirement for Foreign-based Licensee</p> <p>The Foreign-based Licensee must appoint an accredited Local Gaming Agent subject to existing regulations.</p>		<p>Applicant Applicant</p> <p>Independent Testing Laboratory</p> <p>Independent Testing Laboratory</p> <p>AMLC Applicant Applicant PAGCOR Concerned Departments</p> <p>PAGCOR-OGLD</p> <p>Applicant</p>		
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 <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> /registered mail/courier/hard copy transmitted to OGLD office</i> )		Application Fee  USD 100,000.00		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
<p>2. Pay to the bank</p> <p>3. Submit proof of payment (thru <i>email</i> at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a>/ <i>registered mail/courier/hard copy transmitted to OGLD office</i>)</p> <p>4. Submit documentary requirements (<i>thru registered mail/courier/hard copy transmitted to OGLD office</i>)- within 3 months after the issuance of the application kit</p>	<p>4.1 Receive application kit with complete requirements</p> <p>4.2 Evaluate application kit and documentary requirements</p> <p>4.3 Prepare recommendation and endorse to the Board</p> <p>4.4 Inform applicant of Board decision</p> <p><b>If approved:</b></p> <p>4.5 Issue Notice of Approval</p> <p>4.6 Issue a Deposit Notice for payment of Performance Bond</p>		<p>9 days</p>	<p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD</i></p> <p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i></p> <p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i></p> <p><i>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
5. Pay the Performance Bond to the bank		<b>Performance Bond:</b> USD300,000.00 or Two (2) months Live Table Fees		
6. Submit proof of payment ( <i>thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a>/registered mail/courier/hard copy transmitted to OGLD office</i> )	6.1 Receive proof of payment 6.2 Verify payment with the bank 6.3 Issue Official Receipt/payment clearance 6.4 Carry out pre-operational inspection			<i>Offshore Gaming Officer I/ Sr. Offshore Gaming Officer, FOCAS, OGLD</i>  <i>Offshore Gaming Officer I / II, PDRD, OGLD</i>
7. Submit pre-operational documentary requirements within three (3) months after receipt of Notice of Approval	7.1 Receive pre-operational documentary requirement and inspection results 7.2 Prepare and send Notice to Commence Operations to Applicant 7.3 Prepare request to Records Management Department (RMD) for printing of Certificate		10 days	<i>Offshore Gaming Officer I/ II, OLS-LD, OGLD</i>
8. Receive Notification on Availability of IGL Certificate	8.1 Upon receipt of Certificate from RMD, inform applicant that Internet Gaming License Certificate is ready for release	None	1 day	<i>Offshore Gaming Officer I, OLS- LD, OGLD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<b>TOTAL</b>	<b>Application Fee:</b> USD 100,000.00  <b>Performance Bond:</b> USD300,000.00 or Two (2) months Live Table Fees	<b>20 Days</b>	

**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.*

## 17. Local Gaming Agent Accreditation

Local Gaming Agent refers to a duly constituted business enterprise of good repute and financial standing organized in the Philippines who will represent a Foreign- based Licensee. Validity of Accreditation shall be for two (2) years from the date of approval.

<b>Office or Division:</b>	Offshore Gaming Licensing Department – Licensing Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	A duly constituted business enterprise organized in the Philippines	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Letter of intent addressed to Chairman and Chief Executive Officer of PAGCOR;	Applicant
	2. Duly accomplished and notarized application form (1 original copy);	PAGCOR-OGLD
	3. Duly notarized Agency Agreement (1 original copy);	Applicant
	4. Securities and Exchange Commission (SEC) Registration (1 original copy or 1 certified true copy);	Securities and Exchange Commission
	5. Latest General Information Sheet (GIS) with beneficial ownership declaration page (1 original copy or 1 certified true copy);	Securities and Exchange Commission
	6. Articles of Incorporation (AI) and By-Laws duly stamped and received by SEC (1 original or 1 certified true copy);	Securities and Exchange Commission
	7. Company Profile (1 original copy);	Applicant
	8. Organizational Chart indicating person occupying the position (1 original copy);	Applicant
	9. Duly accomplished and notarized Personal Disclosure Sheet (PDS) of ALL officers of the corporation (1 original copy);	Applicant
	10. Bank Certificate proving financial capacity of at least Twenty Million Pesos (Php 20,000,000.00);	Bank
	11. Result of evaluation issued by an accredited probity checker of OGLD;	Accredited Probity Checker
	12. Regulatory inspection by OGLD for verification of Philippine office address;	PAGCOR-OGLD
	13. BIR Certificate of Registration (1 photocopy); and	Bureau of Internal Revenue
	14. Proof of payment of the Application Fee (1 photocopy together with the original copy for verification)	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 <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> / registered mail/courier/hard copy transmitted to OGLD office</i> )				
2. Pay to the bank		<b>Application Fee:</b> USD40,000.00  <b>Renewal Fee:</b> USD40,000.00		
3. Submit proof of payment ( <i>thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> / registered mail / courier/hard copy transmitted to OGLD office</i> )				
4. Submit documentary requirements ( <i>thru registered mail/courier/hard copy transmitted to OGLD office</i> )	4.1 Receive application kit with complete requirements  4.2 Evaluate application kit and documentary requirements  4.3 Prepare recommendation and endorse to the Board  4.4 Inform applicant of Board decision		9 days	Offshore Gaming Officer I / II, OLS-LD, OGLD  Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<p><b>If approved:</b></p> <p>4.5 Issue Notice of Approval</p> <p>4.6 Issue a Deposit Notice for payment of Performance Bond</p>	<p>Performance Bond: USD:300,000</p>		<p>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</p> <p>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</p>
5. Pay performance bond				
6. Submit proof of payment (thru email at ogld@pagcor.ph / registered mail/courier/hard copy transmitted to OGLD office)	<p>6.1 Receive proof of payment</p> <p>6.2 Verify payment with the bank</p> <p>6.3 Issue Official Receipt/ payment clearance</p> <p>6.4 Prepare request to RMD for printing of Certificate</p>		10 days	<p>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</p> <p>Offshore Gaming Officer I / II, OLS-LD, OGLD</p>
7. Receive Notification on Availability of Certificate	7.1 Upon receipt of Certificate from RMD, inform applicant that Certificate is ready for release	None	1 day	Offshore Gaming Officer I, OLS- LD, OGLD
	<b>TOTAL</b>	<p><b>Application Fee:</b> USD40,000.00</p> <p><b>Renewal Fee:</b> USD40,000.00</p>	<b>20 Days</b>	

**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.

## 18. A. Gaming Content Provider Authorization Class 1

The Authorization to be a Gaming Content Provider is a business-to-business (B2B) authorization to provide or carry out gaming content related to online gaming products to PAGCOR Internet Gaming Licensees or to Online Gaming Operators licensed by a reputable gaming authority abroad. A Gaming Content Provider Class 1 supplies and/or manages the gaming content of authorized games from live studios and/or licensed gaming venues via the internet to the websites of PAGCOR Internet Gaming Licensees or to Online Gaming Operators licensed by a reputable gaming authority abroad.

There shall be five (5) tiers of Gaming Content Class 1 Providers depending on the number of live tables:

Streaming Provider	Number of Live Tables
Tier 1	1-15
Tier 2	16-25
Tier 3	26-35
Tier 4	36-45
Tier 5	46-60

The validity of the Authorization, whether original or renewed, shall be for two (2) years. If the provider is servicing an IGL, its Authorization shall be coterminous with the period of validity of the IGL's license.

<b>Office or Division:</b>	Offshore Gaming Licensing Department – Licensing Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	<p>Duly constituted corporation organized in the Philippines with the following qualifications:</p> <ul style="list-style-type: none"> <li>• Must be of good repute, considering character, honesty, and integrity;</li> <li>• Must not be associated with any person who is not of good repute or has undesirable or unsatisfactory financial resources;</li> <li>• Must be duly registered with the Securities and Exchange Commission (SEC);</li> <li>• Must have good financial standing and satisfactory corporate structure; and</li> <li>• Must not be among those excluded from engaging in gaming under these regulations or any other law, ordinance, or issuance.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
A. Documentary	
1. Letter of intent addressed to Chairman and CEO of PAGCOR (1 original copy);	Applicant
2. Duly accomplished and notarized application form (1 original copy);	Applicant
3. Board Resolution or Secretary Certificate appointing Authorized Representative (AR);	Applicant

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4. Securities and Exchange Commission (SEC) Registration (1 original copy or 1 certified true copy);</p> <p>5. Latest General Information Sheet (GIS) with beneficial ownership declaration page (1 original copy or 1 certified true copy);</p> <p>6. Articles of incorporation and by-laws duly stamped and received by the SEC (1 original copy or 1 certified true copy);</p> <p>i The articles of incorporation and by-laws must show that gaming is one of the primary purposes of business; if secondary, a copy of the board resolution ratifying the same should be submitted.</p> <p>ii Authorized capital stock of at least one hundred million pesos (Php 100,000,000.00) with a paid-up capital stock of at least twenty-five million pesos (Php 25,000,000.00).</p> <p>iii Compliance with Executive Order No. 65, otherwise known as “Promulgating the Eleventh Regular Foreign Investment Negative List” requires that foreign equity shall be limited only to 40% for all forms of gambling (Republic Act No. 7042 as amended by Republic Act No. 8179) except those covered by investment agreements with PAGCOR (Presidential Decree No. 1869, as amended by Republic Act No. 9478).</p>	<p>Securities and Exchange Commission</p> <p>Securities and Exchange Commission</p> <p>Securities and Exchange Commission</p>
<p>7. Company Overview and Profile (1 original copy);</p>	<p>Applicant</p>
<p>8. Organizational Chart indicating the names of persons occupying the positions (1 original copy);</p>	<p>Applicant</p>
<p>9. Business Profile detailing the company’s business model, plan, and projections (1 original copy);</p>	<p>Applicant</p>
<p>10. Duly notarized Service Agreement between Licensee and Authorized Provider (1 certified true copy);</p>	<p>Applicant</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Money Laundering and Terrorist Financing Prevention Plan (MTPP);Duly accomplished and notarized Personal Disclosure Sheet (PDS) of ALL officers of the corporation (1 original copy); 12. Result of evaluation issued by an accredited probity checker of the OGLD; 13. BIR Certificate of Registration (1 original copy or 1 certified true copy); and 14. Proof of payment of the application fee (1 original copy or 1 certified true copy).	Applicant  Applicant  Applicant  Accredited Probity Checker  BIR  Bank
<b>B. Locational</b>  1. Operating site shall have a maximum floor area of 10,000 square meters; 2. Operating site must not be in a residential area, or any area restricted by PAGCOR; 3. Lease contract or certificate of ownership of operating site indicating floor area; and 4. In the absence of a city or municipal ordinance stating otherwise, original or certified true copy of letter of no objection (LONO) issued by the local government unit where the licensee’s office will be located.	Applicant  Local Government Unit
<b>C. Pre-operational</b>  1. Posting of performance bond; 2. Onsite access for the purpose of viewing and extraction of essential data from the back office. The access should have a download or export function to allow efficient data gathering and analysis; 3. Certification from an independent testing laboratory certifying that the games and/or system of the authorized provider were extensively tested and has been found to be fair and secure;	Applicant  Testing Laboratory

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. AMLC Certificate of Registration; 5. Manpower list; 6. Responsible gaming program; 7. Pre-operational inspection and walkthrough by the OGLD and other relevant departments; and 8. Notice to Commence Operations issued by the OGLD.		AMLC Applicant Applicant PAGCOR Concerned Departments  PAGCOR-OGLD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of intent to apply as Support Provider addressed to the Chairman and CEO ( <i>thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a>/ registered mail /courier/hard copy transmitted to OGLD office</i> )				
2. Pay to the bank 3. Submit proof of payment ( <i>thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a>/ registered mail/courier/hard copy transmitted to OGLD office</i> )		Application Fee  USD100,000  Renewal Fee:  USD100,000		
4. Submit documentary requirements (thru registered mail/courier/hard copy transmitted to OGLD office) - within 3 months after the issuance of the application kit	4.1 Receive application kit with complete requirement  4.2 Evaluate application kit and documentary requirements			<i>Offshore Gaming Officer I/ II, OLS-LD, OGLD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	4.3 Prepare recommendation and endorse to the Board  4.4 Inform applicant of the Board's decision  If approved: 4.5 Issue Notice of Approval  4.6 Issue a Deposit Notice for payment of Performance Bond		9 days	<i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i>  <i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i>  <i>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</i>
5. Pay the Performance Bond to the bank		<b>Performance Bond:</b> USD300,000.00		
6. Submit proof of payment (thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> / registered mail/courier/hard copy transmitted to OGLD office)	6.1 Receive proof of payment 6.2 Verify payment with the bank 6.3 Issue Official Receipt/ payment clearance 6.4 Carry out pre-operational inspection		10 days	<i>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</i>  <i>Offshore Gaming Officer I / II, PDRD, OGLD</i>
7. Submit pre-op documentary requirements within three (3)	7.1 Receive pre-operational documentary requirement			<i>Offshore Gaming Officer I / II, OLS-LD, OGLD</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
months after receipt of Notice of Approval	and inspection results 7.2 Prepare and send Notice to Commence Operations to Applicant 7.3 Prepare request to RMD for printing of Certificate			
8. Receive Notification on Availability of Certificate	8.1 Upon receipt of Certificate from RMD, inform applicant that Certificate is ready for release	None	1 day	<i>Offshore Gaming Officer I, OLS- LD, OGLD</i>
	<b>TOTAL</b>	<b>Application Fee:</b> USD100,000  <b>Renewal Fee:</b> USD100,000  <b>Performance Bond:</b> USD300,000. 00	<b>20 Days</b>	

**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.*

## 19. B. Gaming Content Provider Authorization Class 2

The Authorization to be a Gaming Content is a business-to-business (B2B) authorization to provide or carry out gaming content related to online gaming products to PAGCOR Internet Gaming Licensees or to Online Gaming Operators licensed by a reputable gaming authority abroad. A Gaming Content Provider Class 2 supplies and/or manages online game content or components of an online game other than the livestreaming of authorized games.

