PHILIPPINE CHARITY SWEEPSTAKES OFFICE

CITIZEN'S CHARTER
2026 1st Edition
February 2026

PHILIPPINE CHARITY SWEEPSTAKES OFFICE

CITIZEN'S CHARTER

I. Mandate

The *Philippine Charity Sweepstakes Office (PCSO)*, created under Republic Act 1169 as amended, is the principal government agency for raising and providing funds for health programs, medical assistance and services, and charities of national character. The PCSO upholds its lottery revenue growth to sustain its charity programs and services and become responsive to the medical and health needs of the poor and disadvantaged sector in the local communities.

II. Vision

The PCSO is the principal government agency committed to excellence in generating sustainable funds for health programs and charities of national character through responsible gaming towards a prosperous, inclusive, and resilient society.

III. Mission

- We hold and conduct transparent and sustainable gaming activities; we continuously innovate and improve our products and services;
- We provide equal access, timely and responsive assistance to eligible recipients and beneficiaries;
- We develop and train our people's skills and environmental awareness towards operational resilience; and
- We establish strong partnerships with responsible agents and stakeholders.

IV. Core Values

- Patriotism
- Integrity
- Excellence
- Spirituality
- Compassion

V. Quality Policy

The PCSO is committed to the pursuit of quality, excellence and continual improvement in the management of gaming products and charity programs in accordance with its strategic direction to meet stakeholders' needs and satisfaction as outlined in the scope of its Quality Management System in compliance with applicable laws and regulations.

To achieve this commitment, PCSO shall:

- Sustain fund generation by maintaining the transparency, integrity, and credibility of all draw operation;
- Ensure responsiveness of charity programs through rational fund provision;
- Employ technological solutions to improve processes and address future needs of stakeholders, and
- Promote the welfare of its workforce, including enhancement of their competencies

LIST OF SERVICES

MAIN OFFICE **7**
EXTERNAL SERVICES **7**
1. Application for Lotto Terminal Operations Training for the National Capital Region 8
2. Application for Medical Assistance Program (MAP) 10
3. Dental Services 20
4. How To Become An On-Line Lotto Games Agent for the National Capital Region 23
5. Issuance of IDs of Lotto Agents and Tellers for the National Capital Region 29
6. Medicine Donation Program 31
7. Out-Patient Services 34
8. Pharmacy Section 38
9 Processing of Check/s for Payment of Claims Chargeable Against Operating Fund. 41
10. Processing of Disbursement Vouchers (Dvs) for Utilized Guarantee Letters (GLs) - Main Office 48
11. Processing of Payment of Prize Claim for Jackpot Prizes 65
12. Processing of Payment In Cash of Prize Claim Php 10,000.00 and Below (Low-Tier) 77
13. Processing of Payment Of Prize Claim Above ₱10,000.00 Up To ₱120,000.00 (Gross Prize) 86
14. Processing of Payment of Prize Claim Above ₱120,000.00 Except Jackpot (High-Tier) 95
15. Processing of Payment Other Than Prize Claims Charged Against Prize Fund ... 108
16. Processing of Payment for Mandatory Contributions Charged Against Charity Fund 118
17. Process for Releasing of Checks that are Chargeable Against Operating Fund ... 125
18. Processing of Check Payments for Approved Disbursement Vouchers DVs)/ Request for Payment (RFPs) Charged Against Charity Fund other than MAP 128
19. Provision of Medicines for Outpatients 134
20. Provision of Medical and Dental Mission 136
21. Release of Checks Chargeable Against Charity Fund 138
22. Releasing of Lotto Gaming Supplies 140
23. Releasing of Office, Printing, Medical, and Dental Supplies 141
24. Receipt of Payments/Remittances 143
25. Request for Transfer of Lotto Ownership 145
26. Request for Transfer of Site of Lotto Outlet 148
27. Request for Renewal of Lotto Agency Agreement 150
28. Processing and Releasing of Check/s for Payment of Claims Chargeable Against Operating Fund 152
29. Process For Releasing Of Check Chargeable Against Operating Fund 157

MAIN OFFICE **160**
INTERNAL SERVICES **160**
1. Dental Services 161
2. Dispensing of Medicines (Pharmacy Section) 165
3. Employee Medical Services 169
4. Issuance of Certificate of No Cash Advance/Certificate of Contribution and Loan Payments for Pag-Ibig, Philhealth, GSIS 174
5. Issuance of No Pending Administrative Case 177
6. Issuance and Replacement Of PCSO Identification Card 179
7. In-House Printing and Production of Official/ Accountable Forms and Other Printed Materials (High Volume Using Offset Printers) 181
8. Notarial Services 189
9. Payment of Cash Claims Chargeable Against the Cash Advance for Operating Fund 191
10. Processing of Acknowledgement Receipt of Equipment And Inventory Custodian Slip 193
11. Processing of Purchase Request (PR) Relative to Purchase of Goods and Services 196
12. Processing of Petty Cash Voucher 199
13. Processing of Property Accountability 202
14. Processing for Releasing of Check Chargeable Against Operating Fund 204
15. Provision of Request for Service Vehicle Procedure 206
16. Receipt of Payments From PCSO Officials and Employees 208
17. Request for HR-Related Documents (Service Record, Certificate of Employment) 209
18. Request for Records 212
19. Request and Release of Certificate of Employment With Emolument 214
20. Request For Printing and Production of Official/ Acccountable Forms and Other Printed Materials (Low Volume Using Digital Printers) 215
21. Request for Uploading of Website Content 222
22. Technical Support for Information and Communications Technology (ICT) – Hardware 225
23. Work Process Request 227

BRANCH OFFICES **229**
EXTERNAL SERVICES **229**
1. Application for Medical Assistance Program (MAP) In The Branch Offices 230
2. Online Application for Medical Assistance Program (MAP) in the Branch Offices 235

3. Payment of Prizes for Lotto Tickets In the Branch Offices 241
4. Payment of Prizes for Sweepstakes Tickets in the Branch Offices..... 247
5. Processing of Disbursement Vouchers (DVs) For Utilized Guarantee Letters (GLs) in the Branch Offices..... 248
6. Processing of Lotto Agent Application in the Branch Offices 256
7. Processing for the Release of Lotto and Gaming Supplies In the Branch Offices.... 262
8. Request for Transfer of Lotto Ownership 264
9. Request for Renewal of Lotto Agency Agreement..... 267
10. Request for Transfer of Site of Lotto Outlet 270

BRANCH OFFICES 273
INTERNAL SERVICES 273

Feedback 274
List of Offices 275
Head Office 275
Extension Office..... 278
Branch Offices 279

MAIN OFFICE

EXTERNAL SERVICES

1. APPLICATION FOR LOTTO TERMINAL OPERATIONS TRAINING FOR THE NATIONAL CAPITAL REGION

Newly approved Lotto Agents are being endorsed by the Technical Evaluation and Monitoring Division (TEMD-NCRD) National Capital Region Department, Branch Operations Sector (BOS) for the training of its agents/operators/tellers before the installation of the Point-of-Sale Terminal. All Lotto Agents/Outlets who will operate the terminals are required to have a trained Lotto Operator/Teller. This process involves the application for the Point of Sales Terminal and Lotto Operations training schedule of agents and/or their assigned operators/tellers for outlets operating in the National Capital Region.

Office/Department/Division:	Product and Standard Development Department (PSDD), Training Division (TD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who May Avail:	Newly Approved Agents and/or New/Additional Operators/Tellers of Lotto Agents of National Capital Region
Availability of Service:	8:00am-5:00pm, Monday to Friday

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Letter *(Newly Approved Agents Only*)	Technical Evaluation and Monitoring Division, National Capital Region Department (TEMD-NCRD)
Agency Name, Outlet Address, Contact Number, Agency Number, Tax Identification Number (Form No. PCSO-F-PSDD-TD001 – Application Form)	Applicant
• Confirmed Training Participants List • Order of Payment (*Additional Operators/ Tellers Only*)	Training Division, Product and Standard Department (TD-PSDD)
Official Receipt (*Additional Operators/ Tellers Only*)	Collection & Monitoring Division, Treasury Department (CMD-TD)
Confirmation Slip with List of Requirements	Training Division, Product and Standard Department (TD-PSDD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Endorsement Letter from TEMD-NCR requesting training (*Newly Approved Agents Only*);	1.1. Evaluation of the Endorsement Letter	First three (3) training participants are FREE	5 minutes	Training Staff & Division Chief III (TD-PSDD)
2. Filling out of Application Form;	2.1. Evaluation of completeness of Application Form 2.2. Verification of applicant's previous training	None	5 minutes	Training Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	records (*Additional Operators/Tellers Only*)			
3. Payment of Training Fee of Php 300.00 per additional teller/operator to the CMD-TD Window No. 4 (*Additional Operators/Tellers Only*); and	3.1. Preparation and approval of Order of Payment to be issued to the applicant 3.2. Confirmation of Training Schedule 3.3. Enlistment of training participant/s	₱300.00 per participant	10 minutes	Training Staff & Division Chief III (TD-PSDD)
4. Present Official Receipt (*Additional Operators/Tellers only*) and/or confirmation of the training schedule and briefing on training rules and requirements.	4.1. Preparation of confirmation slip 4.2. Briefing of the requirements for the scheduled training 4.3. Issuance/release of confirmation slip of the training schedule	None	15 minutes	Training Staff & Division Chief III (TD-PSDD)
TOTAL (Newly Approved Agents)		**None**	**25 minutes**	
TOTAL (Additional Operators/Tellers)		**₱300.00 per participant**	**30 minutes**	

2. APPLICATION FOR MEDICAL ASSISTANCE PROGRAM (MAP)

For PCSO to extend timely and responsive assistance through issuance of GLs addressed to our Partner Health Facility (PHF) in favor of our patient.