The validity of the Authorization, whether original or renewed, shall be for two (2) years. If the provider is servicing an IGL, its Authorization shall be coterminous with the period of validity of the IGL's license.

<b>Office or Division:</b>	Offshore Gaming Licensing Department – Licensing Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Duly constituted corporation organized in the Philippines with the following qualifications: <ul style="list-style-type: none"> <li>• Must be of good repute, considering character, honesty, and integrity;</li> <li>• Must not be associated with any person who is not of good repute or has undesirable or unsatisfactory financial resources;</li> <li>• Must be duly registered with the Securities and Exchange Commission (SEC);</li> <li>• Must have good financial standing and satisfactory corporate structure; and</li> <li>• Must not be among those excluded from engaging in gaming under these regulations or any other law, ordinance, or issuance.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
A. Documentary	
1. Letter of intent addressed to Chairman and CEO of PAGCOR (1 original copy);	Applicant
2. Duly accomplished and notarized application form (1 original copy);	Applicant
3. Board Resolution or Secretary Certificate appointing Authorized Representative (AR);	Applicant
4. Securities and Exchange Commission (SEC) Registration (1 original copy or 1 certified true copy);	Securities and Exchange Commission
5. Latest General Information Sheet (GIS) with beneficial ownership declaration page (1 original copy or 1 certified true copy);	Securities and Exchange Commission
6. Articles of incorporation and by-laws duly stamped and received by the SEC (1 original copy or 1 certified true copy);	Securities and Exchange Commission

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>i. The articles of incorporation and by-laws must show that gaming is one of the primary purposes of business; if secondary, a copy of the board resolution ratifying the same should be submitted.</li> <li>ii. Authorized capital stock of at least one hundred million pesos (Php 100,000,000.00) with a paid-up capital stock of at least twenty-five million pesos (Php 25,000,000.00).</li> <li>iii. Compliance with Executive Order No. 65, otherwise known as "Promulgating the Eleventh Regular Foreign Investment Negative List" requires that foreign equity shall be limited only to 40% for all forms of gambling (Republic Act No. 7042 as amended by Republic Act No. 8179) except those covered by investment agreements with PAGCOR (Presidential Decree No. 1869, as amended by Republic Act No. 9478).</li> </ul>	
7. Company Overview and Profile (1 original copy);	
8. Organizational Chart indicating the names of persons occupying the positions (1 original copy);	Applicant
9. Business Profile detailing the company's business model, plan, and projections (1 original copy);	Applicant
10. Duly notarized Service Agreement between Licensee and Authorized Provider (1 certified true copy);	Applicant
11. Money Laundering and Terrorist Financing Prevention Plan (MTPP);	Applicant
12. Duly accomplished and notarized Personal Disclosure Sheet (PDS) of ALL officers of the corporation (1 original copy);	Applicant
13. Result of evaluation issued by an accredited probity checker of the OGLD;	Applicant
14. BIR Certificate of Registration (1 original copy or 1 certified true copy); and	Accredited Probity Checker
15. Proof of payment of the application fee (1 original copy or 1 certified true copy).	BIR
B. Locational	Bank

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Operating site shall have a maximum floor area of 10,000 square meters; 2. Operating site must not be in a residential area, or any area restricted by PAGCOR; 3. Lease contract or certificate of ownership of operating site indicating floor area; and 4. In the absence of a city or municipal ordinance stating otherwise, original or certified true copy of letter of no objection (LONO) issued by the local government unit where the licensee's office will be located.  B. Pre-operational  1. Posting of performance bond; 2. AMLC Certificate of Registration; 3. Manpower list; 4. Responsible gaming program; 5. Pre-operational inspection and walkthrough by the OGLD and other relevant departments; and 6. Notice to Commence Operations issued by the OGLD.		Applicant  Local Government Unit    Applicant AMLC Applicant Applicant PAGCOR Concerned Departments  PAGCOR-OGLD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of intent to apply as Support Provider addressed to the Chairman and CEO ( <i>thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> /registered mail/courier/hard copy transmitted to OGLD office)</i>				
2. Pay to the bank 3. Submit proof of payment ( <i>thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> / registered mail/courier/hard copy transmitted to OGLD office)</i> )		Application Fee  USD100,000  Renewal Fee  USD100,000		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
<p>4. Submit documentary requirements (thru registered mail/courier/ hard copy transmitted to OGLD office) - within 3 months after the issuance of the application kit</p>	<p>4.1 Receive application kit with complete requirement</p> <p>4.2 Evaluate application kit and documentary requirement</p> <p>4.3 Prepare recommendation and endorse to the Board</p> <p>4.4 Inform applicant of Board decision</p> <p><b>If approved:</b></p> <p>4.5 Issue Notice of Approval</p> <p>4.6 Issue a Deposit Notice for payment of Performance Bond</p>		<p>9 days</p>	<p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD</i></p> <p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i></p> <p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i></p> <p><i>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</i></p>
<p>5. Pay the Performance Bond to the bank</p>		<p><b>Performance Bond:</b> USD300,000.00</p>		
<p>6. Submit proof of payment (thru email at ogld@pagcor.ph / registered mail/courier/hard copy transmitted to OGLD office)</p>	<p>6.1 Receive proof of payment</p> <p>6.2 Verify payment with the bank</p> <p>6.3 Issue Official Receipt/payment clearance</p>		<p>10 days</p>	<p><i>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	6.4 Carry out pre-op inspection			<i>Offshore Gaming Officer I / II, PDRD, OGLD</i>
7. Submit pre-operational documentary requirements within three (3) months after receipt of Notice of Approval	7.1 Receive pre-operational documentary requirement and inspection results 7.2 Prepare and send Notice to Commence to Applicant 7.3 Prepare request to RMD for printing of Certificate			<i>Offshore Gaming Officer I / II, OLS-LD, OGLD</i>
8. Receive Notification on Availability of Certificate	8. Upon receipt of Certificate from RMD, inform applicant that Certificate is ready for release	None	1 day	<i>Offshore Gaming Officer I, OLS-LD, OGLD</i>
	<b>TOTAL</b>	<b>Application Fee:</b> USD100,000 <b>Renewal Fee:</b> USD100,000 <b>Performance Bond:</b> USD300,000.00	<b>20 Days</b>	

**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.*

## 20. Authorization of Support Provider

Authorized Support Provider refers to a duly constituted corporation organized in the Philippines who provide components of internet gaming operations.

The validity of the Authorization, whether original or renewed, shall be for two (2) years. If the provider is servicing an IGL, its Authorization shall be coterminous with the period of validity of the IGL's license.

<b>Office or Division:</b>	Offshore Gaming Licensing Department – Licensing Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	<p>Duly constituted corporation organized in the Philippines with the following qualifications:</p> <ul style="list-style-type: none"> <li>• Must be of good repute, considering character, honesty, and integrity;</li> <li>• Must not be associated with any person who is not of good repute or has undesirable or unsatisfactory financial resources;</li> <li>• Must be duly registered with the Securities and Exchange Commission (SEC);</li> <li>• Must have good financial standing and satisfactory corporate structure; and</li> <li>• Must not be among those excluded from engaging in gaming under these regulations or any other law, ordinance, or issuance.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter of intent addressed to Chairman and CEO of PAGCOR (1 original copy);	Applicant
2. Duly accomplished and notarized application form (1 original copy);	Applicant
3. Board Resolution or Secretary Certificate appointing Authorized Representative (AR);	Applicant
4. Securities and Exchange Commission (SEC) Registration (1 original copy or 1 certified true copy);	Securities and Exchange Commission
5. Latest General Information Sheet (GIS) with beneficial ownership declaration page (1 original or 1 certified true copy);	Securities and Exchange Commission



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. Organizational Chart indicating the names of persons occupying the positions (1 original copy);	Applicant
9. Business Profile detailing the company's business model, plan, and projections (1 original copy);	Applicant
10. Duly notarized Service Agreement between Licensee and Authorized Provider (1 certified true copy);	Applicant
11. Money Laundering and Terrorist Financing Prevention Plan (MTPP);	Applicant
12. Duly accomplished and notarized Personal Disclosure Sheet (PDS) of ALL officers of the corporation (1 original copy);	Applicant
13. Result of evaluation issued by an accredited probity checker of the OGLD;	Accredited Probity Checker
14. BIR Certificate of Registration (1 original or 1 certified true copy); and	BIR
15. Proof of payment of the application fee (1 original copy or 1 certified true copy).	Bank
B. Locational	
1. Operating site shall have a maximum floor area of 10,000 square meters;	
2. Operating site must not be in a residential area, or any area restricted by PAGCOR;	
3. Lease contract or certificate of ownership of operating site indicating floor area; and	Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Submit proof of payment (thru email at ogld@pagcor.ph/ registered mail/courier/hard copy transmitted to OGLD office)				
4. Submit documentary requirements (thru registered mail/courier/hard copy transmitted to OGLD office) - within 3 months after the issuance of the application kit	4.1 Receive application kit with complete requirement 4.2 Evaluate application kit and documentary requirement 4.3 Prepare recommendation and endorse to the Board 4.4 Inform applicant of Board decision <b>If approved:</b> 4.5 Issue Notice of Approval		9 days	<i>Offshore Gaming Officer I / II, OLS-LD, OGLD</i>  <i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i>  <i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i>  <i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	4.6 Issue a Deposit Notice for payment of Performance Bond			<i>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</i>
5. Pay the Performance Bond to the bank		<b>Performance Bond:</b> USD300,000.00		
6. Submit proof of payment (thru email at ogld@pagcor.ph/ registered mail/courier/hard copy transmitted to OGLD office)	6.1 Receive proof of payment 6.2 Verify payment with the bank 6.3 Issue Official Receipt/payment clearance 6.4 Carry out pre-operational inspection		10 days	<i>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</i>
7. Submit pre-op documentary requirements within three (3) months after receipt of Notice of Approval	7.1 Receive pre-operational documentary requirements and inspection results 7.2 Prepare and send Notice to Commence to Applicant 7.3 Prepare request to RMD for printing of Certificate	None		<i>Offshore Gaming Officer I / II, PDRD, OGLD</i>  <i>Offshore Gaming Officer I / II, OLS-LD, OGLD</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
8. Receive Notification on Availability of Certificate	8.1 Upon receipt of Certificate from RMD, inform applicant that Certificate is ready for release	None	1 day	<i>Offshore Gaming Officer I, OLS- LD, OGLD</i>
	<b>TOTAL</b>	<b>Application Fee:</b> USD100,000  <b>Renewal Fee:</b> USD100,000  <b>Performance Bond:</b> USD300,000.00	<b>20 Days</b>	

*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.*

## 21. 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. They are not servicing any of PAGCOR offshore gaming Licensees and have at least ninety percent (90%) Filipino workforce.

<b>Office or Division:</b>	Offshore Gaming Licensing Department – Licensing Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Duly constituted corporation organized in the Philippines with the following qualifications: <ul style="list-style-type: none"> <li>• Must be duly registered with the Securities and Exchange Commission;</li> <li>• Must be of good repute, considering character, honesty, and integrity;</li> <li>• Must not be associated with any person who is not of good repute considering character, honesty, and integrity or has undesirable or unsatisfactory financial resources; and</li> <li>• Must have a good financial standing and satisfactory corporate structure.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter of intent addressed to Chairman and CEO of PAGCOR (1 original copy);	Applicant
2. Duly accomplished and notarized application form (1 original copy);	PAGCOR-OGLD
3. Board Resolution or Secretary Certificate appointing Authorized Representative (AR);	Applicant
4. Securities and Exchange Commission (SEC) Registration (1 original copy or 1 certified true copy);	Securities and Exchange Commission
5. Latest General Information Sheet (GIS) with beneficial ownership declaration page (1 original copy or 1 certified true copy);	Securities and Exchange Commission
6. Articles of incorporation and by-laws duly stamped and received by the SEC (1 original copy or 1 certified true copy);	Securities and Exchange Commission
7. Company Profile (1 original copy);	Applicant

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
8. Organizational Chart indicating the names of persons occupying the positions (1 original copy);		Applicant		
9. Business Profile detailing the company's Plan;		Applicant		
10. Duly notarized Service Agreement with licensed gaming operator abroad (1 certified true copy);		Applicant		
11. Duly accomplished and notarized Personal Disclosure Sheet (PDS) of ALL officers of the corporation (1 original copy);		Applicant		
12. Proof of payment of the application fee (1 original copy or 1 certified true copy);		BIR		
13. Bureau of Internal Revenue (BIR) Registration;		BIR		
14. LONO issued by the LGU where its operations will be conducted;		Local Government Unit		
15. Business permits to operate in the Philippines;		Local Government Unit		
16. Complete roster of employees showing ninety percent (90%) Filipino workforce;		Applicant		
17. License of the gaming operator issued in the gaming jurisdiction where they are located which must be duly apostilled/ certified/ duly consularized by the Department of Foreign Affairs (DFA);		Applicant		
18. Undertaking that they will not: a. Handle bets or payouts b. Engage directly in gambling activities; and		Applicant		
19. c. Engage in illegal activities		Applicant		
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				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
<p>the Chairman and CEO (thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a>/registered mail/ courier/ hard copy transmitted to OGLD office)</p>				
<p>2. Pay to the bank 3. Submit proof of payment (thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> /registered mail/courier/ hard copy transmitted to OGLD office)</p>		<p>Application/ Renewal Fee: USD100,000.00</p>		
<p>4. Submit documentary requirement (thru registered mail/courier/ hard copy transmitted to OGLD office) - within 3 months after the issuance of the application kit</p>	<p>4.1 Receive application kit with complete requirements 4.2 Evaluate application kit and documentary requirements 4.3 Prepare recommendation and endorse to the Board 4.4 Inform applicant of Board decision <b>If approved:</b> 4.5 Issue Notice of Approval</p>		<p>9 days</p>	<p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD</i></p> <p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i></p> <p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i></p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
	4.6 Issue a Deposit Notice for payment of Performance Bond			<i>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</i>
5. Pay to the bank  6. Submit proof of payment for performance bond	6.1 Receive proof of payment 6.2 Verify the payment with the bank 6.3 Issue Official Receipt/ payment clearance 6.4 Prepare request to RMD for printing of Certificate	<b>Performance Bond:</b> USD50,000.00	10 days	<i>Offshore Gaming Officer I/Sr. Offshore Gaming Officer, FOCAS, OGLD</i>  <i>Offshore Gaming Officer I/Sr. Offshore Gaming Officer, FOCAS, OGLD</i>  <i>Offshore Gaming Officer I / II, OLS-LD, OGLD</i>
7. Receive Notification on Availability of Certificate	7. Upon receipt of Certificate from RMD, inform applicant that Certificate is ready for release	None	1 day	<i>Offshore Gaming Officer I / II, OLS-LD, OGLD</i>
	<b>TOTAL</b>	<b>Application Fee:</b> USD100,000.00  <b>Renewal Fee:</b> USD100,000.00  <b>Performance Bond:</b> USD50,000.00	<b>20 Days</b>	

**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.*

## 22. Accreditation of Probity Checker

A Probity Checker refers to an entity responsible for the verification of an applicant's identity, to include all officials of the corporate applicant, finances, integrity, competence, and criminality. Accreditation shall be valid for three (3) years from the date of approval of the Board of PAGCOR

<b>Office or Division:</b>	Offshore Gaming Licensing Department – Licensing Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail:</b>	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.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. PAGCOR Application for Registration Form (1 original copy);	PAGCOR-OGLD
2. Company Profile including list of clients (1 original copy);	Applicant
3. List of products/items being offered including brochures and catalogues (if any) (1 original copy);	Applicant
4. Detailed location sketch of company office (1 original copy);	Applicant
5. 1 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
6. 1 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. 1 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. 1 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 1 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 (thru email at ogld@pagcor.ph /registered mail/ courier/hard copy transmitted to OGLD office)				
2. Pay to the bank  3. Submit proof of payment (thru email at ogld@pagcor.ph /registered mail/courier/ hard copy transmitted to OGLD office)  4. Submit documentary requirements (thru registered mail/courier/ hard copy transmitted to OGLD office)– within 3 months after the issuance of the application kit	4.1 Receive application kit with complete requirements  4.2 Evaluate application kit and documentary requirements  4.3 Prepare recommendation and endorse to the Board.  4.4 Inform applicant of Board decision	Application Fee: USD5,000  Renewal Fee: USD5,000	9 days	Offshore Gaming Officer I / II, OLS-LD, OGLD  Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<p><b>If approved:</b></p> <p>3.1 Issue Notice of Approval</p> <p>3.2 Issue a Deposit Notice for payment of Performance Bond</p>			<p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</i></p> <p><i>Offshore Gaming Officer I/ Sr. Offshore Gaming Officer, FOCAS, OGLD</i></p>
<p>5. Pay to the bank</p> <p>6. Submit proof of payment for performance bond</p>	<p>5.1 Receive proof of payment</p> <p>5.2 Verify the payment with the bank</p> <p>5.3 Issue Official Receipt/ payment clearance</p> <p>5.4 Prepare request to RMD for printing of Certificate</p>	<p><b>Performance Bond:</b> USD5,000.00</p>	<p>10 days</p>	<p><i>Offshore Gaming Officer I/ Sr. Offshore Gaming Officer, FOCAS, OGLD</i></p> <p><i>Offshore Gaming Officer I/ Sr. Offshore Gaming Officer, FOCAS, OGLD</i></p>
<p>7. Receive Notification on Availability of Certificate</p>	<p>6. Upon receipt of Certificate from RMD, inform applicant that Certificate is ready for release</p>	<p>None</p>	<p>1 day</p>	<p><i>Offshore Gaming Officer I / II, OLS-LD, OGLD</i></p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
	<b>TOTAL</b>	<b>Application Fee:</b> USD5,000 <b>Renewal Fee:</b> USD5,000 <b>Performance Bond:</b> USD5,000.00	<b>20 Days</b>	

**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.*

## 23. Accreditation of Independent Testing Laboratory

An Independent Testing Laboratory refers to entities responsible for the testing of gaming systems and software of licensees and ensuring that the same pass technical standards established and accepted by gaming jurisdictions worldwide. Accreditation shall be valid for three (3) years from the date of approval of the Board of PAGCOR.

<b>Office or Division:</b>	Offshore Gaming Licensing Department – Licensing Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail:</b>	Internationally recognized testing laboratory presently offering their services to Macau, Singapore, Las Vegas and other major gaming jurisdictions
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. PAGCOR Application for Registration Form (1 original copy);	PAGCOR-OGLD
2. Company Profile including list of clients (1 original copy);	Applicant
3. List of products/items being offered including brochures and catalogues (if any) (1 original copy);	Applicant
4. Detailed location sketch of company office (1 original copy);	Applicant
5. 1 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
6. 1 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
7. 1 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).	
1 Certified True Copy of Income Tax Return for the previous or its preceding year and its corresponding audited Financial Statements, stamped "received" by	Bureau of Internal Revenue

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
the BIR including photocopy of ITR and AFS filed two (2) years prior to year of application				
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 (thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> /registered mail/courier/hard copy transmitted to OGLD office)				
2. Pay to the bank 3. Submit proof of payment (thru email at <a href="mailto:ogld@pagcor.ph/registered">ogld@pagcor.ph/registered</a> mail/courier/hard copy transmitted to OGLD office)–		Application Fee: USD5,000.00  Renewal Fee USD5,000		
4. Submit documentary requirements (thru registered mail/courier/hard copy transmitted to OGLD office)– – within 3 months after the issuance of the application kit	3.1 Receive application kit with complete requirements  3.2 Evaluate application kit and documentary requirements  3.3 Prepare recommendation and		9 days	Offshore Gaming Officer I / II, OLS-LD, OGLD  Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<p>endorse to the Board</p> <p>3.4 Inform applicant of the Board decision</p> <p><b>If approved:</b></p> <p>3.5 Issue a Notice of Approval</p> <p>3.6 Issue a Deposit Notice for payment of Performance Bond</p>			<p>Offshore Gaming Officer I / II, OLS-LD, OGLD / Sr. Offshore Gaming Officer, OLS-LD, OGLD / Senior Manager, LD, OGLD</p> <p>Offshore Gaming Officer I/Sr. Offshore Gaming Officer, FOCAS, OGLD</p>
<p>5. Pay to the bank</p> <p>6. <i>Submit</i> proof of payment for performance bond</p>	<p>6.1 Receive proof of payment</p> <p>6.2 Verify the payment with the bank</p> <p>6.3 Issue Official Receipt/ payment clearance</p> <p>6.4 Prepare request to RMD for printing of Certificate</p>	<p>Performance Bond: USD50,000.00</p>	<p>10 days</p>	<p>Offshore Gaming Officer I/ Sr. Offshore Gaming Officer, FOCAS, OGLD</p> <p>Offshore Gaming Officer I/ Sr. Offshore Gaming Officer, FOCAS, OGLD</p> <p>Offshore Gaming Officer I / II, OLS-LD, OGLD</p>
<p>7. Receive Notification on Availability of Certificate</p>	<p>7.1 Upon receipt of Certificate from RMD, inform applicant that Certificate is</p>	<p>None</p>	<p>1 day</p>	<p>Offshore Gaming Officer I / II, OLS-LD, OGLD</p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
	<b>TOTAL</b>	<b>Application Fee:</b> USD5,000.00  <b>Renewal Fee:</b> USD5,000  <b>Performance Bond:</b> USD50,000.00	<b>20 Days</b>	

**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.*

## 24. 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 Internet Gaming Licensee and their Authorized Providers.

<b>Office or Division:</b>		Offshore Gaming Licensing Department – Licensing Division		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		A person duly employed by the Internet Gaming Licensee or Authorized Providers who are directly involved in offshore gaming operations		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>For Filipino Nationals:</p> <ol style="list-style-type: none"> <li>1. 1 Photocopy of PSA-certified Birth Certificate</li> <li>2. Valid NBI Clearance (1 photocopy)</li> <li>3. Tax Identification Number</li> <li>4. National Police Clearance (1 photocopy)</li> </ol> <p>For Foreign Nationals:</p> <ol style="list-style-type: none"> <li>1. 1 Photocopy of valid passport from country of origin, Bio page and visa stamp</li> <li>2. Valid work visa or permit as provided by existing laws, rules and regulations (1 photocopy)</li> <li>3. Tax Identification Number</li> <li>4. National Police Clearance (1 photocopy)</li> <li>5. Training Certificate (1 photocopy)</li> </ol>		<p>Philippine Statistics Authority</p> <p>National Bureau of Investigation Bureau of Internal Revenue Philippine National Police</p> <p>Country of Origin</p> <p>Bureau of Immigration / Department of Labor and Employment</p> <p>Bureau of Internal Revenue Philippine National Police</p> <p>Accredited Training Program Provider</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
<ol style="list-style-type: none"> <li>1. Submit the updated list of Filipino and foreign employees/ Application Form A (<i>thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> /registered mail/courier/ hard copy transmitted to OGLD office</i>)</li> </ol>				



## 25. Accreditation of Training Program Provider

Training Program Provider (TPP) refers to an accredited third-party provider authorized by PAGCOR to a registered company to conduct training programs for the employees of the Philippine-based Internet Gaming Licensees and their Authorized Providers as part of the requirements to secure an Offshore Gaming Employment License (OGEL).

Accreditation shall be valid for three (3) years from the date of approval of the Board of PAGCOR.

<b>Office or Division:</b>	Offshore Gaming Licensing Department – Operation Licensing Section
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B - Government to Business
<b>Who may avail:</b>	Any company duly registered with the Securities and Exchange Commission who offers and conducts various training courses.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Letter of Intent to apply as Training Program Provider (1 original or 1 photocopy)</li> <li>2. Security and Exchange Commission Certificate of Registration <ul style="list-style-type: none"> <li>- Articles of Incorporation showing that one of its primary purpose is to provide training programs (1 certified true copy)</li> <li>- By-Laws (1 certified true copy)</li> <li>- Latest General Information Sheet (1 certified true copy)</li> </ul> </li> <li>3. Organizational Chart indicating the names of the person/s occupying the position (1 original copy)</li> <li>4. Details of Program Offering indicating method, security features and other relevant information (1 original copy)</li> <li>5. Notarized Secretary's Certificate or Board Resolution appointing the Head Trainer with attached profile (1 original copy)</li> <li>6. Sworn undertaking to comply with the Data Privacy Act of 2012 (1 original copy)</li> </ol>	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of intent to apply for Training Program Provider Accreditation addressed to the Chairman and CEO ( <i>thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> /registered mail/courier/ hard copy transmitted to OGLD office)</i> )				
2. Pay to the bank  3. <i>Submit proof of payment (thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> /registered mail/courier/ hard copy transmitted to OGLD office)</i>  4. Submit documentary requirements ( <i>thru registered mail/courier/ hard copy transmitted to OGLD office</i> )	5. Receive and evaluate complete documentary requirement  6. Prepare recommendation and endorse to the Board  7. Inform applicant of the Board decision  <b>If approved:</b>  8. Issue a Notice of Approval	<b>Application Fee:</b> USD3,000  <b>Renewal Fee:</b> USD3,000	9 days	Offshore Gaming Officer I / II, Employment Licensing Section (ELS), Licensing Division (LD), OGLD  Offshore Gaming Officer I / II, ELS-LD, OGLD / Sr. Offshore Gaming Officer, ELS-LD, OGLD / Senior Manager, LD, OGLD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	Issue a Deposit Notice for payment of Performance Bond			<p><i>Offshore Gaming Officer I / II, Employment Licensing Section (ELS), Licensing Division (LD), OGLD</i></p> <p><i>Offshore Gaming Officer I / Sr. Offshore Gaming Officer, FOCAS, OGLD</i></p>
<p>9. Pay to the bank</p> <p>10. Submit proof of payment (thru email at <a href="mailto:ogld@pagcor.ph">ogld@pagcor.ph</a> /registered mail/courier/ hard copy transmitted to OGLD office)</p>	<p>8. Receive proof of payment</p> <p>9. Verify payment with the bank</p> <p>10. Issue Official Receipt/ payment clearance</p> <p>11. Prepare request to RMD for printing of Certificate</p>	<p><b>Performance Bond:</b> USD10,000.00</p>	<p>10 days</p>	<p><i>Offshore Gaming Officer I/Sr. Offshore Gaming Officer, FOCAS, OGLD</i></p> <p><i>Offshore Gaming Officer I / II / Sr. Offshore Gaming Officer, OLS-LD, OGLD</i></p>
<p>11. Receive Notification on Availability of Certificate</p>	<p>11. Upon receipt of Certificate from RMD, inform applicant that Certificate is ready for release</p>	<p>None</p>	<p>1 day</p>	<p><i>Offshore Gaming Officer I / II, Employment Licensing Section (ELS), Licensing Division (LD), OGLD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	TOTAL:	<b>Application Fee:</b> USD3,000  <b>Renewal Fee:</b> USD3,000  <b>Performance Bond:</b> USD10,000.00	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.*

## 26. 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 authorized providers in the conduct of their offshore gaming operations. A Permit to Possess is required prior to issuance of shipment clearance.

<b>Office or Division:</b>	Offshore Gaming Licensing Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Internet Gaming Licensee / Local Gaming Agent / Authorized Provider			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Letter of Request for Shipment Clearance (1 original copy) b. Commercial Invoice (1 photocopy) c. Packing List (1 photocopy) d. Letter of Undertaking (1 original copy) e. Official Receipt representing payment of the shipment processing fee (1 photocopy together with the original copy for verification) f. Permit to Possess gaming equipment (1 photocopy)		Applicant  Supplier Supplier Applicant  PAGCOR – Cashier’s Office  Applicant (issued by PAGCOR-OGLD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit the Shipment Clearance Request and Approval Form along with the documentary requirements ( <i>thru email at ogld@pagcor.ph/registered mail/courier/hard copy transmitted to OGLD office</i> )	1.1 Receive the Shipment Clearance Request and Approval Form and encode in the list of incoming files	None	2 days	<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.2 Route the Shipment Clearance Request and Approval Form	None		<i>Asst. Offshore Gaming Officer, Admin. Section, OGLD</i>
	1.3 Evaluate the Shipment Clearance Request application and documentary requirements	None		<i>Offshore Gaming Officer I, Policy Development Division, OGLD</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	1.4 Prepare Certification for Shipment	None		<i>Offshore Gaming Officer I, Policy Development Division, OGLD</i>
	1.5 Forward to Senior Manager, OGLD for approval	None		<i>Offshore Gaming Officer I, Policy Development Division, OGLD</i>
	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	None		<i>Filing Clerk/Messenger II</i>
	<b>TOTAL</b>	<b>None</b>	<b>3 Days</b>	

**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.*

## 27. Evaluation of Local Purchase Request

Local Purchase Clearance refers to the authorization issued by PAGCOR to facilitate local purchase of gaming equipment and paraphernalia needed by licensees and/or their Authorized Providers in the conduct of their offshore gaming operations. A Permit to Possess is required prior to issuance of Local Purchase Clearance.