Office or Division:	Charity Sector, Charity Assistance Department (CAD), Individual Charity Assistance Division (ICAD)
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Patient or his/her duly authorized representative (Immediate Family Member/s) • In-Patients (confined in the Charity Ward / Private Ward) • Out patients (Charity/Private)
Availability of Service:	8:00am-5:00pm, Monday to Friday
CHECKLIST OF REQUIREMENTS FOR FILLING OF APPLICATION	**WHERE TO SECURE**
GENERAL REQUIREMENTS: 1. Government-issued ID of the patient 2. Original/ Certified True Copy of the Medical Abstract (inpatient)/ Medical Certificate (outpatient) duly signed by the attending physician/ oncologist with printed full name and signature with license number **SPECIFIC REQUIREMENTS:** **A. CONFINEMENT** 1. Original copy of the Final Statement of Account/ Latest Hospital bill with printed name duly signed by the Billing officer/Credit Supervisor with PHILHEALTH, Senior Citizen, HMO, MSS/ Discounts deductions 2. **If Discharged**: Validly-executed Promissory Note duly signed by	 1. DFA, GSIS, SSS, PRC, PSA, COMELEC, Phil health, OSCA, DSWD, NGAs, Medical Social Service (MSS) ID and Educational Institution where the student is currently enrolled 2. Hospital or Other Partner Health Facility (PHF) where patient is being treated/managed 1. Hospital or PHF where patient is presently confined

the hospital representative or Certification with remaining balance from the hospital 3. **For Medico-Legal Cases**: Copy of the Vehicular/Police Report	2. Billing/Credit and Collection Office of Hospital or Other PHF where patient is confined 3. Police Precinct where the incident was reported
B. CHEMOTHERAPY 1. Original prescription with printed full name and signature with license number of oncologist/ attending physician 2. Original copy of treatment protocol with printed full name and signature with license number of oncologist/attending physician 3. Three (3) official quotations from different retail/ supplier	1. Oncologist/Attending Physician of the patient 2. Oncologist/Attending Physician of the patient 3. Any three (3) quotations from different retailer/ supplier
C. HEMODIALYSIS 1. Official Quotation from the Dialysis Center/ Hospital 2. For Philhealth Members: • Certification on the number of benefits availed	1. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment 2. Phil health / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
D. MEDICINES 1. Original Prescription with printed full name and signature with license number of the attending physician 2. Three (3) quotations from different retailer / Supplier 3. For Erythropoietin Injection only • Official quotation from the dialysis center/ hospital	1. Attending Physician of the patient 2. Any three (3) quotations from different Medicine Retailer/Pharmacy/Drugstore where patient will obtain the needed medicines 3. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
E. **Laboratory/ Diagnostic Procedures (including development assessment)** 1. Official quotation from the diagnostic center or hospital duly signed by the representative of the diagnostic center or hospital. 2. Request for laboratory/ diagnostic/ initial development assessment from the attending physician with printed full name	1. Official quotation from diagnostic center/ hospital 2. Attending Physician

and signature with license number F. **Implants (Bone/ Cochlear) / Medical Devices (Pacemaker, Septal Occluder/ PCI Device/ Valves)** 1. Three (3) official quotation from different supplier 2. Request for specification of medical devices/prescription of medical device	1. Any three (3) quotations from different retailer/ supplier 2. Attending Physician

MEDICAL ASSISTANCE PROGRAM (MAP) PROCESS

A. NCR ONLINE APPLICATION SYSTEM PROCESS:

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to www.pcso.gov.ph and click E-Services to proceed to the Online application. Fill-in the basic information of the patient and upload the scanned documentary requirements.	1. NCR Online Application System automatically send notification that request was successfully received	None	13 minutes/ case	CAD Controller
1.1.Receive notification confirming that his/ her request was successfully accepted by the NCR Online Application				
1.2.Receive notification on the status of the case	1.1 Review the encoded relevant information and check the completeness of the documents. If incomplete, send notification on the status of the case.			
	1.2. If complete, endorse / forward the case to social workers.			

	2. Validate the data and authenticity of scanned documents. 2.1. Determine the amount recommended based on existing guidelines and available budget. If found incomplete return to controller for notification	None	10 minutes/ case	CAD Social Worker
3. Receive notice of approval	3. Confirm and approve the recommended amount of assistance. 3.1. The system shall notify the applicant/ patient once the approval was made within 24 hours		2 minutes/ case	CAD Supervisor/ Division Chief / CAD Manager
4. Print Claim Slips (CS) or Guarantee Letter (GL) and MAP application Form 4.1. Attach original copies of the documentary requirements 4.2. Proceed to the Partner Health Facility (PHF) to present all the documents.				
	TOTAL	**None**	**1 day**	

For complaints please call: The Legal Department at 706-43714; Ombudsman at 997-0248; Civil Service Commission (CSC) at 740-8412 Whistleblowing.gcg.gov.ph submit a report

MEDICAL ASSISTANCE IN MALASAKIT CENTER (MAM) PROGRAM

For PCSO to extend timely and responsive assistance through issuance of GLs addressed to hospitals with MCs in favor of patient.

Office or Division:	Charity Sector, Charity Assistance Department (CAD), Individual Charity Assistance Division (ICAD)
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may Avail:	Patient or his/her duly authorized representative (Immediate Family Member/s) • In-Patients (confined in the Charity Ward / Private Ward) • Out patients (Charity/Private)
CHECKLIST OF REQUIREMENTS FOR FILLING OF APPLICATION	**WHERE TO SECURE**
<u>GENERAL REQUIREMENTS</u>:	
• Government-issued ID of the patient	• DFA, GSIS, SSS, PRC, PSA, COMELEC, Phil health, OSCA, DSWD, NGAs, Medical Social Service (MSS) ID and Educational Institution where the student is currently enrolled
• Original/ Certified True Copy of the Medical Abstract (inpatient)/ Medical Certificate (outpatient) duly signed by the attending physician/ oncologist with printed full name and signature with license number	• Hospital or Other Partner Health Facility (PHF) where patient is being treated/managed
<u>SPECIFIC REQUIREMENTS:</u>	
A. CONFINEMENT	
1. Original copy of the Final Statement of Account/ Latest Hospital bill with printed name duly signed by the Billing officer/Credit Supervisor with PHILHEALTH, Senior Citizen, HMO, MSS/ Discounts deductions	1. Hospital or PHF where patient is presently confined
2. **If Discharged**: Validly-executed Promissory Note duly signed by the hospital representative or Certification with remaining balance from the hospital	2. Billing/Credit and Collection Office of Hospital or Other PHF where patient is confined
3. **For Medico-Legal Cases**: Copy of the Vehicular/Police Report	3. Police Precinct where the incident was reported
B. CHEMOTHERAPY	
1. Original prescription with printed full name and signature	1. Oncologist/Attending Physician of the patient

with license number of oncologist/ attending physician 2. Original copy of treatment protocol with printed full name and signature with license number of oncologist/attending physician 3. Three (3) official quotations from different retail/ supplier	2. Oncologist/Attending Physician of the patient 3. Any three (3) quotations from different retailer/ supplier
C. HEMODIALYSIS	
1. Official Quotation from the Dialysis Center/Hospital 2. For Philhealth Members: Certification on the number of benefits availed	1. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment 2. Phil health / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
D. MEDICINES 1. Original Prescription with printed full name and signature with license number of the attending physician 2. Three (3) quotations from different retailer / supplier 3. For Erythropoietin Injection only • Official quotation from the dialysis center/ hospital	1. Attending Physician of the patient 2. Any three (3) quotations from different Medicine Retailer/Pharmacy/Drugstore where patient will obtain the needed medicines 3. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
E. Laboratory/ Diagnostic Procedures (including development assessment) 1. Official quotation from the diagnostic center or hospital duly signed by the representative of the diagnostic center or hospital. 2. Request for laboratory/ diagnostic/ initial Development assessment from the attending physician with printed full name and signature with license number	1. Official quotation from diagnostic center/ hospital 2. Attending Physician
F. Implants (Bone/ Cochlear) / Medical Devices (Pacemaker, Septal Occluder/ PCI Device/ Valves)	