<b>Office or Division:</b>	Offshore Gaming Licensing Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Licensee / Local Gaming Agent / Authorized Provider			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Letter Request for Local Purchase (1 original copy)		Applicant		
b. Commercial Invoice (1 photocopy)		Supplier		
c. Letter of Undertaking (1 photocopy)		Supplier		
d. Permit to Possess gaming equipment (1 photocopy)		Applicant (issued by PAGCOR-OGLD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Local Purchase Request and Approval Form along with the documentary requirements (thru email at <i>ogld@pagcor.ph</i> / registered mail/courier/hard copy transmitted to OGLD office)	1.1 Receive the Local Purchase 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 Local Purchase Request and Approval Form	None		
	1.3 Evaluate the Local Purchase Request application and documentary requirements	None	1 day	<i>Offshore Gaming Officer I, Policy Development Division, OGLD</i>
	1.4 Forward to Senior Manager, OGLD for approval	None		
	1.5 Endorse to Compliance Monitoring and Enforcement Department, I-Gaming for conduct of inspection and inventory	None	1 Day	<i>Filing Clerk / Messenger II</i>
<b>TOTAL</b>		<b>None</b>	<b>3 Days</b>	

**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.*

## II. INTERNAL SERVICES

### 28. Employee Profile Update (EPU for Change Status)

Update of Employee's Civil Status

<b>Office or Division:</b>	Employee Relations and Records Management Division (ERRMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Single to Married</p> <ul style="list-style-type: none"> <li>• EPU for Change Status Form</li> <li>• Certificate of Marriage from PSA (1 photocopy)</li> </ul> <p>Single to Single Parent</p> <ul style="list-style-type: none"> <li>• EPU for Change Status Form</li> <li>• Birth Certificate of the child from PSA (1 photocopy)</li> </ul> <p>Married to Single</p> <ul style="list-style-type: none"> <li>• EPU for Change Status Form</li> <li>• Certificate of Finality (1 photocopy)</li> </ul> <p>Married to Widow/Widower</p> <ul style="list-style-type: none"> <li>• EPU for Change Status Form</li> <li>• Death Certificate from PSA (1 photocopy)</li> </ul> <p>Reminder: Original PSA-certified documents are presented for verification purposes only.</p>		<ul style="list-style-type: none"> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority (PSA)</li> </ul> <ul style="list-style-type: none"> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority (PSA)</li> </ul> <ul style="list-style-type: none"> <li>• HROD – ERRMD Records Section</li> <li>• Regional Trial Court</li> </ul> <ul style="list-style-type: none"> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority (PSA)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download EPU (Change Status) form at HRDG portal	1. Provide EPU (Change Status) form	None	15 mins.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
2. Submit the accomplished EPU (Change Status) form with attachments to Records Section, HROD	2.1 Receive the EPU (Change Status) form and check for completeness	None	4 hrs	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
<p>Reminder:</p> <ul style="list-style-type: none"> <li>• For CF Branches employees submit EPU form to HR office of the branch who will forward the form to Records Section, HROD.</li> </ul>	<p>Reminder:</p> <ul style="list-style-type: none"> <li>• Provision of waiting time for the collection of EPU (Change Status) form from the branches</li> </ul>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Update the status of the employee in the system and file the document in the 201 folder  Reminder: <ul style="list-style-type: none"> <li>• Provision of processing time in consideration of the volume of forms from the branches and Corporate office</li> </ul>		3 hrs and 30 mins.	
3. Check employee's portal for update on the civil status	3. Advise the employee to check his/her portal	None	15 mins.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day</b>	

## 29. Employee Profile Update (EPU for Additional Dependent)

Update of Employee's Dependent

<b>Office or Division:</b>	Employee Relations and Records Management Division (ERRMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All regular employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Single Parent / Married</p> <ul style="list-style-type: none"> <li>• Legitimate, Illegitimate or Adopted child/children <ul style="list-style-type: none"> <li>- EPU for additional dependent form</li> <li>- Birth Certificate from PSA (1 photocopy)</li> <li>- Adoption Paper (1 photocopy)</li> </ul> </li> </ul> <p>Single, Orphan</p> <ul style="list-style-type: none"> <li>• Sibling 21 above with congenital disease or PWD <ul style="list-style-type: none"> <li>- EPU for additional dependent form</li> <li>- Birth Certificate (1 photocopy)</li> <li>- Person with disability I.D. (1 photocopy)</li> <li>- Medical Certificate /Medical Abstract (1 photocopy)</li> </ul> </li> <li>• Sibling 20 years old and below <ul style="list-style-type: none"> <li>- EPU for Additional dependent form</li> <li>- Birth Certificate PSA (1 photocopy)</li> </ul> </li> </ul> <p>Reminder: Original PSA-certified documents are presented for verification purposes only.</p>		<ul style="list-style-type: none"> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority (PSA)</li> <li>• Regional Trial Court</li> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority (PSA)</li> <li>• Local Government Unit (LGU)</li> <li>• Hospital</li> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority (PSA)</li> </ul>		
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	15 mins.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
2. Submit the accomplished EPU (Additional Dependent) form with attachments to Records Section, HROD	2. Receive the EPU (Additional Dependent) form and check for completeness	None	4 hrs	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
<p>Reminder:</p> <ul style="list-style-type: none"> <li>• For CF Branches employees submit EPU form to HR</li> </ul>	<p>Reminder:</p> <ul style="list-style-type: none"> <li>• Provision of waiting time for</li> </ul>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
office of the branch who will forward the form to records unit.	<p>the collection of EPU (Additional Dependent) form from the branches</p> <p>2.1 Update the dependent of the employee in the system and file the document in the 201 folder</p> <p>Reminder:</p> <ul style="list-style-type: none"> <li>• Provision of processing time in consideration of the volume of forms from the branches and Corporate office</li> </ul>	None	3 hrs and 30 mins.	
3. Check employee's portal for update on the Additional Dependent	3. Advise the employee to check his/her portal	None	15 mins.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day</b>	

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

Update of Employee's / Dependent's Name

<b>Office or Division:</b>	Employee Relations and Records Management Division (ERRMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Name of employee</p> <ul style="list-style-type: none"> <li>• Due to Annulment <ul style="list-style-type: none"> <li>- EPU for Change of Name form</li> <li>- Certificate of Finality (1 photocopy)</li> </ul> </li> <li>• Due to erroneous entry in the PHS <ul style="list-style-type: none"> <li>- EPU for Change of Name form</li> <li>- Birth Certificate PSA (1 photocopy)</li> </ul> </li> <li>• Due to annotation of Birth Certificate <ul style="list-style-type: none"> <li>- EPU for Change of Name form</li> <li>- Annotated Birth Certificate PSA (1 photocopy)</li> </ul> </li> </ul> <p>Name of dependent</p> <ul style="list-style-type: none"> <li>• Due to erroneous entry in the PHS <ul style="list-style-type: none"> <li>- EPU for Change of Name form</li> <li>- Birth Certificate PSA (1 photocopy)</li> </ul> </li> <li>• Due to annotation of Birth Certificate <ul style="list-style-type: none"> <li>- EPU for Change of Name form</li> <li>- Annotated Birth certificate PSA (1 photocopy)</li> </ul> </li> </ul> <p>Reminder: Original PSA-certified documents are presented for verification purposes only.</p>		<ul style="list-style-type: none"> <li>• HROD – ERRMD Records Section</li> <li>• Regional Trial Court</li> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority</li> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority</li> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority</li> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download EPU (Change name) form at HRDG portal	1. Provide (Change name) form	None	15 mins.	<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. Receive the EPU (Change name) form and check for completeness	None	4 hrs.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
<p>Reminder:</p> <ul style="list-style-type: none"> <li>• For CF Branches employees submit EPU form to HR</li> </ul>	<p>Reminder:</p> <ul style="list-style-type: none"> <li>• Provision of waiting time for the collection of</li> </ul>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
office of the branch who will forward the form to records unit.	EPU (Change Name) form from the branches			
	2.1 Update the name of the employee/ dependent in the system and file the document in the 201 folder  Reminder: <ul style="list-style-type: none"> <li>Provision of processing time in consideration of the volume of forms from the branches and Corporate office</li> </ul>	None	3 hrs and 30 mins.	
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 mins.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day</b>	

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

Update of Address / Contact Numbers

<b>Office or Division:</b>	Employee Relations and Records Management Division (ERRMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
EPU Change address/contact numbers form		HROD – ERRMD Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download EPU (Change Address / Contact Numbers) form at HRDG portal	1. Provide (Change Address / Contact Numbers) form	None	15 mins.	<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. Receive the EPU (Change Address/ Contact Numbers) form and check the completeness of the form  Reminder: • Provision of waiting time for the collection of EPU (Change Address / Contact Numbers) form from the branches	None	4 hrs.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	2.1 Update the address/contact number in the system and file the document in the 201 folder.  Reminder: • Provision of processing time in consideration of the volume of forms from the branches and Corporate office	None	3 hrs. and 30 mins	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Check employee's portal for the update on the address /contact number	3. Advise the employee to check his/her portal	None	15 mins.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day</b>	

## 32. Extended Dependent (ED)

Application of Extended Dependent under the PAGCOR Healthcare Plan

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Married employee w/ child / children <ul style="list-style-type: none"> <li>• 21 to 23 years old (provided all children are over age)               <ul style="list-style-type: none"> <li>- Extended Dependent form</li> <li>- Child / Children birth certificate PSA (1 photocopy)</li> </ul> </li> </ul> Married employee w/o children <ul style="list-style-type: none"> <li>• Parents               <ul style="list-style-type: none"> <li>- Extended Dependent form</li> <li>- Employee's birth Certificate PSA (1 photocopy)</li> </ul> </li> <li>• Sibling 20 years old and below               <ul style="list-style-type: none"> <li>- Extended Dependent form</li> <li>- Sibling's birth Certificate PSA (1 photocopy)</li> </ul> </li> <li>• Sibling 21 years old with congenital disease or PWD               <ul style="list-style-type: none"> <li>- Extended Dependent form</li> <li>- Sibling's birth Certificate PSA (1 photocopy)</li> <li>- PWD ID Card (1 photocopy)</li> <li>- Medical Certificate/Records attesting to the PWD's disability (1 photocopy)</li> <li>- Notarized affidavit attesting that nominee is totally dependent with employee (1 photocopy)</li> </ul> </li> </ul> <p>Reminder: Original PSA-certified documents are presented for verification purposes only.</p>		<ul style="list-style-type: none"> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority</li> </ul> <ul style="list-style-type: none"> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority</li> </ul> <ul style="list-style-type: none"> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority</li> </ul> <ul style="list-style-type: none"> <li>• HROD – ERRMD Records Section</li> <li>• Philippine Statistics Authority</li> </ul> <ul style="list-style-type: none"> <li>• Local Government Unit (LGU)</li> <li>• Hospital</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download ED form at HRDG portal	1. Provide ED form	None	15 mins.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
2. Submit the accomplished ED form with attachments to Records Section, HROD	2. Receive the ED form and check for completeness	None	4 hrs.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
Reminders: For PWD/ Congenital Disease cases, the employee submits the requirements to the Auxiliary Services Department who will refer the approved application to HROD.	Reminder: <ul style="list-style-type: none"> <li>• Provision of waiting time for the collection of ED form from the branches</li> </ul>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> <li>For CF Branches employees submit EPU form to HR office of the branch who will forward the form to records unit.</li> </ul>				
	2.1 Update the list of dependents in the system and file the document in the 201 folder  Reminder: <ul style="list-style-type: none"> <li>Provision of processing time in consideration of the volume of forms from the branches and Corporate office</li> </ul>	None	3 hrs. and 30 mins	
3. Check employee's portal for update on the Extended Dependent	3. Advise the employee to check his/her portal	None	30 mins.	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 day</b>	

### 33. Request for Document (RFD)

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

<b>Office or Division:</b>	Employee Relations and Records Management Division (ERRMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Document form		HROD – ERRMD Records Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  3.2 Advises the employee for pick up the requested copy of document  or  Forwards the requested documents to	None	1 day  1 day for Corporate	<i>Human Resource Staff II / Human Resource Assistant, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	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	
	<b>TOTAL</b>	<b>None</b>	<b>For Corporate: 2 days &amp; 10 mins.</b>  <b>For Metro Manila: 3 days &amp; 10 mins.</b>  <b>For Luzon, Visayas and Mindanao: 5 days &amp; 10 mins.</b>	

### 34. 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.

<b>Office or Division:</b>	Human Resource Operations Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PAGCOR Employees (Active or Seceded) Immediate Family Members of Deceased PAGCOR Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
Request for Service Record Form (Original or scanned)		Recruitment and Plantilla Management Division (RPMD) – Human Resource Operations Department (HROD) / Branch HR Section		
<b>Representative</b>				
- 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the Request for Service Record form.	1. Provide the Request for Service Record form.	None	5 minutes	<i>Asst. HR Officer, Plantilla Mgt. Section (PMS) or Sr. HR Asst. /HR Officer I, Recruitment Section (RS), HROD or Branch HR Personnel</i>
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	<i>Asst. HR Officer, PMS or Sr. HR Asst. / HR Officer I, RS, HROD or Branch HR Personnel</i>
	2.2 Encode request at the Service Record Monitoring tool.		10 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.3 Check the existing service record at Plantilla Management System or Filemaker &amp; 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>1 day</p> <p>1 day</p> <p>5 days (transit time)</p>	<p>Asst. HR Officer, PMS or Sr. HR Asst./ HR Officer I, RS, HROD</p> <p>Asst. HR Officer, PMS or Sr. HR Asst./ HR Officer I, RS, HROD</p> <p>Sr. HR Officer, Sr. Manager or Assistant Vice President, RPMD, HROD</p> <p>Asst. HR Officer, PMS or Sr. HR Asst./ HR Officer I, RS, HROD</p> <p>Sr. HR Assistant, or HR Officer I Recruitment Section, HROD</p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Service Record logbook for acknowledgement	4. Provide the receiving logbook.		2 minutes	
	<b>TOTAL (personally picked-up by employee or representative)</b>	<b>None</b>	<b>2 days &amp; 40 minutes</b>	
	<b>TOTAL (send thru courier services)</b>	<b>None</b>	<b>7 days &amp; 40 minutes</b>	