1. Three (3) official quotation from different supplier 2. Request for specification of medical devices/ prescription of medical device	1. Any three (3) quotations from different retailer/ supplier 2. Attending Physician

B. With PCSO MC PERSONNEL PROCESS UNDER THE MALASAKIT CENTER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1. Check and review the completeness of the documentary requirements before accepting the request. 1.1 Encode the basic information of the patient in the Malasakit Center (MC) System 1.2 Scan and Upload the documentary requirements in the Malasakit Center (MC) System (The system shall automatically compute the amount of assistance) and forward to PCSO Social Worker for assessment and evaluation.	None	15 minutes/ case	PCSO MC Personnel
2. Await the status of application.	2. Based on the assessment and evaluation of the CAD/ Branch Social Worker, the recommended amount is subject for approval of the CAD/ Branch Manager.	None	5 minutes/ case	CAD/Branch (Social Worker)
3. Await the approval of the Guarantee Letter	3. The CAD/ Branch Manager shall approve the case and forward to the PCSO MC Personnel	None	2 minutes	CAD/Branch Manager

	4. The PCSO MC Personnel shall print the Guarantee Letter and PCSO Assessment Form.	None	10 minutes/ case	PCSO MC Personnel
5. Present the proper Identification (ID) and receive the Guarantee Letter after being called. Fill-up the PCSO Logbook and answer the PCSO Customer Satisfaction Survey.	5. Release the Guarantee Letter, PCSO Assessment Form and the submitted original documentary requirements to the beneficiary or his / her representative. Require to fill-up the PCSO Logbook and conduct Customer Satisfaction Survey		10 minutes/ case	PCSO MC Personnel
	TOTAL		**42 minutes/ case**	

For complaints please call: The Legal Department at 706-4371; Ombudsman at 997-0248; Civil Service Commission (CSC) at 740-8412 Whistleblowing.gcg.gov.ph submit a report

C. Without PCSO MC PERSONNEL PROCESS UNDER THE MALASAKIT CENTER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or his/her Authorized representative submit complete documentary requirements to the assigned Medical Social Worker (MSW) at the PCSO Desk in the Malasakit Center. If incomplete, return the documents to the patient/ or patient's relative. If complete email the documentary requirements to PCSO.	1. Await endorsement from Medical Social Worker.	None	15 minutes/ case	MSW of the hospital

2. Await the status of application.	2. Receive, Check and review the scanned documentary requirements before accepting the request. 2.1. Encode the basic information of the patient in the Malasakit Center (MC) System 2.2. Scan and Upload the documentary requirements in the Malasakit Center (MC) System (The system shall automatically compute the amount of assistance) and forward to partner social worker for assessment and evaluation. Based on the assessment and evaluation of the CAD/ Branch Social Worker, the recommended amount is subject for approval of the CAD/ Branch Manager.		5 minutes/ case	CAD/Branch (Social Worker)

3. Await the approval of the Guarantee Letter	3. The CAD/ Branch Manager shall approved the case and forward to the CAD/ Branch Social Worker.		2 minutes	CAD/Branch Manager
	4. Print the Guarantee Letter and PCSO Assessment Form and email back to the Medical Social Worker assigned at PCSO Desk.		5 minutes/ case	CAD/Branch (Social Worker)
	TOTAL		**37 minutes/ case**	

For complaints please call: The Legal Department at 706-4371; Ombudsman at 997-0248; Civil Service Commission (CSC) at 740-8412 Whistleblowing.gcg.gov.ph submit a report

3. DENTAL SERVICES

The Dental Services Section of the Medical and Dental Division (Medical Services Department) provides limited and free dental services to the public (outpatient).

Office/Department/Division:	Philippine Charity Sweepstakes Office/Medical Services Department/Medical and Dental Division
Classification:	G2C- Government to Citizen
Type of Transaction:	Simple
Who may Avail:	General Public
Availability of Service:	8:00am-5:00pm, Monday to Friday
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. For New Patients (Non-students) One (1) copy of valid national or local government issued Identification Card and one (1) photocopy.	BIR, DFA, PRC, NBI, SSS, PAGIBIG, UMID, LGU, OWWA, PCSO MSD, COMELEC, OSCA, PPPP (4P'S), LTO, POSTAL CORP., PNP, National ID, PhilHealth
2. For New Patients (Students) One (1) copy of School Identification Card valid for the current school calendar and one (1) photocopy	Educational institution where the student is currently enrolled
3. For Old Patients – PCSO Medical Services Department (MSD) Identification Card with one (1) attached 1"x1" photo	PCSO MSD
4. Patients, aged 17 years or younger, for surgical treatments – One (1) copy of valid national or local government issued Identification Card and one (1) photocopy or PCSO MSD Identification Card and accompanied by a parent, adult sibling or legal guardian with proof of residence in the same address as that of the patient.	BIR, DFA, PRC, NBI, SSS, PAGIBIG, UMID, LGU, OWWA, PCSO MSD, COMELEC, OSCA, PPPP (4P'S), LTO, POSTAL CORP., PNP, National ID, PhilHealth

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approach the Officer of the Day.	1. Receive the document/s / requirement/s and check for completeness and validity.	None	2 Minutes	Communication Equipment Operator IV
2. Fill out the Dental Patient's Form	2.1 Have the patient fill out the patient's form for dental treatment.	None	5 Minutes	Communication Equipment Operator IV

	2.2 Encode necessary details into the computer data base and issue queuing number. 2.3 Instruct patient to proceed to the waiting area until queuing number is displayed on the monitor		5 Minutes May vary depending on number of patients in queue	
3. Proceed to Dental Treatment Room, Approach the Dental Receptionist and Explain Chief Complaint	3.1 Ask for the issued queuing number and other pertinent documents. 3.2 Conduct medical and dental case history taking on the patient and/or accompanying adult. 3.3 Conduct blood pressure examinations on patients for surgical treatment. 3.4 Assess initially for any medical conditions that may affect dental procedure (e.g. hypertension, pregnancy	None	5 Minutes	Dental Hygienist
4. Sign and Consent to the procedure	Ask patient or accompanying adult to sign pre-intake interview documents and consent to procedure.	None	1 Minute	Dental Hygienist

5. Receive the necessary dental service/s / treatment	5. Perform pre-treatment and oral examination based on chief complaint and assessment. 5.1 Perform appropriate dental management. 5.1. Conduct dental health teachings. 5.2. Provide post-operative instructions. 5.3. Issue necessary prescription/s. 5.4. Issue dental certificate, if requested 5.5. Issue referrals to and requests for medical and/or dental evaluations or diagnostic tests, whenever necessary	None	60 Minutes	Dentist
6. Approach Dental Aide / Dental Reception and wait for verified documents.	6. Verify and sign issued documents (e.g., prescriptions, referrals, certificates)	None	2 Minutes	Dental Aide
7. Accomplish Customer Satisfaction Survey (CSS) Form	7.1Collect CSS Form 7.2 Assist patient in accomplishing CSS Form 7.3 Advise patient to proceed to the pharmacy if a prescription has been issued by the dentist	None	3 Minutes	Dental Reception
	TOTAL:	**None**	**1 Hour 23 Minutes**	

4. HOW TO BECOME AN ON-LINE LOTTO GAMES AGENT FOR THE NATIONAL CAPITAL REGION

To provide and maintain high quality service standards as frontline to potential Lotto Applicants and ensure highest level of Customer Satisfaction in providing timely responsive delivery of service in an effective and efficient way of doing business with our customers.

<table>
<tr><td>Office/Department/Division:</td><td colspan="2">PCSO Main Office, NCR Department – Technical Evaluation and Monitoring Division</td></tr>
<tr><td>Classification:</td><td colspan="2">Highly Technical</td></tr>
<tr><td>Type of Transaction:</td><td colspan="2">G2C-Government to Citizens
G2B- Government to Business</td></tr>
<tr><td>Who May Avail:</td><td colspan="2">For Individual Applicant
➢ Filipino Citizen and at least 18 years old

In case of Partnership Applicant:
➢ Partners must be Filipino Citizen; and
➢ Partnership Applicant must be duly registered and existing under Philippine Laws.

In case of Corporation Applicant:
➢ Must be fully owned and controlled by Filipinos
➢ Corporate Officers must all be Filipinos; and
➢ Corporation Applicant must be duly registered and existing under Philippine laws;</td></tr>
<tr><td>Availability of Service</td><td colspan="2">Monday to Friday, 8:00am to 5:00pm</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td>WHERE TO SECURE</td></tr>
<tr><td colspan="3">INITIAL REQUIREMENTS</td></tr>
<tr><td colspan="2">1. Applicant Information Sheet</td><td>NCR Department / Downloaded Form from the PCSO website</td></tr>
<tr><td colspan="2">2. Sketch of the Location/Google Map (with GPS coordinates) of the proposed outlet site showing the exact name & no. of street. The proposed site must comply with the following distance requirements:

<table><tr><td>A. Existing Lotto / STL booths, Draw Courts and sub-stations</td></tr><tr><td>1. Provinces - 100 meters
2. National Capital Region (NCR) – 100 meters (minimum distance only) from existing Lotto outlets
3. 200 meters from existing STL booths, Draw Courts, and sub-stations</td></tr><tr><td>B. School</td></tr><tr><td>1. Elementary Schools - 100 meters</td></tr><tr><td>2. Secondary Schools - 100 meters</td></tr></table></td><td>From Google Map / Drawn Sketch</td></tr>
</table>

3. Pictures of the proposed outlet/site including its surrounding vicinity. Submission of accomplished application form at the Technical Evaluation & Monitoring Division located at the PCSO Main Office, 2/F Shaw Plaza Bldg., Shaw Boulevard, Mandaluyong OR send via e – mail to **ncr@pcso.gov.ph**.	Applicant
ADDITIONAL REQUIREMENTS FOR INDIVIDUAL APPLICANT (UPON SITE APPROVAL):	
1. Any two (2) valid identification cards with at least one (1) Government issued ID: ➢ National ID ➢ Postal ID ➢ Driver's License ➢ Passport (valid) ➢ UMID ID ➢ Tax Identification Number (TIN) ➢ NBI Clearance (valid)	LTO, BIR, PSA, SSS, GSIS, DFA, PRC, NBI
2. Two (2) latest passport size ID picture with white background of applicant	Applicant
3. In case the proposed site is: a. *Residential building and owned by applicant or his / her immediate family*: Barangay Certification showing that the applicant resides in the proposed site. b. *Commercial and owned by applicant or his / her immediate family:* Business permit issued by the city or provincial government. *c. Leased property:* ➢ Duly notarized Letter of Agreement between the owner of the establishment and applicant showing that the proposed site will be leased to the applicant for the Lotto outlet; OR ➢ If currently leased, duly notarized Contract of Lease.	Lessor / Building Owner
ADDITIONAL REQUIREMENTS FOR CORPORATION (UPON SITE APPROVAL):	
1. Bio-data of its Board of Directors and Officers, or Partners	Applicant
2. NBI Clearance of its Board of Directors and Officers, or Partners	NBI
3. Secretary's Certificate authorizing the applicant to represent the Corporation/ Partnership	Applicant Corporation
4. Two (2) latest passport size ID picture with white background of the authorized representative;	Applicant Corporation
5. Proof of Identification (two (2) valid IDs) of its Board of Directors and Officers, or Partners	LTO, BIR, PSA, SSS, GSIS, DFA, PRC, Postal ID
6. Income Tax Return (ITR) for the immediate preceding year	BIR
7. Latest Audited Financial Statement;	Applicant Corporation
8. Certified True Copy of SEC Registration, Articles of Incorporation (for corporation applicant), Articles of Partnership (for partnership applicant), By-Laws, and latest General Information Sheet (GIS);	SEC
9. Company TIN	BIR

10. In case the proposed site is: a. *Residential building and owned by applicant or his / her immediate family*: Barangay Certification showing that the applicant resides in the proposed site. b. *Commercial and owned by applicant or his / her immediate family:* Business permit issued by the city or provincial government. c. *Leased property:* ➢ Duly notarized Letter of Agreement between the owner of the establishment and applicant showing that the proposed site will be leased to the applicant for the Lotto outlet; OR ➢ If currently leased, duly notarized Contract of Lease.	Lessor/ Building Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Applicant Information Sheet, sketch and google map of the proposed location to NCR Department.	1. Verifies the completeness of the documents submitted by the Applicant.	None	1 hour	Technical Evaluation and Monitoring Division (TEMD)
2. Payment of Application Fee.	2.1 Prepares and approves the Order of Payment to be issued to Applicant for payment to Window 4 of the Treasury Department.	₱2,500.00	1 hour	TEMD
	2.2 Accepts payment and issuance of Official Receipt to the Applicant (Window 4 of the Treasury Department at the Main Office.	None	1 hour	Treasury Department
	2.3 Inspects the proposed lotto outlet site of the applicant.	None	3 working days	ECET

	2.4 Endorses the application for approval based on the completeness of documents and site inspection evaluation.	None	3 working days	Division Chief of TEMD
	2.5 Recommends the approval of Lotto application.	None	1 working day	Department Manager
	2.6 Approves the Lotto application.	None	2 working days	Assistant General Manager for Branch Operations Sector
3. Submission of additional requirements for approved applications	3. Informs the applicant on the approval of Lotto application and to request compliance with the submission of post-approval requirements.	None	1 working day	Department Manager
POST APPROVAL REQUIREMENTS				
4. Construction of Lotto Outlet Booth	4. Provides the approved applicant of the required standard specification of booth and lighted signage.	None	1 hour	TEMD
5. Submission of photo of the newly constructed Lotto outlet booth	5. Checks & verifies the Applicant's compliance on the approved specification of the Lotto Outlet Booth.	None	1 hour	TEMD
6. Site Preparation	6. Inspects the constructed lotto outlet booth to check	None	2 working days (upon receipt of submitted documents)	TEMD

	compliance of requirements.			
7. Payment of Premium for Surety Bond Application and Installation Fee	7. <u>For Cash Bond:</u> Prepares and approves the Order of Payment to be issued to Applicant for payment at Window 4 of the Treasury Department.	₱300,000.00	1 hour	TEMD Treasury Department
	<u>Installation Fee</u> Prepares and approves the Order of Payment to be issued to Applicant for payment at the Treasury Department.	₱10,000.00	1 hour	
	<u>For Surety Bond:</u> Provides the applicant of the Bond Form & Co-signer's Form and informs applicant to file it to the main office of the GSIS.	₱13,864.32 (GSIS) (Premium for 2-year period)	1 hour	TEMD GSIS
8. Signing of Agency Agreement	8. Prepares Agency Agreement for signature of Agent and the Witnesses.	None	2 working days	Division Chief / Department Manager / Assistant General Manager - BOS
9. Notary of Agency Agreement	9.1 Upon receipt of the Notarized Agency Agreement, the Authority to Operate shall be issued to the Agent. 9.2 Informs the Agent on the approval of	None	3 working days	OAGM for Branch Operations Sector / TEMD

	the request for transfer.			
10. Request for Terminal Installation	10. Requests the Gaming Technology Department and System Provider for the installation of lotto terminal.	None	1 working day	ECET
11. Training of new Lotto Agent and Lotto Teller	11. Conducts training of new Lotto Agent and Lotto Teller.	None	1 working day	Product and Standard Development Department
Total		**₱26,364.32** for Lotto Agents opting to pay for the Surety Bond Or **₱321,500.00** for Lotto Agents opting for the Cash Bond	**20 working days provided** that all documentary requirements are complied by the applicants on time.	

5. ISSUANCE OF IDs OF LOTTO AGENTS AND TELLERS FOR THE NATIONAL CAPITAL REGION

Newly trained Lotto Agents/Operators/Tellers who passed the Post-Evaluation Examination administered after every training session shall be entitled to an ID. Only Lotto Agents/Operators/Tellers with named Training IDs are allowed to operate in the PCSO Lotto Outlets. This process involves the application/request for the issuance of new and additional IDs, renewal of IDs about to expire, and replacement of lost IDs of agents/operators/tellers of outlets operating in the National Capital Region.