### 35. 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.

<b>Office or Division:</b>	Human Resource Operations Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Job Order, Casual and Contractual Employees (Active or Seceded) Immediate family members of deceased Job Order, Casual and Contractual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
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		
<b>Representative</b>				
- 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 I 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 I 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><i>Branch HR personnel</i></p> <p><i>Sr. HR Assistant, or HR Officer I Recruitment Section, HROD</i></p> <p><i>Sr. HR Assistant, or HR Officer I Recruitment Section, HROD</i></p> <p><i>Sr. HR Officer, Sr. Manager or Assistant Vice President, RPMD, HROD</i></p> <p><i>Sr. HR Assistant, or HR Officer I Recruitment Section, HROD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES 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>
<p>3. Receive the signed COE at the Recruitment Section, HROD Office or Branch HR Office (for branch Personnel)</p> <p>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)</p> <p>4. Fill up and sign the Request for COE logbook for acknowledgement</p>	<p>3. Release COE</p> <p>3.1 Receive and verify authorization documents.</p> <p>4. Provide the Request for COE log book.</p>	None	<p>5 minutes</p> <p>3 minutes</p> <p>2 minutes</p>	<p><i>Sr. HR Assistant, or HR Officer I Recruitment Section, HROD Or Branch HR Personnel</i></p>
	<b>TOTAL (personally picked-up by employee or representative)</b>	None	<b>2 days &amp; 30 minutes</b>	
	<b>TOTAL (send thru courier services)</b>	None	<b>7 days &amp; 30 minutes</b>	

### 36. 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

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  2.2 Compile completed forms to be transmitted to SSS Branch	None	10 minutes  1 day	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
3. Pick up the receiving copy of the Member Data Change Form	3.1 Release to concerned employee the receiving copy  <i>or</i>  3.2 Transmit receiving copy to employee's assigned branch or department ( <i>for proper dissemination to employee</i> )	None	1 day, 23 hours, 40 minutes	<i>Human Resource Assistant, HRSD, HROD</i>
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

### 37. SSS Sickness Notification and Reimbursement

Notification required in availing SSS sickness reimbursement claim and advances of SSS Sickness Reimbursement Claims availed by active employees who are SSS Members.

<b>Office or Division:</b>	Human Resource Services Division (HRSD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Active Employees	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>• SSS Sickness Notification Form (1 original copy)</li> </ul>	<ul style="list-style-type: none"> <li>• SSS Website (sss.gov.ph &gt; Downloadable Forms &gt; SSS Sickness Notification Form)</li> <li>• PAGCOR Employee's portal (Departments &gt; HRDG &gt; Downloadable Forms &gt; Forms of Other Government Offices/ Agencies &gt; SSS Sickness Notification Form) HRDG, HROD – Government and Other Benefits Section</li> </ul>
	<ul style="list-style-type: none"> <li>• Medical Certificate (1 original or certified true copy)</li> </ul>	<ul style="list-style-type: none"> <li>•Attending Physician</li> <li>•Hospital</li> <li>•Medical/Clinical facility where employee has consulted</li> </ul>
	<ul style="list-style-type: none"> <li>• Original or Certified True Copy of Summary of Discharge (for hospitalization)</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital</li> <li>• Medical/Clinical facility where employee has consulted</li> </ul>
	<ul style="list-style-type: none"> <li>• Original or Certified true of Clinical Abstract (for hospitalization or as required by SSS) (1 copy)</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital</li> <li>• Medical/Clinical facility where employee has consulted</li> </ul>
	<ul style="list-style-type: none"> <li>• Operative Report (for hospitalization with procedure or as required by SSS) (1 copy)</li> </ul>	<ul style="list-style-type: none"> <li>•Hospital</li> <li>•Medical/Clinical facility where employee has consulted</li> </ul>
	<ul style="list-style-type: none"> <li>• Original or Certified True copy of Lab Results (as required by SSS) (1 copy)</li> </ul>	<ul style="list-style-type: none"> <li>• Hospital</li> <li>• Medical/Clinical facility where employee has consulted</li> </ul>
	<ul style="list-style-type: none"> <li>• EC Supporting Documents (Original SSS Accident/Sickness Report (Form B-309 / SSS Employment Data Form) (1 copy) for COVID/Accident cases only</li> </ul>	<ul style="list-style-type: none"> <li>• SSS Website (sss.gov.ph &gt; Downloadable Forms &gt; SSS Accident/Sickness Report B-309 Form / Employment Data Form)</li> <li>• PAGCOR Employee's portal (Departments &gt; HRDG &gt; Downloadable Forms &gt; Forms of Other Government Offices/ Agencies &gt; SSS Accident/Sickness Report B-309 / SSS Employment Data Form)</li> </ul>
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

				<ul style="list-style-type: none"> <li>• HRDG, HROD – Government and Other Benefits Section</li> </ul>
	<ul style="list-style-type: none"> <li>• Certified True Copy of EC Logbook for COVID/Accident cases (1 copy)</li> </ul>			<ul style="list-style-type: none"> <li>• HRDG, HROD – Government and Other Benefits Section for Corporate and SOG 2&amp;4 personnel</li> </ul>
				<ul style="list-style-type: none"> <li>• CF Branches, Respective Section – for CF Branch personnel</li> </ul>
	<ul style="list-style-type: none"> <li>• Copy of 2 valid IDs</li> </ul>			<ul style="list-style-type: none"> <li>• Employee</li> </ul>
	<ul style="list-style-type: none"> <li>• SSS Sickness Reimbursement Form (1 original copy)</li> </ul>			<ul style="list-style-type: none"> <li>• SSS Website (sss.gov.ph &gt; Downloadable Forms &gt; SSS Sickness Notification Form)</li> <li>• PAGCOR Employee’s portal (Departments &gt; HRDG &gt; Downloadable Forms &gt; Forms of Other Government Offices/ Agencies &gt; SSS Sickness Notification Form)</li> <li>• HRDG, HROD – Government and Other Benefits Section</li> </ul>
	<ul style="list-style-type: none"> <li>• SSS Sickness Notification (received and approved by SSS with complete attachments) (1 copy)</li> </ul>			<ul style="list-style-type: none"> <li>• SSS Website (sss.gov.ph)&gt; Inquiry&gt;Sickness/Maternity&gt;Medical Evaluation</li> </ul>
	<ul style="list-style-type: none"> <li>• Authorization for Salary Deduction (1 copy)</li> </ul>			<ul style="list-style-type: none"> <li>• HRDG – HROD, Government and Other Benefits Section</li> </ul>
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Notification Form *ensure Part III is filled up by attending physician	1.1 Provide request form.	None	5 mins	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
2. Submit accomplished Sickness Notification Form to assigned personnel in HRSD.	2.1 Receive and check completion of required details and attachments  2.2 Preparation for signature of authorized officer	None	15 mins	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Sign the Accomplished Sickness Notification	None	5 mins	<i>Assistant, HRSD, HROD</i>  <i>or</i>
	2.4 Compile, encode, scan, save per folder per employee and prepare for uploading of all received documents in the SSS website.	None	15 mins	<i>Human Resource Officer, HRSD, HROD</i>
	2.5 Upload completed documents in the SSS website via Employer account.	None	15 mins	
	2.6 SSS Evaluation	None	2 days	<i>Senior Human Resource Officer, HRSD, HROD</i>
	2.7 Check and print Sickness Notification evaluated by SSS (to be used as attachment to SSS Sickness Reimbursement claims) from the SSS website	None	1 day	<i>Human Resource Assistant, HRSD, HROD</i>  <i>or</i>  <i>Senior Human Resource Assistant, HRSD, HROD</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Fill up and Submit Sickness Reimbursement Form	3.5 Provide Sickness Reimbursement form	None	5 mins	<i>Human Resource Assistant, HRSD, HROD</i> or <i>Senior Human Resource Assistant, HRSD, HROD</i>
	3.6 Check required fields if filled up properly	None	10 mins	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	3.7 Attach evaluated SSS Sickness Notification (printed from SSS Employer account) -for claims processed in Corporate Office			
	3.8 Encode returned/ rejected SSS Sickness notification in the monitoring file  (Completed SSS Sickness notifications will be re-uploaded via SSS Employer account for re-evaluation of SSS)	None	10 mins	<i>Senior Human Resource Assistant, HRSD, HROD</i> or <i>Human Resource Assistant, HRSD, HROD</i>
	3.9 Secure Summary of SSS Contributions from Accounting Department	None	2 days	<i>Senior Human Resource Assistant, HRSD, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.10 Secure complete attendance details from Timekeepers and Attendance Coordinators	None	3 days	
	3.11 Compute employees' reimbursable amount	None	1 day	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	3.12 Submit computed claims and await verification by designated auditor for HRSD	None	1 hour	<i>Assistant Human Resource Officer, HRSD, HROD</i>
	3.13 Prepare summary of computations and reimbursement forms for final checking and signature of SHRO	None	20 mins	
	3.10 Encode claims, print reports generated in the ATM System*	None	40 mins	<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	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	3.11 Prepare Request for Payment (RFP) along with attachments ( <i>LBP Final Claim List, Summary of Details and Reimbursement Forms</i> ) for signing	None	10 mins	<i>Senior Human Resource Assistant, HROD, HRSD</i>  <i>Senior Human Resource Officer, HROD, HRSD</i>  <i>Senior Manager II, HROD, HRSD</i>  <i>Assistant Vice President II, HRSD, HROD</i>
	3.12 Review Request for Payment (RFP)	None	1 day	
	Sign Request for Payment	None		
	3.13 Receive signed Request for Payment	None	5 mins	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	3.14 Secure Summary file in a USB	None	5 mins	
	3.15 Photocopy and certify true copies of Sickness Notification and Reimbursement Forms to be attached in RFP for AD and FG	None	2 hours	
	3.16 Forward of USB, RFPs and attachments to AD and FG for	None	1 day	<i>Senior Human Resource Assistant, HRSD, HROD</i> or <i>Human Resource Assistant, HRSD, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.17 processing of advance payment (via email)  3.18 Email to PNB summary file for crediting to employee's payroll account	None	10 mins	
	<b>TOTAL</b>		<b>*14 days, 5 hrs, 35 mins</b>	

\*working days

### 38. SSS Maternity Notification and Reimbursement

Notification required prior to delivery in order to avail SSS Maternity reimbursement claims and advances of SSS Maternity Reimbursement Claims availed by active employees who are SSS Members.