Office/Department/Division:	Product and Standard Development Department (PSDD), Training Division (TD)
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who May Avail:	Trained Lotto Agents/Operators/Tellers of Lotto Outlets of National Capital Region
Availability of Service:	8:00am-5:00pm, Monday to Friday

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Training Certificate (*Request for New ID and Replacement of Lost ID*) • Unexpired Lotto ID (*Request for Renewal of ID*) • Authorization Letter and Photocopy of Valid Identification of Lotto Agent (*Request for New and/or Additional ID for Transfer of Agent*)	Applicant
• ID Log Sheet • Order of Payment	Training Division, Product and Standard Department (TD-PSDD)
Official Receipt	Collection & Monitoring Division, Treasury Department (CMD-TD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presenting of requirements and filling out of ID Log Sheet: a. Training Certificate (*New ID or Replacement of ID*); or b. Unexpired Lotto ID (*Renewal of ID*); or c. Authorization Letter and Photocopy of Agent's Valid ID (*New and/or Additional ID*	1.1. Evaluation of presented/ submitted requirements 1.2. Verification of applicant's training records	None	5 minutes	Training Staff & Division Chief III (TD-PSDD)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
for Transfer of Agent);				
2. Payment of ID Fee of Php 100.00/ Php 80.00 to the CMD-TD Window No. 4; and	2.1. Preparation and approval of Order of Payment to be issued to the applicant	Php 100.00 per New, Additional, or Replacement of ID Php 80.00 per Renewal of ID	10 minutes	Training Staff & Division Chief III (TD-PSDD)
3. Presenting of Official Receipt and Enrollment/ Updating of ID details	3.1. Encoding/ updating of details, and picture taking for ID 3.2. Release of ID	None	10 minutes	Training Staff
	TOTAL	**₱100.00/ ₱80.00 per ID**	**25 minutes**	

6. MEDICINE DONATION PROGRAM

This is the provision of medicines to various local government units (LGUs), agencies, institutions, and non-government organizations.

Office/ Department/ Division:	Satellite Clinic Division (SCD), Medical Services Department
Classification:	Complex
Type of Transaction:	G2B – Government to Business G2G – Government to Citizen
Who May Avail:	General Public
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request addressed to PCSO Chairman/ General Manager 2. With Project proposal, organizational profile, schedule, number of recipients and contact details 3. Securities and Exchange Commission (SEC) Registration for Non-Government Organization (NGO)	1. Requesting Party 2. Requesting Party 3. Securities and Exchange Commission (SEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter Request to the General Manager/ Chairman's Office with demographic profile of the target site.	1. Receives and transmits documents for assessment 1.1 Requests received by the OGM / Office of the Chairman – endorsed to MSD (SCD) 1.2 Requests received by MSD (SCD) – evaluates the request	None	3 working days	Personnel of Chairman's Office (CH) General Manager's Office (GM) Assistant General Manager for Charity Sector (AGM) Department Manager (DM) SCD Division Chief

2. Receipt of communication from SCD staff: a. If not approved b. If approved	2. Satellite Clinic Division (SCD) a. Writes Regret Letter with reasons. b. Receives Recommendation Memorandum from GM's office • For Medicine Assistance through Branch Offices (MATBO) send endorsement letter to Branch Office Sector (BOS) • For Medicine Assistance through Main Office (MATMO) submit copy to Pharmacy Division for the medicines	None	2 working days	SCD-DC Nurses SCD-DC Nurses Nurses
3. Acceptance of Medicines	3. Release of Medicines to Requesting Party • For MATMO, MSD notifies requesting party of availability of medicines for donation schedule • For MATBO, BO notifies requesting party of availability of medicines for donation schedule 4.	None	1 working day	Nurses Pharmacists Photographer SCD-DC Nurses Branch Manager SCD Staff for MATMO

4. Signing of Certificate of Acceptance	Keep and file Certificate of Acceptance	None		Branch Office Staff for MATBO
	TOTAL	**None**	**6 working days**	

7. OUT-PATIENT SERVICES

This process shows the provision of medical services to clients.

Office/ Department/ Division:	Medical and Dental Division (MDD), Medical Services Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	General Public
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Government issued Identification card (1 Photocopy)- On first visit of patient/ representative	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
2. Guardian for elderly and pediatrics (below 18 years old) patients	City Hall or PSA
3. Birth Certificate for children who are not schooling (1 Photocopy)	
4. PCSO Outpatient ID for Old Patient	PCSO MSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the Officer of the Day (O.D.) at the Registration Area **For New patient:** a. Gives Valid ID and photocopy to O.D. b. Gets queue number, sits at the designated area & waits for the queue number to be called	1. Asks valid ID card or birth certificate for children not in school a. Checks if ID is Valid and if other documents are authentic b. Writes patient's details on Electronic Registration Medical Data	None	10 minutes	Officer of the Day (O.D.)

	c. Gives queue number to patient d. Issues Outpatient ID and prepares patient's envelope for charting e. Advises patient to sit at designated area, wait for the queue no. to be called before entering the Outpatient Services Medical room	None		Officer of the Day
For Old patient: a. Gives Outpatient ID to the OD b. Gets Queue no., sits at the designated area & waits for the queue no. to be called	a. Gets Outpatient I.D. and retrieves record from Medical Records b. Asks Affidavit of Loss in case of lost I.D. c. Calls patient / client, issues queue no. and tags medical record of same number for collection by Record Handler to be brought to Outpatient Services Room			Record Handler

2.	Goes to Outpatient Medical Services Room and waits to be called by nurse.	Calls patient/ client **For consultation:** Interviews and records vital signs, chief complaints and medical history. **For medicine assistance:** Checks completeness of documents and availability of prescribed medicines.	None	15 minutes	Nurse
3.	Approaches Nurse.	Calls patient/ client **For consultation:** Interviews and records vital signs, chief complaints, and medical history. **For medicine assistance:** Checks completeness of documents and availability of prescribed medicines.	None		Nurse
4.	Approaches In-house Physician	**For consultation**: a. Asks chief complaints b. Takes history of patient's medical condition c. Validates data gathered by nurse.	None	30 Minutes	In-house Physician

	d. Examines patient thoroughly as necessary to elicit clinical impression or diagnosis e. Reviews and correlates results to clinical impression f. Gives medical instructions or advice g. Issues prescriptions **For medicine assistance:** a. Re-check completeness of documents. b. Issues prescriptions of available medicines from PCSO Pharmacy			
5. Accomplish Customer Satisfaction Survey	Assist the patients in filling out the Customer Satisfaction Survey (CSS)	None	5 minutes	Record Handler
6. Approaches Pharmacy	Gives prescribed medicines, if available	None	5 minutes	Pharmacist
	TOTAL	**None**	**1 hour and 5 minutes/patient**	

8. PHARMACY SECTION

This process shows the process in the dispensing of medicines to clients.

Office/ Department/ Division:	Medical and Dental Division (MDD), Medical Services Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	General Public
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Validated prescription 2. Maintenance Medicine Card for old patients with maintenance medicines.	From our in-house physicians and dentists Issued by the PCSO Clinic Pharmacy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets queue number from the pharmacy staff and waits until queue number is called.	Issues queue numbers to patients according to the following category: • Priority : ➢ Senior citizens ➢ Persons with Disability (PWD) ➢ Pregnant women Regular (adult and pedia)	None		Pharmacy staff
2. Presents queue number, prescription, and Maintenance Medicine Card (as needed).	Instructs patient/client to write name, address, telephone number and signature on the back of the prescription. In case of multiple prescriptions, writes only the signature on the back of the other prescriptions.	None	1-2 minutes	Pharmacist

3.	Writes down the time and the required personal data on the back of the prescriptions and gives back the prescription.	Receives prescription/s and checks for completeness of entries to include: • Full name, age and sex of patient • Name, preparation, quantity, and dosage of medicine Name , signature and license number of the in-house physician and dentist • Verification stamp markings • Name, address and contact number of the patient on the back of the prescription. • Time received Prepares and dispenses available medicine and gives patient instruction. Have the patient sign on the back of the prescription after instruction is given. Indicate the time prescription is received and transaction is completed	None	3-5 minutes per prescription	Pharmacist

	For patients with maintenance medicines: *__New Patient:__ Issues Maintenance Medicine Card __*Old patient__: Updates Maintenance Medicine Card			
4. Receives medicines, signs at the back of the prescription, and indicate the time transaction is completed	Receives prescription and gives the Maintenance Medicine Card (for those with maintenance medicines. Ask patient/client to accomplish the Customer Satisfaction Survey (CSS)	None	2-3 minutes	Pharmacist
5. Accomplishes CSS form or thru the online application	Collects CSS form or check online survey if completed.	None	1-2 minutes	
	TOTAL	**None**	**7-12 minutes/ patient**	

9. PROCESSING OF CHECK/S FOR PAYMENT OF CLAIMS CHARGEABLE AGAINST OPERATING FUND

Processing of Check/s for payment of claims chargeable against Operating Fund (OF) such as Cash Advances, Replenishments, Reimbursements, 1st Salaries, Honorarium, ELA, Taxes, Grants & Subsidies, Ads/Sponsorships, Rentals, Supplies, Utility Bills, Refund of Cash Bond, Horse Owners Prize, Employees Benefits, Mandatory remittances , and other Miscellaneous Operating expenses .