<b>Office or Division:</b>	Human Resource Services Division (HRSD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Active Employees	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>• SSS Maternity Notification Form (1 original copy)</li> </ul>	<ul style="list-style-type: none"> <li>• SSS Website (sss.gov.ph &gt; Downloadable Forms &gt; Maternity Notification Form)</li> <li>• PAGCOR Employee's portal (Departments &gt; HRDG &gt; Downloadable Forms &gt; Forms of Other Government Offices/ Agencies &gt; SSS Maternity Notification Form)</li> <li>• HRDG, HROD – Government and Other Benefits Section</li> </ul>
	<ul style="list-style-type: none"> <li>• Ultrasound with Official Result (1 Original or Certified True Copy)</li> </ul>	<ul style="list-style-type: none"> <li>• Attending Physician</li> <li>• Hospital</li> <li>• Medical/Clinical facility where employee has consulted</li> </ul>
	<ul style="list-style-type: none"> <li>• Maternity Benefit Allocation Form (1 original copy)</li> </ul>	<ul style="list-style-type: none"> <li>• SSS Website (sss.gov.ph &gt; Downloadable Forms &gt; Allocation of Maternity Leave Credits Form)</li> <li>• Employee's portal (Departments &gt; HRDG &gt; Downloadable Forms &gt; Forms of Other Government Offices/ Agencies &gt; SSS Allocation of Maternity Leave Credits)</li> </ul>
	<ul style="list-style-type: none"> <li>• Copy of 2 valid IDs</li> </ul>	<ul style="list-style-type: none"> <li>• Employee</li> </ul>
	<ul style="list-style-type: none"> <li>• SSS Maternity Reimbursement Application Form (1 original copy)</li> </ul>	<ul style="list-style-type: none"> <li>• SSS Website (sss.gov.ph &gt; Downloadable Forms &gt; Maternity Reimbursement Application Form)</li> <li>• Employee's portal (Departments &gt; HRDG &gt; Downloadable Forms &gt; Forms of Other Government Offices/ Agencies &gt; SSS Maternity Reimbursement Form)</li> <li>• HRDG, HROD – Government and Other Benefits Section</li> </ul>
	<ul style="list-style-type: none"> <li>• SSS Maternity Notification Form (received and approved by SSS with complete attachments, 1 copy)</li> </ul>	<ul style="list-style-type: none"> <li>• SSS Website (sss.gov.ph)&gt; Inquiry&gt;Sickness/Maternity&gt;Medical Evaluation</li> </ul>
	<ul style="list-style-type: none"> <li>• 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)</li> </ul>	<ul style="list-style-type: none"> <li>• PSA</li> <li>• Civil Registry Office</li> </ul>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>1 Original or Certified True copy of Summary Discharge</li> </ul>		<ul style="list-style-type: none"> <li>Attending Physician</li> <li>Hospital</li> <li>Medical/Clinical facility where employee has consulted</li> </ul>		
<ul style="list-style-type: none"> <li>Operative Technique/Record of Operation for Non – normal delivery (1 original copy)</li> </ul>		<ul style="list-style-type: none"> <li>Attending Physician</li> <li>Hospital</li> <li>Medical/Clinical facility where employee has consulted</li> </ul>		
<ul style="list-style-type: none"> <li>Photocopy of 2 valid IDs</li> </ul>		<ul style="list-style-type: none"> <li>Employee</li> </ul>		
<ul style="list-style-type: none"> <li>Authorization for Salary Deduction (1 original copy)</li> </ul>		<ul style="list-style-type: none"> <li>HRDG – HROD, Government and Other Benefits Section</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Maternity Notification and Allocation of Leave Credit Forms	1. Provide request form.	None	5 mins	Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD
2. Submit accomplished forms to assigned personnel in HRSD.	2.1 Receive and check completion of required details and attachments	None	5 mins	Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD or Human Resource Officer, HRSD, HROD
	2.2 Prepare for signature of authorized officer	None	5 mins	Human Resource Officer, HRSD, HROD
	2.3 Sign the accomplished Maternity Notification Form	None	15 mins	Senior Human Resource Officer, HRSD, HROD
	2.4 Compile, encode, scan, save per folder per employee and prepare for uploading of all received maternity documents in the SSS website	None	2 days	Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	3.2 Attach evaluated SSS Maternity Notification (printed from SSS Employer account) – for claims processed in Corporate Office)	None	10 mins	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	3.3 Secure via email Summary of SSS Contributions from Accounting Department	None	2 days	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	3.4 Compute employees' reimbursable amount	None	1 day	<i>Senior Human Resource Assistant, HRSD, HROD</i>
	3.5 Submit computed claims and await verification by designated auditor for HRSD	None	30 mins	<i>Assistant Human Resource Officer, HRSD, HROD</i>
	3.6 Prepare summary of computations and reimbursement forms for final checking and signature of SHRO	None	20 mins	
	3.7 Encode, add, extract claim details in the ATM System* and print.	None	40 mins	<i>Senior Human Resource Assistant, HRSD, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>* if claiming employee is reflected as nonexistent, secure updated payroll details from Accounting Department</p> <p>3.8 Prepare Request for Payment (RFP) along with attachments (LBP Final Claim List, Summary of Details and Reimbursement Forms) for signing</p>	<p>None</p> <p>None</p>	<p>1 day</p> <p>10 mins</p>	
	<p>3.9 Sign / review Request for Payment (RFP)</p>	<p>None</p>	<p>1 day</p>	<p><i>Assistant Vice President II, HRSD, HROD</i> <u><i>countersigned</i></u> <i>by:</i> <i>Senior Human Resource Assistant, HROD, HRSD</i> <i>Senior Human Resource Officer, HRDO, HRSD</i> <i>Senior Manager II, HROD, HRSD</i></p>
	<p>3.10 Receive signed Request for Payment</p>	<p>None</p>	<p>5 mins</p>	<p><i>Senior Human Resource Assistant, HRSD, HROD</i></p>
	<p>3.11 Secure Summary file in a USB</p> <p>3.12 Photocopy Maternity Notification</p>	<p>None</p> <p>None</p>	<p>2 hours</p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and Reimbursement Forms to be attached in RFP for AD and FG  3.13 Certify true copies all photocopies	None		
	3.14 Forward of USB, RFPs and attachments to AD and FG for processing of advance payment (via email)  3.15 Email to PNB summary file for crediting to employee's payroll account	None	1 day  10 mins	<i>Senior Human Resource Assistant, HRSD, HROD or Human Resource Assistant, HRSD, HROD</i>
	<b>TOTAL</b>		<b>*14 days, 4 hours, 15 mins</b>	

\*working days

### 39. 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

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	authorized officer			
	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	
	<b>TOTAL</b>	<b>None</b>	<b>3 days</b>	

#### 40. 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

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get and Accomplish Member Change Information Form (2 original copies)	1.1 Provide Request Form	None	5 minutes	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
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	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
	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 <i>or</i>	None	1 day, 23 hours, 50 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> )	None		
	3.3. Release to employee the receiving copy	None		<i>HR Staff / HR Assistant, CF branches</i>
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	

## 41. PAGIBIG Calamity Loan

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

<b>Office or Division:</b>	Human Resource Services Division (HRSD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Active employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Calamity Loan Application Form (1 original copy)</li> </ul>		<ul style="list-style-type: none"> <li>PAGIBIG Website (<a href="http://www.pagibigfund.gov.ph">www.pagibigfund.gov.ph</a> &gt; Quick Links &gt; Calamity Loan Application Form)</li> <li>PAGCOR Employee's portal (Departments &gt; HRDG &gt; Downloadable Forms &gt; Forms of Other Government Offices/ Agencies &gt; PAGIBIG Calamity Loan Application Form)</li> <li>HRDG, HROD – Government and Other Benefits Section</li> </ul>		
<ul style="list-style-type: none"> <li>One Month Payslip</li> </ul>		PAGCOR Employee's portal (Services > BIP Payslip History)		
<ul style="list-style-type: none"> <li>Certificate of Net Pay (as required by PAGIBIG)</li> </ul>		Accounting Department, Payroll Division		
<ul style="list-style-type: none"> <li>Photocopy of 2 valid IDs</li> </ul>		Employee		
<ul style="list-style-type: none"> <li>Photocopy of Landbank EMV ATM or Landbank EMV Cashcard</li> </ul>		Employee		
<ul style="list-style-type: none"> <li>Barangay Certification stating the declared address is under calamity (1 original copy)</li> </ul>		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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				
	<b>TOTAL</b>	<b>None</b>	<b>40 minutes</b>	

## 42. PhilHealth Insurance Claim

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

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	
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>
	<b>TOTAL</b>	<b>None</b>	<b>33 minutes</b>	

### 43. 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

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  2.2 Compile completed forms and submit to PhilHealth branch	None	10 minutes  1 day	<i>Human Resource Assistant, HRSD, HROD or Senior Human Resource Assistant, HRSD, HROD</i>
3. Pick up the receiving copy of the Member Registration Form	3.1 Release to concerned employee the receiving copy <i>or</i> 3.2 Transmit receiving copy to employee's assigned branch or department ( <i>for proper dissemination to employee</i> )  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  None  None	2 days  3 days, 23 hours, 35 minutes  5 minutes	<i>Human Resource Assistant, HRSD, HROD</i>   <i>HR Assistant, CF branches</i>
	<b>TOTAL</b>	<b>None</b>	<b>7 days</b>	

## 44. 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.

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Evaluate submitted COE request form  2.3 Secure no pending case clearance from IVD & CID (for petty cash bond renewal only)  2.4 Prepare COE for signature of authorized officer.  2.5 Review & sign COE  2.6 Notify employees or authorized representative of the availability of the COE.	None   None   None	1 Day  1 Day	or <i>Sr. Human Resource Assistant, HRSD, HROD</i>   <i>Human Resource Assistant, HRSD, HROD</i>  <i>Sr. Human Resource Officer, Sr. Manager &amp; Assistant Vice President, HRSD, HROD</i>  <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>
	<b>TOTAL</b>	<b>None</b>	<b>2 days &amp; 40 minutes</b>	

## 45. 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.

<b>Office or Division:</b>	Human Resource Services Division (HRSD), Human Resource Operations Department (HROD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Active Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Accomplished Request for Prolonged Vacation Leave Form (1 original copy)</li> <li>Plane ticket or any proof of travel – for foreign trips (1 photocopy)</li> <li>For emergency case (death of family member) - death or hospital certificate of deceased; and proof of relationship with the deceased (1 photocopy)</li> <li>For study leave- enrollment or registration form (1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Employee's Portal (Departments &gt; Downloadable Form)</li> <li>Airline / Travel Agency</li> <li>Hospital (for death or hospital certificate); Employee (for any legal document or IDs to prove relationship with deceased)</li> <li>School</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  2.3 HROD / branch HR forwards requests to Branch Division/ Section/ SOG/ Department Heads for endorsement	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>  <i>Sr. Human Resource Assistant / Human Resource Assistant (Timekeepers), HRSD, HROD or branch HR</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.4 Review and verifies manpower requirement availability</p> <p>2.5 Sign endorsement of request</p> <p>2.6 Submit to HROD duly endorsed requests</p> <p>2.7 Receive duly endorsed requests</p> <p>2.8 Evaluate completeness of info in form and supporting documents</p> <p>2.9 Prepares memo on recommendation of the evaluated PVL requests for a 2-day or 3-day period</p> <p>2.10 Review and check memo and requests and supporting documents</p>	None	<p>3 days &amp; 6 hours</p> <p>2 days &amp; 6 hours</p> <p>1 day</p>	<p><i>Division Heads, Department / branch / SOG</i></p> <p><i>Vice President/ Asst. 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> <p><i>Human Resource Officer/ Sr. Human Resource Officer/ Sr. Manager/ HRSD, HROD</i></p>
	<p>2.11 Sign recommendation for approval of the President and COO (PCOO) or Board of Director (BOD) (as applicable)</p> <p>2.12 Forward signed recommendation to Office of the</p>		3 days	<p><i>Assistant. Vice President, HROD</i></p> <p><i>Vice President, HROD</i></p> <p><i>Human Resource Assistant, HRSD, HROD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	PCOO / BOD (as applicable)  2.12 Approve recommendation		4 days	<i>President and COO / BOD (as applicable)</i>
	2.14 Receive approval from the PCOO/BOD  2.15 Indicate approved PVL date in the PVL request forms  2.16 Review indicated approved dates  2.17 Sign on PVL request forms to signify approval /disapproval of requests		3 days	<i>Human Resource Assistant, HRSD, HROD</i>  <i>Human Resource Officer/ Sr. Human Resource Officer/ Sr. Manager/ HRSD, HROD</i>  <i>Assistant. Vice President, HROD</i>
3. Receive through email copy of approved/ disapproved PVL	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  3.2 Scan and email copy of approved/ disapproved PVL requests to branch HR/ SOG admin ( <i>for proper dissemination to concerned employees and recording</i> )		5 hours and 45 minutes	<i>Human Resource Assistant, HRSD, HROD</i>
	<b>TOTAL</b>	<b>None</b>	<b>20 days</b>	

## 46. 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.

<b>Office or Division:</b>	HR Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Solo Parent-Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application for Confirmation of Solo Parent Status Form (1 original or 1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Employee's Portal (Departments &gt; HRDG &gt; Downloadable Forms &gt; Attendance Forms &gt; Application for Confirmation of Solo Parent Status Form)</li> </ul>		
<ul style="list-style-type: none"> <li>Solo parent ID (original for verification of HRSD and 1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Department of Social Welfare and Development (DSWD) or Municipality of residence</li> </ul>		
<ul style="list-style-type: none"> <li>Birth certificate of child/children (1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Philippine Statistics Authority (PSA) or Civil Registry Office</li> </ul>		
<ul style="list-style-type: none"> <li>Barangay certificate of solo parenthood (place of residence) (1 original copy)</li> </ul>		<ul style="list-style-type: none"> <li>Barangay where Employee Resides</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	30 minutes	<i>Sr. HR Officer / Human Resource Officer II / HRSD, HROD</i>
	2.2 Check through PAGCOR records if the address in the issued Barangay			<i>Sr. HR Officer / Human Resource Officer II / HRSD, HROD</i>
	2.3 Certificate matches the declared present or permanent address of the employee			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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>
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 1 hour &amp; 15 minutes</b>	

## 47. 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.

<b>Office or Division:</b>	HR Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Active employees/Employees transferring to other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal</b>				
<ul style="list-style-type: none"> <li>Request for Certificate of Available Leave Credits (CALC) form – 1 original copy</li> </ul>		<ul style="list-style-type: none"> <li>HRDG, HROD – Attendance Leave Section</li> <li>PAGCOR Employee’s Portal&gt; Departments&gt; HRDG&gt; Downloadable Forms&gt; Attendance Form&gt; Request for Certificate to Available Leave Credits</li> </ul>		
<b>Representative</b>				
<ul style="list-style-type: none"> <li>Authorization Letter if CALC will not be picked up by the employee who requested it. (1 original or scanned copy)</li> <li>Copy of valid ID’s (Principal and Representative) (1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Employee</li> <li>Employee / Representative</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>
	2.2 Fill up the SL/VL current and accumulated leave credits base on employees’ records	None	20 mins	

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	<p>2.3 Review and verify the entries of SL/VL leave credits prior to signature of authorized signatory</p> <p>2.4 Sign the verified form</p>	None	1 day	<p><i>Human Resource Officer II/I, HRSD, HROD</i></p> <p><i>Sr. Human Resource Officer, HRSD, HROD</i></p> <p><i>Sr. Manager HRSD, HROD</i></p> <p><i>Assistant Vice President HROD</i></p>
	2.5 Notify thru email the employee or attendance coordinator of the availability of the certification of available leave credits	None	10 mins	<p><i>Human Resource Assistant, HRSD, HROD</i></p> <p><i>or</i></p> <p><i>Sr. Human Resource Assistant, HRSD, HROD</i></p>
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	<p><i>Human Resource Assistant, HRSD, HROD</i></p> <p><i>or</i></p> <p><i>Sr. Human Resource Assistant, HRSD, HROD</i></p>
	<b>TOTAL</b>	<b>None</b>	<b>1 day &amp; 1 hour</b>	

## 48. 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.

<b>Office or Division:</b>	Human Resource Services Division (HRSD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Active Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application for Authority to Travel form (1 original copy)</li> <li>Copy of approved Request for Leave of Absence, Change Shift and ADO form that will cover the travel period of the employee (1 photocopy)</li> <li>Copy of approved Request for Prolonged Vacation Leave for employees with prolonged vacation Leave (1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Employee's Portal &gt; Departments &gt; Human Resource Development Group &gt; Downloadable Forms</li> <li>Employee</li> <li>Attendance and Leave Section, HRSD, Branch Human Resource Division</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Reviewed applications received for a 2-day or 3-day period</p>	<p>None</p> <p>None</p>	<p>1 day &amp; 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>2.10 Prepare certification that all submitted documents are compliant to Memorandum Circular #35 and meets the condition of MC on 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 President and Chief Operating Officer (PCOO) approval and signature</p> <p>Forwards signed letter to the Office of the President and Chief Operating Officer (PCOO)</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>2.13 Sign Authorization to Travel Abroad</p>	<p>None</p>	<p>4 days</p>	<p><i>Chairman and Chief Executive Officer</i></p>
	<p>2.15 Receive signed Authorization to Travel Abroad from the Office of the PCOO</p>	<p>None</p>	<p>45 minutes</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 HRSD, HROD</i>
	<b>TOTAL</b>	<b>None</b>	<b>7 days</b>	

## 49. 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.

<b>Office or Division:</b>	Human Resource Services Division (HRSD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Application for Authority to Travel form (1 original copy)</li> <li>Copy of Secretary's Certificate (1 photocopy)</li> <li>Copy of Request for Official Travel (ROT) (1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Employee's Portal &gt; Departments &gt; Human Resource Development Group&gt; Downloadable Forms</li> <li>Office of the Corporate Secretary / Lead Department</li> <li>Branch /Department of Requesting Employee</li> </ul>		
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	2.1 HROD receives Application for ATA form with requirements	None	1 day & 6 hours	<i>Human Resource Assistant/ Human Resource Officer II HRSD, HROD</i>
	2.2 Indicate and certify nature of absence of travel dates based on supporting documents and employee records			<i>Human Resource Officer II/Human Resource Assistant, HRSD, HROD</i>
	2.3 Evaluate completeness of info in form and supporting documents	None	1 day & 6 hours	<i>Human Resource Officer II /Human Resource Assistant, HRSD, HROD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<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 Abroad) for the President &amp; Chief Operating Officer (PCOO) approval and signature</p> <p>2.8 Forwards signed letter to the Office of the President and Chief Operating Officer (PCOO)</p> <p>2.9 Sign Authorization to Travel Abroad</p>	<p>None</p>	<p>4 days</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> <p><i>Chairman and Chief Executive Officer</i></p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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>
	<b>TOTAL</b>	<b>None</b>	<b>7 days</b>	

## 50. Post Executive Check Up (ECU) Consultation

Facilitation of Post Executive Check Up Consultation

<b>Office or Division:</b>	Health Services and Wellness Department / Employee Wellness Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	PAGCOR Officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copy of PAGCOR Officer's ECU Results		HSWD Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>ECU Nurse</i>
2. Officer to proceed to Medical Clinic to present and consult ECU Results	2.1 Review and Evaluate ECU Results	None	55 minutes	<i>Senior Medical Officer</i>
	2.2 Issue Medicine Prescription(s) based on evaluation of ECU Results		5 minutes	
	<b>Total</b>	<b>None</b>	<b>1 Hour and 5 minutes</b>	

## 51. Pre-Executive Check Up Consultation

Facilitation of Pre-Executive Check Up Consultation

<b>Office or Division:</b>	Health Services and Wellness Department / Employee Wellness Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	PAGCOR Officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copy of ECU Notification and Checklist		HSWD CLINIC		
2. Original copy of Application for Issuance of Letter of Guarantee for Medical Confinement / Work-Ups (LOG) and Acknowledgement Consent and Waiver		PAGCOR Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	15 minutes	<i>ECU Nurse</i>
	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			
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	<i>Senior Medical Officer</i>
	2.2 Evaluate and discuss medical history and other			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>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	<i>ECU Nurse</i>
	<b>Total</b>	<b>None</b>	<b>85 minutes</b>	

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

Processing of Application for LOG for Dental Availment

<b>Office or Division:</b>	Health Services and Wellness Department / Employee Wellness Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who May Avail:</b>	PAGCOR Employees and beneficiaries of the PAGCOR Healthcare Plan (qualified and extended dependents)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Original copy of Application for Issuance of Letter of Guarantee</li> <li>2. Original copy of Acknowledgement consent/waiver form</li> <li>3. Original copy Patient's Record for Dental Availment</li> <li>4. Original copy of Dental Benefit availment slip (Form ASD-EWD-184)</li> <li>5. Original copy of Medical Request with Diagnosis</li> </ol>		<p>PAGCOR Portal under Services</p> <p>Attending Physician of avai lees</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant to access Employee Portal to print requirement nos. 1 to 4.	1. If applicant proceeded to HSWD without requirement nos. 1 to 4, advise applicant to use the kiosk at the 11 <sup>th</sup> floor near HROD Office and print the said forms.	None	5 minutes	<i>Dentist</i>
2. Submits the duly accomplished document nos. 1 and 4 together with requirement no. 5 to the Dental Clinic	<ol style="list-style-type: none"> <li>2.1 Receives submitted documents and checks these for completeness.</li> <li>2.2 Evaluates case in accordance with existing Healthcare – Dental guidelines; and if the dental clinic/service provider is PAGCOR-accredited.</li> <li>2.3 If application is deemed approved process the application and prepares the Letter of Guarantee (LOG).</li> </ol>	None	2 hours	<i>Sr. Dental Officer/Dentist</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Obtains signature from authorized signatories for the LOG. Records the LOG in the Healthcare Monitoring System.			
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	<i>Dentist</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 hours and 10 minutes</b>	

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

Processing of Application for Issuance of LOG for Medical Availment

<b>Office or Division:</b>	Health Services and Wellness Department / Employee Wellness Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C	
<b>Who May Avail:</b>	PAGCOR Employees and beneficiaries of the PAGCOR Healthcare Plan (qualified and extended dependents)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Original copy of Application for Issuance of Letter of Guarantee for Medical Confinement/Work Ups  2. Original copy of Acknowledgement consent/waiver form  Additional documents per availment as follows:		PAGCOR Portal under Services
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 avalees)	Accredited Optometrist of availee

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant to access Employee Portal to print requirement nos. 1, 2, 5, 6, and 7.	1. If applicant proceeded to HSWD without requirement nos. 1, 2, 5, 6 and 7, advise applicant to use the kiosk at the 11 <sup>th</sup> floor near HROD Office and print the said forms.	None	5 minutes	<i>Health Services Officer II</i>
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 benefit Provide 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	2 hours	<i>Health Services Officer II/ Sr. Medical Officer</i>  <i>Health Services Officer II/Health Services Assistant</i>
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	<i>Health Services Assistant</i>
	<b>TOTAL</b>	<b>None</b>	<b>2 hours and 10 minutes</b>	

## 54. Application for Issuance of Letter of Guarantee (LOG) for Medical Availment in Casino Filipino Branches

Processing of Application for Issuance of LOG for Medical Availment in Casino Filipino Branches

<b>Office or Division:</b>	Casino Filipino Angeles/Bacolod/Cebu/Davao/New Coast/Ronquillo/Tagaytay/Olongapo/Ilocos Norte/Midas			
<b>Classification :</b>	Simple			
<b>Type of Transaction :</b>	G2C			
<b>Who May Avail :</b>	PAGCOR Employees and beneficiaries of the PAGCOR Healthcare Plan (qualified and extended dependents)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original copy of Application for Issuance of Letter of Guarantee for Medical Confinement/Work Ups 2. Original copy of Acknowledgement consent/waiver form  Additional documents per availment as follows:		PAGCOR Portal under Services		
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. Dental	Original copy of Dental Certificate and Dental Availment Slip	Accredited Dentists of availee		
		PAGCOR Portal under Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant to access Employee Portal to print requirement nos. 1, 2, 5, 6, and 7.	1. Advise applicant to use the kiosk at the branch HR Office and print the said forms, if applicant proceeded to Branch Clinic without requirement nos. 1, 2, 5, 6 and 7.	None	10 minutes	<i>Nurse</i>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submits the duly accomplished documents together with attachments to the Branch Clinic	2.1 Receives submitted documents and checks these for completeness.	None	2 hours	<i>Health Services Assistant</i>
	2.2 Evaluates case in accordance with existing PAGCOR Healthcare Plan (PHCP) guidelines; and if the hospital/service provider is PAGCOR-accredited.			
	2.3 Processes the application and prepares the Letter of Guarantee (LOG) if the application is found to be in order.			
	2.4 Obtains signature from authorized signatories for the LOG.	None	2 days, 5 hours and 30 minutes	<i>Nurse</i>
	2.5 Records the LOG in the Healthcare Monitoring System	None	10 minutes	<i>Nurse</i>
3. Applicant signs in the LOG logbook to acknowledge receipt of the LOG.	3.1 Issues the signed LOG and asks applicant to sign in the LOG logbook.	None	10 minutes	<i>Nurse</i>
	<b>TOTAL</b>	<b>None</b>	<b>3 Days</b>	

## 55. 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

<b>Office or Division:</b>	Health Services and Wellness Department / Employee Wellness Division			
<b>Classification :</b>	Simple			
<b>Type of Transaction :</b>	G2C			
<b>Who May Avail :</b>	PAGCOR Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 availees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant to access Employee Portal to print requirement nos. 1 and 2.	1. If applicant proceeded to HSWD without the requirement nos. 1 and 2, advise applicant to use the kiosk at the 11 <sup>th</sup> floor near HROD Office and print the said forms.	None	5 minutes	<i>Health Services Assistant/Health Services Officer II</i>
2. Employee submits documentary requirements to Medical Clinic.	2.1 Adjudicate whether prescribed medicines are covered as Post ECU or AME medicines	None	30 minutes	<i>Sr. Medical Officer</i>
	2.2 Checks completeness of submitted documents.		30 minutes	<i>ECU Nurse/Senior Nurse/Nurse and Pharmacist</i>
	2.3 Determine price and availability of prescribed medicines at PAGCOR Pharmacy.			
	2.4 Recommends alternate brand if prescribed medicine is/are not available			
	2.5 Determine sufficiency of Healthcare Balance (HCB).	45 minutes	<i>Health Services Officer II</i>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Notify employee/ Officer if HCB is zero.  2.7 Prepare and print LOG and obtain approval and signature of SMO.  2.8 Encode approved and signed LOG into the Healthcare Monitoring System			
3. Employee signs in the LOG logbook.	3. Release signed LOG to employee.	none	5 minutes	<i>Health Services Assistant</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 hour and 55 minutes</b>	

## 56. Pre-Employment Medical Examination Clearance

### Processing of Pre-employment Medical Examination Clearance

<b>Office or Division:</b>	Health Services and Wellness Department / Employee Wellness Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	PAGCOR APPLICANTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Original copy of PRE-EMPLOYMENT MEDICAL EXAMINATION (PEME) results		HSWD-CLINIC for items 1 to 3		
b. Original copy of Acknowledgement Consent and Waiver Form				
c. Original copy of Ishihara results				
d. Original copy of relevant medical clearances required for evaluation based on the PAGCOR Pre-employment guidelines		Other attending doctor(s)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant to call or proceed to Medical Clinic to schedule consultation appointment	1. 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
	2.4 Prepare and print PEME Certificate and obtains SMO signature			



## 57. Healthcare Loan – Corporate

Processing of Healthcare loan of all regular employees assigned at the Corporate Office and SOGs.

<b>Office or Division:</b>	Health Services and Wellness Department/Employees Healthcare Claims Division (EHCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All Corporate and SOG regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Scanned 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		
Adjudicated Medical Case Review		From Corporate Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Submission of Application</b>				
<p>1. PAGCOR Employee prints out two (2) copies of the Request Form for Issuance of Letter of Guarantee through Health Care Loan which can be downloaded from the PAGCOR Portal under Services.</p> <p>2. PAGCOR Employee accomplishes the Form and fills in the required information.</p> <p>3. PAGCOR Employee scans and email the original copy of the Forms with supporting documents to Health Services and Wellness Department – Employee Wellness Division i.e. to the Records Management Officer II.</p>		None		PAGCOR Employee

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Verification and Clearance</b>				
<p>4. Receives the email containing the Form with supporting documents.</p>	<p>4.1 Forwards the email containing the Form and supporting documents to the following in order to seek clearance:</p> <ul style="list-style-type: none"> <li>a. Corporate Investigation Department;</li> <li>b. Adjudication Secretariat and Hearing Department; and</li> <li>c. Provident Fund Management Department – Loans Section</li> </ul> <p>4.2 If the PAGCOR Employee is not cleared because of an outstanding Health Care Loan beyond the maximum allowable amount:</p> <ul style="list-style-type: none"> <li>a. Notify the PAGCOR Employee of the denial of the loan application; and/or</li> <li>b. Give the employee an option to submit a copy of their estimated Retirement Benefit from HROD</li> </ul> <p>4.3 If the PAGCOR Employee is not cleared because of an impending case: Notifies the PAGCOR Employee of the denial of the loan.</p>	None	1 day	<p><i>Records Management Officer/Sr. Records Assistant</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. PAGCOR Employee at his option, obtains from HROD an estimate of his retirement benefit and emails the same to Health Services and Wellness Department – Employee Wellness Division i.e. to the Records Management Officer II</p>	<p>5.1 Upon receipt of the estimated retirement benefit:</p> <p>a. Prepares the separation benefit computation report for the additional health care loan.</p> <p>b. Submits/emails the Form with supporting documents and separation benefit computation report for approval of the Assistant Vice President/Senior Manager of Provident Fund Management Department on the additional health care loan.</p>	<p>None</p>	<p>1 day</p>	<p><i>Records Management Officer/Sr. Records Assistant</i></p>
<p>6. Emails the following to furnish a copy of the approved Form (health care loan):</p> <p>a. PAGCOR Employee for notification of approval of health care loan; and</p> <p>b. Health Services and Wellness Department, Employee Wellness Division, PAGCOR Health Care Plan Section, for the issuance of the corresponding LOG/EFMAP availment.</p>		<p>None</p>	<p>1 day</p>	<p><i>Records Management Officer/Sr. Records Assistant</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Note: Please refer to Citizen's Charter for Application for Issuance of Letter of Guarantee (LOG) for Medical Availment.				
	<b>Total</b>	<b>None</b>	<b>3 Days</b>	

## 58. Healthcare Loan – Branches

Processing of Healthcare loan of all regular employees assigned at the branch.