OFFICE/DEPARTMENT/DIVISION:	Administrative Sector, Treasury Department (TD), Operating Fund Disbursement Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C- Government to Client G2G- Government to Government G2B- Government to Business
WHO MAY AVAIL:	Various clients with claims
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Duly approved Request for Payment (RFP) Disbursement Voucher (DV) together with complete documents for the following: ➢ Advertising Expenses (TV, Radio, Print/Outdoor/LED Billboards, Airtime facilities/Out of Home Advertisements and Social Media) ➢ Janitorial Services ➢ Trainings and Seminars ➢ Purchases of Goods, Supplies and Materials, ➢ Repair/Replacement of service parts ➢ Reimbursements ➢ Emergency Repair/Replacement of parts/Installation of various Office Equipment ➢ Meal Expenses ➢ Gasoline, Parking, Toll fees and Transportation Expenses ➢ LTO Registration ➢ Security Services ➢ Retirement Benefits ➢ Terminal Leave Benefits ➢ Other transaction/s	Office of the General Manager (OGM) Office of the Assistant General Manager – Management Services Sector (OAGM-MSS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit duly processed Request For Payment (RFP)/ Disbursement Voucher/s (DV) to Operating Fund Disbursement Division (Windows 8 & 9	**1.1 Receive approved DV/ RFP.** • Check the DV/RFP number submitted against the transmittal list. • If in order, forward the DV/RFP to Cashier for check preparation **For Manual Transaction** • Stamp individual RFP/DV "RECEIVED • and affix initial, date and time. • In case of missing or unlisted DV/ RFP, if any, with appropriate notation to OAGM Or OAGM-MSS **For CAS Transactions:** • Verify completeness of the RFP/DV (name of the payee, signatories, date and amount on the voucher) • Search for the voucher number and click the "RECEIVE" box	None	Within thirty (30) minutes	Cash Clerk/ Alternate Staff

	1.2. Review pre-audited RFP/DV **FOR CAS TRANSACTION** • Verify completeness of the RFP/DV (name of the payee, signatories, date and amount on the voucher) • Search for the voucher number and click the "REVIEW" box **For Manual Transaction** (when the use of CAS is not possible) • Verify completeness of the RFP/DV (name of the payee, signatories, date and amount on the voucher) • If DV/RFP is not in order return the documents to the OGM or OAGM-MSS for appropriate action • Attach monitoring slip	None	Within thirty (30) minutes	Cashier/ Alternate Staff
	1.3 Assign and Print Check • Assign check (Note: CAS automatically generates Check Number) • Preview the Check and verify the	None	Within three (3) working hours	Cashier/ Alternate staff

	following details: • Name of Payee • Amount • Date • Signatories • In case of inaccuracies in check entries click "VOID" and prepare another one. **For Manual Transaction** • Encode the following details of the check ir the TD MS Excel Check Printing File: ➢ Name of Payee ➢ Amount ➢ Date ➢ Signatories ➢ Nature of Payment ➢ DV number • Print the approved DV (Note: For CAS transaction only) • Print the Check and attach the same to its supporting documents, then forward it to the Cashier/Division Chief for review and initial.			
	1.4. Verify, affix initial and sign on printed check **<u>For 300k & Below:</u>**	None	Within two (2) working hours	Cashier

	• Counter-check the following details of the check with approved DV: ➢ Name of Payee ➢ Date of Check ➢ Amount ➢ Digitized signature of co-signatory (AGM-MSS) • If in order, affix initial in the payment details portion of the Check voucher • If in order, forward the check to the DC for signature **<u>For Checks Above P300k- 500K</u>** • Counter-check the following details of the check with approved DV: ➢ Name of Payee ➢ Date of Check ➢ Amount ➢ Digitized signature of co-signatory (AGM-MSS) • If in order, affix initial in the payment details portion of the Check voucher • The DM approve and sign the check (as Co- signatory)	None None	Within four (4) hours Within one (1) hour Within three (3) working hours	Cashier IV Cashier III Division Chief (DC) Division Chief (DC) Department Manager/ Designated Alternate signatory

	Note: Digitized signature of the principal signatory is automatically attached to checks amounting to ₱500,000.00 and below **<u>For Checks Above 500K</u>** • If in order, affix initial in the payment details portion of the Check voucher • The DM approve and sign the check (as Co- signatory) • Forward the check to the OGM for signature	None None	Within one (1) working hour	Division Chief (DC) DM/ Designated Alternate Signatory General Manager
	2.1 Receive the manually signed checks 2.2 Record in the Check Disbursement Registry of checks Available for Release	None	Within one (1) working hour	Cashier/ Alternate Staff
	3. Transmit checks to Branch Cash Transaction Division (BCTD) that are intended for Branch Operations Sector (BOS)	None	Within one (1) working day	Cashier/ Alternate Staff
	4. Notify payee via email or thru phone call or any means of communication of the availability of check for release	None	Within two (2) working days	Cashier/ Alternate Staff

TOTAL		**None**	**5 working days**	

**Preparation of Check/s for payment of claims Charged against Operating Fund qualified for multi-stage processing*

DISCLOSURE STATEMENT:

1. The processing time of five (5) working days will commence from receipt of DVs/RFPs with complete documents up to the notification of availability of checks for release of payees/beneficiaries through email, phone call and other means of communication.

2. The duration of activity is under normal circumstances.

10. PROCESSING OF DISBURSEMENT VOUCHERS (DVS) FOR UTILIZED GUARANTEE LETTERS (GLs) - MAIN OFFICE

Stage 1: Charity Assistance Department (10 days)

Medical Assistance Program (MAP) – Disbursement Voucher Preparation Process

Provision of assistance to male and female individuals with health-related problems seeking financial help, which is embedded on the premise of augmenting their funds, through the issuance of Claim Slip/Guarantee Letters as a medium to provide services addressed to the Partner Health Facilities (PHFs) such as hospitals, dialysis centers, medicine retailers among others.

Office or Division:	Charity Sector, Charity Assistance Department (CAD), Individual Charity Assistance Division (ICAD)
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	Patient or his/her duly authorized representative (Immediate Family Member/s) • In-Patients (confined in the Charity Ward / Private Ward) • Out patients (Charity/Private)
Availability of Service	Monday to Friday, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
GENERAL REQUIREMENTS:	
1. Government-issued ID of the patient	1. DFA, GSIS, SSS, PRC, PSA, COMELEC, PhilHealth, OSCA, DSWD, NGAs, Educational Institution where the student is currently enrolled
2. Original/ Certified True Copy of the Medical Abstract (for inpatient & outpatient) duly signed by the attending physician/ oncologist with printed full name, signature and license number	2. Hospital or Other Partner Health Facility (PHF) where patient is being treated/managed
SPECIFIC REQUIREMENTS:	
A. CONFINEMENT 1. Original copy of the Final Statement of Account/ Latest Hospital bill with printed name duly signed by the Billing officer/Credit Supervisor with PHILHEALTH, Senior Citizen, HMO, MSS/ Discounts deductions	1. Hospital or PHF where patient is presently confined

2. **If Discharged**: Validly-executed Promissory Note duly signed by the hospital representative or Certification with remaining balance from the hospital	2. Billing/Credit and Collection Office of Hospital or Other PHF where patient is confined
3. **For Medico-Legal Cases**: Copy of the Vehicular/Police Report	3. Police Precinct where the incident was reported
B. CHEMOTHERAPY	
1. Original prescription with printed full name, signature and license number of oncologist/ attending physician	1. Oncologist/Attending Physician of the patient
2. Original copy of treatment protocol with signature, name, and license number of oncologist/attending physician	2. Oncologist/Attending Physician of the patient
C. HEMODIALYSIS	
1. Endorsement/Acceptance Letter by the Dialysis Center/ Hospital of Guarantee Letter from PCSO	1. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
2. Official Quotation from the Dialysis Center/ Hospital	2. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
3. For PhilHealth Members: a. Certification on the number of benefits availed	3. PhilHealth / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
D. MEDICINES (Erythropoietin, Hemophilia and Post-transplant)	
1. Original Prescription with printed full name, signature, and license number of the attending physician	1. Attending Physician of the patient
2. Official quotation from the dialysis center/ hospital for Erythropoietin Injection only	2. Medical Record Section of Concerned Hospital/PHF

CLIENT STEPS (PHF Liaison Officer)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Statement of	1.1 Check number and name of patients	None	1 working day	CAD

Account (SOA) and other complete documents including Guarantee Letter (GL)/claim slips	against the transmittal submitted by partner health facility (PHF).			(Receiving Personnel)
	1.2 Check and review the completeness of data in the SOA and the documentary requirements. If incomplete, fill up and return to PHF Liaison Officer with the initial submitted document for completion.			
	1.3 If complete, original stamp "RECEIVED" on the document with date, time, and initials of the receiving personnel.			
	1.4 Segregate and distribute SOAs and documentary requirements to Data Analysts			
	2.1. Scan the QR code and check the correctness of the data entry in the system (i.e. name of payee, amount approved, amount in the SOA, nature of request and transaction type).	None	4 working days	CAD (Data Analysts)
	2.2. Assign and print transmittal number and Charity Disbursement Slip (CDS) and submit to Supervisor for review and signature.			
	Review the encoded data in the System and the attached documentary requirements			
	3.1 In case of any discrepancy disapprove by clicking "REJECT" button, indicate comment and return	None	2 working days	CAD Supervisor

	the CDS together with the documentary requirements to Data Analyst for appropriate action/ correction			
	3.2 If consistent on the data entry in the System and the documentary requirements, click the “Approve” button in the System. Assign transmittal number and sign the CDS.			
	3.3 Fill up the DV Receiving Logbook for DM/DC and endorse the case to the Division Chief			
	4 Verify the data entry in the System and the documentary requirements. If with discrepancy, click “REJECT” button and return the documents to the assigned supervisor for appropriate action. 4.1 If consistent, click the “APPROVE” button in the System and sign the CDS.	None	2 working days	CAD Division Chief/CAD Manager
	4.2. Endorse to databank controller for assignment of transmittal number and printing of request for payment (RFP).			
	5. Review the attachment per DS and assign transmittal number for every batch up to thirty (30) SOAs with approved RFPs .	None		

	5.1 Print RFP and attach to the corresponding CDS;		1 working day	ICAD (Data Bank Controller)
	5.2. Prepare Summary ofTransmittal and forward to the CAD Liaison Personnel for submission to ABD.			
	6. Bundle Summary of MAP Availment with RFPs per batch.	None		ICAD (Liaison Officer)
	6.1.Inspect Summary of MAP Availment and RFPs, if complete			
	6.2 Transmit to the ABD the bundled Transmittal Sheets with RFPs.			
	6.3 Provide the receiving copy of transmittal to Databank Controller for recording and monitoring.			
	7. Check, update and maintain records of cases in the CAS Report Catalog.	None		ICAD (Data Bank Controller)
	7.1 Download Report from CAS and CSIS Databank	None		
	7.2 Monitor and track monthly accomplishment.			
Sub-total		None	10 working days	

Stage 2: Accounting and Budget Department (20 working days) and Office of the Assistant General Manager/Office of the General Manager (5 working days)

PROCESSING OF DISBURSEMENT VOUCHERS (DVs) FOR UTILIZED GUARANTEE LETTERS (GLs)

This process enumerates the steps in processing of DVs for utilized guarantee letters (GL) from Charity Assistance Department charged against Charity Fund.

Office/Department/Division:	PCSO/Accounting and Budget Department/Charity Fund Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government

Who May Avail:	CAD
Availability of Service	Monday to Friday, 8:00am to 5:00pm
NATURE OF REQUEST FOR PAYMENT	**CHECKLIST OF REQUIREMENTS**
1. Medical Assistance Program (MAP) including Malasakit Centers	1. Confinement: 1.1. Accomplished MAP Application Form 1.2. Medical Abstract 1.3. Statement of Account (SOA), if discharged copy of Promissory Note 1.4. Copy of Guarantee Letter/Claim Slip 1.5. Photocopy of valid ID of patient/or representative 2. Chemotherapy: 2.1. Accomplished MAP Application Form 2.2. Medical Abstract with treatment protocol 2.3. Sales Invoice 2.4. Statement of Account (SOA) 2.5. Prescription duly signed by attending physician 2.6. Copy of Guarantee Letter 2.7. Photocopy of valid ID of patient 3. Dialysis: 3.1. Accomplished MAP Application Form 3.2. Medical Abstract 3.3. Charge Slip/s duly acknowledged by patient/or representative 3.4. Statement of Account (SOA) 3.5. Prescription duly signed by attending physician 3.6. Copy of Guarantee Letter 3.7. Photocopy of valid ID of patient 4. Specific Medicines: 4.1. Accomplished MAP Application Form 4.2. Discharge Summary/Medical Abstract 4.3. Original Sales Invoice and Acknowledgement Receipt 4.4. Statement of Account (SOA) 4.5. Out-patient prescription duly signed by attending physician 4.6. Copy of Guarantee Letter 4.7. Photocopy of valid ID of patient 5. Laboratory/Diagnostic Procedures (including development assessment) 5.1 Accomplished MAP Application Form 5.2 Medical Abstract/Medical Certificate (outpatient) duly signed by the attending physician/oncologist with printed name and signature with license number 5.3 Charge Slip/s duly acknowledged by patient/or representative 5.4 Statement of Account (SOA)

	5.5 Request for Laboratory/diagnostic/initial development assessment from the attending physician with printed name and signature with license number 5.6 Copy of Guarantee Letter 5.7 Photocopy of valid ID of patient 6. Implants (Bone/Cochlear)/ Medical Devices (Pacemaker, Septal Occluder/PCI Device/Valves: 6.1 Accomplished MAP Application Form 6.2 Medical Abstract 6.3 Original Sales Invoice and Acknowledgement Receipt 6.4 Statement of Account (SOA) 6.5 Request for specification of medical devices/ prescription of medical device 6.6 Copy of Guarantee Letter 6.7 Photocopy of valid ID of patient

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CAD transmits to Charity Fund Division of ABD the Request for Payment (RFP) with documentary requirements and Transmittal List for processing.	1. **Receive Request for Payment (RFP)** • Check DVs/RFPs versus transmittal list and stamp individual RFP "Received" and affix initials and date. • In case of missing, unlisted or discrepant DVs/ RFPs, return the transmittal list with appropriate notation to the originating office. • For Computerized Accounting System (CAS) Processing, receive electronically each RFP.	None	1 working day 3 working days	Receiving Personnel /Accounting Clerk Fiscal Controller

	(Maximum of 30 GLs per bundle) (Note: DV for manual transactions and RFP for CAS transactions).			
	2. **Pre-Audit and process the DVs/RFP** • Review the individual DV/RFP for compliance with the specified requirements as per relevant checklist. • Check accounting entries for appropriateness and particulars of payment. • In case of deficiencies/errors, reject and return to the originating party with the attached return slip for rectification. • If in order, forward DV/RFP to the DC/DM for review and approval.	None	7 working days	Financial Analyst/Fiscal Controller/ABD Personnel
	3. Approve the Certification of Availability of Funds (Box B of DV) • Review the Disbursement Voucher and certify availability of funds if in order, otherwise • Reject and return to the Financial Analyst/Fiscal Controller/ABD	None	6 days	Division Chief / Department Manager

	Personnel with the attached return slip for rectification of deficiencies/errors. Note: *Division Chief – signs for and in behalf of the DM if within the level of authority (₱300,000.00 and below), otherwise, initials;* *Department Manager – signs/approves the DV (above ₱300,000.00)* • Forward to Releasing Personnel			
	4. **Prepare transmittal (for AGM/GM) of all processed DVs and print BIR Form 2307**. • Transmit DVs for approval of Box C	None	3 working days	Releasing Officer
	5. **Approval of Disbursement Voucher** (Box C) Office of the AGM (up to ₱1,000,000.00); GM (above ₱1,000,000.00)	None	6 working days	AGM/ General Manager
	6. **Forwards approved DVs to the Treasury Department**			
Sub-total		**None**	**25 working days**	

Disclosure Statements:

1. The processing timeline of ABD is twenty (20) days from receipt of RFPs with complete documents up to the preparation of Transmittal of Processed DVs (Step 4). The activity in Step 5 which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check.
2. Considering the voluminous transactions for MAP including Malasakit Center, twenty (20) days is required to complete the pre-audit and processing.
3. Said processing is done simultaneously with other payments of Charity Fund Expenses, such as LGU Lotto shares, which are likewise bulk transactions. Moreover, there are

other priority RFPs, Board of Director's Charity Fund (DCF), Cash Advance, Liquidation of Cash Advances, charged against Charity Fund.