<b>Office or Division:</b>	Health Services and Wellness Department/ Employees Healthcare Claims Division (EHCD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	All regular employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Scanned 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		
Adjudicated Medical Case Review		From Corporate Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Submission of Application</b>				
<ol style="list-style-type: none"> <li>PAGCOR Employee prints out two (2) copies of the Request Form for Issuance of Letter of Guarantee through Health Care Loan which can be downloaded from the PAGCOR Portal under Services.</li> <li>PAGCOR Employee accomplishes the Form and fills in the required information.</li> <li>PAGCOR Employee submits the original copy of the Forms with supporting documents to Branch Provident Fund Management Division, Loan Section, for notation of outstanding balance of health care loan.</li> <li>After obtaining the Branch Provident Fund Management Division's notation on</li> </ol>		None		<i>PAGCOR Employee</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
outstanding health care loan balance, submit the Forms with supporting documents to the Senior Nurse/Nurse of the Branch Clinic.				
<b>Verification and Clearance</b>				
5. Receives the Form with supporting documents.	5.1 Scans and email the following to the Health Services and Wellness Department, Employee Wellness Division i.e. Records Management Officer II: a. Forms with supporting documents; and b. Adjudicated Medical case review	None	1 day	<i>Branch Senior Nurse/Nurse</i>
6. Receives the email containing the Form with supporting documents, and the Adjudicated Medical case review.	6.1 Forwards the email containing the Form and supporting documents to the following in order to seek clearance: a. Corporate Investigation Department; and b. Adjudication Secretariat and Hearing Department;  6.2 If the PAGCOR Employee is not cleared because of an impending case: Notifies the PAGCOR Employee of the denial of the loan.	None	1 day	<i>Records Management Officer/Sr. Records Assistant</i>
7. PAGCOR Employee at his option, obtains from HROD an estimate of his retirement benefit and	7.1 Upon receipt of the estimated retirement benefit:	None	1 day	<i>Records Management Officer/Sr. Records Assistant</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>emails the same to Health Services and Wellness Department – Employee Wellness Division i.e. to the Records Management Officer II</p>	<p>a. Prepares the separation benefit computation report for the additional health care loan.</p> <p>b. Submits/emails the Form with supporting documents and separation benefit computation report for approval of the Assistant Vice</p>			
	<p>President/Senior Manager of Provident Fund Management Department on the additional health care loan.</p>			
<p>8. Emails the following to furnish a copy of the approved Form (health care loan):</p> <p>a. PAGCOR Employee for notification of approval of health care loan; and</p> <p>b. Health Services and Wellness Department, Employee Wellness Division, PAGCOR Health Care Plan Section or the Branch Clinic, for the issuance of the corresponding LOG/EFMAP availment.</p> <p>Note: Please refer to Citizen’s Charter</p>		<p>None</p>		<p><i>Records Management Officer/Sr. Records Assistant</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
for Application for Issuance of Letter of Guarantee (LOG) for Medical Availment.				
	<b>Total</b>	<b>None</b>	<b>3 days</b>	

## 59. 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

<b>Office or Division:</b>	Health Services and Wellness Department / Employee Wellness Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	PAGCOR Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b><u>For Application for Medical Leave Benefits</u></b>		
(1) Original copy of ELB/OSL/SLB Request Form		PAGCOR Portal under Services for nos. 1 and 2
(2) Original copy of Acknowledgement Consent/Waiver Form		
(3) Original copy of Medical Certificate with recommendation		Attending Physician
(4) Original copy of latest Laboratory and Diagnostic examination results		Hospital and Diagnostic institution
<b><u>For Medical Retirement</u></b>		
(1) Original copy of Application for Medical Retirement		PAGCOR Portal under Services for nos. 1 and 2
(2) Original copy of Acknowledgement Consent/Waiver Form		
(3) Original copy of Medical Certificate with recommendation		Attending Physician
(4) Original copy of latest Laboratory and Diagnostic examination results		Hospital and Diagnostic institution
(5) Original copy of Functional Capacity Assessment		Attending Physician
<b><u>For Work Accommodation</u></b>		
(1) Original copy of Work Accommodation Form		PAGCOR Portal under Services for nos. 1 and 2
(2) Original copy of Acknowledgement Consent/Waiver Form		
(3) Original copy of Medical Certificate with recommendation		Attending Physician
(4) Original copy of latest Laboratory and Diagnostic examination results		Hospital and Diagnostic institution
(5) Functional Capacity Assessment		Attending Physician
(6) Proficiency Assessment		Attending Physician
<b><u>For Qualification of Extended Dependent/Overage Dependent with PWD to PAGCOR Healthcare Plan</u></b>		
(1) Original copy of Evaluation for Extended Dependent with PWD Category		PAGCOR Portal under Services for nos. 1 and 2
(2) Original copy of Acknowledgement Consent/Waiver Form		
(3) Photocopy of employee's birth certificate (PSA Copy)		PSA

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(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		Municipal Government or LGU's Attending Physician for nos. 4 and 5 Barangay unit/LGU		
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 HSWD without documentary requirements, advise applicant to use the kiosk at the 11 <sup>th</sup> floor near HROD Office and print the said forms.	None	5 minutes	<i>Nurse/Senior Nurse</i>
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.	None	10 minutes	<i>Nurse/Senior Nurse</i>
	2.2 Performs initial evaluation on the case based on existing guidelines.		50 minutes	<i>Nurse/Senior Nurse and Senior Medical Officer</i>
	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.		60 minutes	<i>Senior Manager/ Assistant Vice President.</i>
	2.5 Transmits signed Corresponding reply forms to HRDG		5 minutes	<i>Health Services Assistant</i>
	2.6 HROD receives medically evaluated ELB/OSL/SLB application forms with recommendation from HSWD or branch clinic (as applicable)	None	15 minutes	<i>Human Resource Assistant, HRSD, HROD</i>
	2.7 Prepare memorandum/ regarding approval/ disapproval of requests	None	1 day	<i>Sr. Human Resource Assistant, HRSD, HROD Sr. Human Resource Assistant,</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	received for a 2-day or 3-day period			<i>HRSD, HROD</i>
	2.8 Review memorandum regarding approval/ disapproval of requests prior to signing by authorized signatory		2 days	<i>Human Resource Officer, HRSD, HROD</i>
	2.9 Sign the memorandum			<i>Sr. Human Resource Officer HRSD, HROD</i>
	3.0 Scan signed memo and email to concerned branch/SOG/ department/ timekeepers (for proper dissemination to concerned employees and recording)		3 hours	<i>Sr. Manager HRSD, HROD</i>  <i>Assistant Vice President HROD</i>  <i>Sr. Human Resource Assistant, HRSD, HROD</i>
	<b>Total</b>	<b>None</b>	<b>3 days, 5 hours and 25 minutes</b>	

**Note: Total timetable comprising of: HSWD – 2 hours and 10 minutes  
HRDG – 3 days, 3 hours**

## 60. PAGCOR Company ID Issuance

The PAGCOR Company ID is being issued to Newly Hired employees

<b>Office or Division:</b>	Technical Services Section (TSS), SSD, SG			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PAGCOR Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Copy of ID Application Form		Security Office		
One (1) Photocopy of Confirmation of Appointment		HRDG Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get ID Application Form	1. Provide Application form	None	5 sec	<i>Technical Staff</i>
2. Submit filled-up form	2.1 Receives form for picture taking	None	30 mins	<i>Photographer</i>
	2.2 Photographer gives form and edited picture to ATSO for ID printing	None	30 mins	<i>Asst. Technical Services Officer</i>
3. Receive new ID	3. Have the releasing logbook signed	None	5 mins	<i>Security Assistant</i>
	<b>TOTAL</b>	<b>None</b>	<b>1 hour 5 minutes and 5 seconds</b>	

## 61. PAGCOR Company ID Replacement

The PAGCOR Company ID replacement is being done whenever there are updates or changes in an employee's information, Change in Marital Status or Position Title, Defective or Dilapidated IDs.

<b>Office or Division:</b>	Technical Services Section (TSS), SSD, SG			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	PAGCOR Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Copy of ID Replacement Form		Security Office or Download via PAGCOR Employee's Portal		
One (1) Photocopy of Marriage Contract (PSA) for Change of Status		Philippine Statistics Authority (PSA)		
One (1) Photocopy of Office Order for Change of Position Title		HRDG Office		
One (1) Photocopy of Court Order for Change of Status or Name Correction		Judicial Court		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get ID Application Form	1. Provide Application form	None	5 sec	<i>Technical Staff</i>
2. Submit filled-up form	2. Receives form for ID printing	None	30 mins	<i>Asst. Technical Services Officer</i>
3. Receive new ID	3.1 Have the Releasing logbook signed	None	5 mins	<i>Security Assistant</i>
	3.2 Retrieves old ID for replacement of defective / dilapidated IDs	None	5 sec	<i>Security Assistant</i>
	<b>TOTAL</b>	<b>None</b>	<b>35 minutes and 10 seconds</b>	

## 62. PAGCOR Company ID Replacement for Lost ID

The PAGCOR Company ID replacement is being done whenever there are Lost or Misplaced IDs.

<b>Office or Division:</b>	Technical Services Section (TSS), SSD, SG			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	PAGCOR Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
One (1) Copy of ID Replacement Form			Security Office or Download via PAGCOR Employee's Portal	
One (1) Receipt of Payment			Cashiers Office, Finance Department	
One (1) copy of Notarized Affidavit of Loss for Lost ID			Notary Public	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get ID Application Form	1. Provide Application form	None	5 sec	Technical Staff
2. Pay Replacement Fee	2. None	P150.00	60 mins	Cashier, FD
3. Submit filled-up form and receipt	3. Receives form and receipt for ID printing	None	30 mins	Asst. Technical Services Officer
4. Receive new ID	4. Have the Releasing log book signed	None	5 mins	Security Assistant
	<b>TOTAL</b>	<b>None</b>	<b>1 hour, 35 minutes and 5 seconds</b>	

### 63. Certificate of Philhealth Premium Payments

Issuance of Certificate of monthly Philhealth Premium Payments

<b>Office or Division:</b>	Payroll Section - Accounting Department (AD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to PAGCOR personnel			
<b>Who may avail:</b>	All PAGCOR Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Employee Identification Card - Original or photocopy		Requesting Party - All employees or authorized PAGCOR personnel requesting on behalf of the employee		
Request for Certificate of Philhealth Premium Payments - Filled-out request form		Accounting Office - Payroll Window and Downloadable via PAGCOR SharePoint		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Request for Certificate request of Philhealth Premium Payments Form available at the window of AD/Branch AD Section/ Downloadable via PAGCOR SharePoint	1. Provide the request form	None	3 minutes	<i>Accounting Assistant, Payroll Section</i>
2. Submit the accomplished request form to the Accounting Assistant.	2.1. Receive the request form	None	6 minutes	<i>Accounting Assistant, Payroll Section</i>
	2.2. Generate and print the requested certification	None	3 minutes	<i>Senior Accounting Officer, Payroll Section</i>
2.3 Check and sign the Certification				
3. Receive the Certification	3. Issue the Certificate to the client.	None	1 minute	<i>Accounting Assistant, Payroll Section</i>
<b>TOTAL</b>		<b>None</b>	<b>13 minutes</b>	

## 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"> <li>1. By e-mail           <p>A customer can send feedback to PAGCOR by accessing the "Contact Us" portion of our website, <a href="http://www.pagcor.ph">www.pagcor.ph</a>.</p> <p>Feedback received thru employee's official email address shall also be officially recognized and accordingly acted upon/resolved.</p> </li> <li>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 as follows:</p> <ol style="list-style-type: none"> <li>a. Request for Assistance</li> <li>b. Suggestion</li> <li>c. Commendation</li> </ol> <p>Accomplished feedback form can be dropped in nearby drop boxes (where the forms are located).</p> </li> <li>3. By Letter, Telephone Call and Verbal Feedback.           <p>As a matter of policy, PAGCOR shall also recognize feedback conveyed thru letter, telephone call and, even, those verbally given.</p> </li> </ol>
<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>
<p>How to file a complaint</p>	<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, <a href="http://www.pagcor.ph">www.pagcor.ph</a>.</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 dropboxes (where the 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>
<p>How complaints are processed</p>	<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 – <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> or dial 1-ARTA (2782)</p>

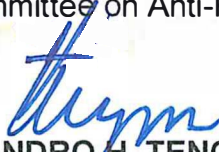
Office	Address	Contact Information
Main Corporate Office	MET Live Building, Diosdado Macapagal Boulevard, Pasay City	02-8522-0299/ 02-82420121
Corporate Annex Office	Carmen Building, 1105 U.N. Avenue corner Ma. Orosa Streets, Ermita, Manila	02-8526-0337

Signed: 31 January 2024



**DANIEL C. CECILIO**

Senior Vice President, Land-based Operations /  
Chairman, Committee on Anti-Red Tape



**ALEJANDRO H. TENGCO**

Chairman and Chief Executive Officer  
Philippine Amusement and Gaming Corporation



## CERTIFICATE OF COMPLIANCE

Year: 2024

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, Alejandro H. Tengco, Filipino, of legal age, **Chairman and Chief Executive Officer** of the Philippine Amusement and Gaming Corporation, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The Philippine Amusement and Gaming Corporation including its **head office, annex office, eight (8) branches and one (1) satellite** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: 2024, 5<sup>th</sup> Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

✓	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
✓	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
✓	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:
  - a. External services;
  - b. Checklist of requirements for each type of application or request;
  - c. Name of the person responsible for each step;
  - d. Maximum processing time;
  - e. Fee/s to be paid, if necessary; and
  - f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:



**CERTIFICATE OF COMPLIANCE**

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes*

I, Alejandro H. Tengco, Filipino, of legal age, Chairman and Chief Executive Officer of the Philippine Amusement and Gaming Corporation (PAGCOR), the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The PAGCOR has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency;
  - b. Government services offered;
    - i. Comprehensive and uniform checklist of requirements for each type of application or request;
    - ii. Step-by-step procedure to obtain a particular service;
    - iii. Person responsible for each step;
    - iii. Maximum time needed to conclude the process;
    - iv. Document/s to be presented by the applicant or requesting party, if necessary;
    - v. Amount of fees, if necessary; and
  - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

A handwritten signature in blue ink, appearing to read 'Alejandro H. Tengco', is written over a horizontal line.

**ALEJANDRO H. TENGCO**  
Chairman and Chief Executive Officer  
Philippine Amusement and Gaming Corporation