4. The simple transaction referred above is for one (1) to two (2) patients per one (1) RFP / DV, while complex is for three (3) to seven (7) patients per one (1) RFP/ V.

Stage 3: Treasury Department (10 working days) including notification of payee

Processing of Check Payments for approved Disbursement Vouchers (DVs) for Utilized Guarantee Letters (MAP-General/MAP Malasakit)

This process starts from receipt of DVs/RFPs up to notification of availability of checks for release to concerned payees by email, phone call and other means of communications within ten (10) working days.

Office/Department/Division:	PCSO/Treasury Department/ Charity Fund Disbursement Division
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B – Government to Business
Who May Avail:	Hospitals/Partner Health Facilities providing services to MAP beneficiaries thru Guarantee Letters issued by PCSO
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly Approved DVs/RFPs with complete documentary requirements: A. MAP-General B. MAP-Malasakit	- Office of the General Manager - Office of the Assistant General Manager for Charity Sector - Charity Assistance Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit approved DVs/RFPs with documentary requirements and Transmittal List for preparation of checks by CAD/OAGM for Charity Sector/OGM personnel.	1. Receive approved DV's/RFPs from CAD, OAGM-Charity and OGM. 1.1. Checking of DVs/RFPs versus transmittal list: • Check the number of DVs/RFPs submitted versus transmittal list.	None	One (1) working day	Cash Clerk / Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	• Stamp individual DV/RFP "Received" and affix initials, date and time;
	
	• In case of missing or unlisted DV/RFP return the transmittal list and unlisted DV/RFP, if any, with remarks for appropriate action of the originating office.
	
	• Attach a Monitoring Slip with the following data:
	  ○ Voucher Number
	  ○ Date and Time
	  ○ Amount
	  ○ Initials
	
	1.2. Checking of individual DVs/RFPs:
	
	A. For CAS Transactions:
	
	• Verify the completeness of DV/RFP details (voucher number, amount, and approval of signatories).
	
	• Search for the voucher number and click the "RECEIVE" box.
				Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	• Record the DV/RFP to the Daily Voucher Receipt. B. For Manual Transactions (when applicable, in case of connectivity loss or inavailability of CAS)**:** • Verify the completeness of the voucher (name of the payee, signatories, date and amount of the voucher). • If DV/RFP is not in order, log and return the documents to the CAD/OAGM/OGM for appropriate action			
	2. Review pre-audited DVs/RFPs. • Verify the completeness of the DV/RFP (name of the payee, signatories, date and amount of the voucher); • Search for the voucher number and click the “REVIEW” box.	None	Four (4) working hours	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	• If errors are found in the DV, click "REJECT" and return to the CAD/OAGM-Charity/OGM. • If in order, forward the DV/RFP to Cashier for check preparation.			
	3. Prepare check and print Disbursement Vouchers A. Assign check For CAS Transactions: • Assign Check (Note: CAS automatically generates check number). • Preview the Check and verify the following details: ○ Name of Payee ○ Amount ○ Date ○ Signatories • In case of inaccuracies in check entries, click "VOID" and prepare another Check • For Manual Transactions (when applicable, in case of connectivity loss or unavailability of CAS:	None	Four (4) working hours	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	• Encode the following details of the check in the TD MS Excel Check Printing File: ○ Name of Payee ○ Date of Check ○ Amount ○ Nature of Payment ○ DV number B. Print the approved Disbursement Voucher (Note: For CAS transactions only) C. Print check and attach the same to its supporting documents; then, forward it to the Cashier/Division Chief for review and initial. D. Record Check to the Daily Checks Issued for reporting purposes E. Record issued Check in the Checks Disbursement Register			
	4. Review the check. 4.1 Review and verify correctness of data encoded in the charity check vs DV.	None	One (1) working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2.A. Affix initial in the acknowledgement receipt portion of the check voucher for checks amounting to Php 300,000.00 and below and forward to the Division Chief/Designated alternate, if in order; otherwise, stamp check as "Spoiled" or "Cancelled". 4.2. B. Affix initial in the acknowledgement receipt portion of the check voucher for checks above Php 300,000.00 and forward to the Department Manager/Designated alternate.			Cashier IV and Cashier III DC/ Designated alternate
	5. Approve and sign check as co-signatory • Manually sign the check amounting to Php300,000.00 and below as co-signatory when everything is found in order. • Manually sign the check amounting to Php300,000.01 and above as co-signatory when everything is found in order. • Checks above Php500,000.00 are forwarded to	None	Two (2) working days	Division Chief/Designated alternate; DM and/or AGM for Administrative Sector DM/Designated alternate and/or AGM for Administrative Sector

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the principal signatory**.**			
	6. Approve and sign manually the check, when applicable • Digitized signature of the principal signatory is automatically attached to checks amounting to Php500,000.00 and below • The AGM for Charity Sector is authorized to sign checks up to a maximum amount of ₱1,000,000.00 • The General Manager can sign checks at any amount. • Return the signed checks with attachments to the Treasury Department.	None	Four (4) working hours	AGM for Charity Sector/Designated alternate or AGM for Administrative Sector (as alternate signatory) General Manager
	7. Fully signed checks (with complete documents) are recorded in the logbook of Check Disbursement Register. • Ensure completeness and correctness of signatures.	None	One (1) working day	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	• Segregate and transmit checks to Branch Cash Transaction Division that are intended to be released through PCSO Branches			
2. Acknowledge the notification from the Treasury Department of the availability of checks for release.	8. Notify the concerned payee thru email, phone call or other means of communication of the availability of checks for release.	None	Two (2) working days	Cashier
TOTAL		None	(10) working days	
Over-all Processing Time		**None**	**45 working days**	

***** *Processing of Disbursement Vouchers (Dvs) for Utilized Guarantee Letters (GLs) - Main Office – qualified for Multi-Stage Processing*

DISCLOSURE STATEMENTS:

1. The processing time of ten (10) working days commence from receipt of the bulk of DVs/RFPs with complete documents up to the notification of availability of checks for release of payees/beneficiaries through email, phone call and other means of communication.
2. Processing is done simultaneous with other payments of Charity fund expenses such as:
   a. LGU Lotto shares
   b. Mandatory contributions
   c. Institutional Partnership Program
   d. Other expenses chargeable against Charity fund.
3. The duration of activity is under normal circumstances.
4. Upon release of the check/s the client is being asked to take the PCSO Client Satisfaction Measurement (CSM) Survey as a feedback mechanism to measure client satisfaction on services rendered and process improvements effort.

11. PROCESSING OF PAYMENT OF PRIZE CLAIM FOR JACKPOT PRIZES

Processing and Preparation of Disbursement Voucher

This involves the procedural steps in processing disbursement vouchers (DVs) of prize claim for jackpot up to its transmittal (release of DVs) to Treasury Department for check payment preparation.

Stage 1: Accounting and Budget Department (ABD) / Prize Fund Division (2 hours and 50 minutes)

Office/Dept./Division:	Management Services Sector, Accounting and Budget Department (ABD)/Prize Fund Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Winners of PCSO games for Jackpot.
Availability of Service	Monday to Friday, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal-holder/owner: Winning ticket/s in good condition and; Any Two (2) Valid Identification Documents (ID's) **Representative:** 1. Winning ticket/s in good condition; 2. Two (2) valid ID's of person being represented; 3. Any two (2)) valid ID's of authorized representative; and	**Any two (2) of the following acceptable valid Identification Documents (ID's)** 1. National ID 2. Alien Certificate of Registration 3. Barangay ID 4. Employment ID 5. Driver's License 6. DSWD-4Ps 7. AFP/PNP 8. Pag-IBIG Loyalty Card 9. GSIS e-card 10. IBP ID	 1. Philippine Statistics Authority (PSA) 2. Department of Foreign Affairs (DFA) office 3. Barangay Hall/offices 4. Office/Company where employed 5. Land Transportation Office (LTO) 6. Department of Social Welfare and Development (DSWD) office 7. AFP/PNP office 8. Home and Development Mutual Fund (PAG-IBIG) office 9. Government Service Insurance System (GSIS) office 10. Integrated Bar of the Philippines office

4. SPA (Special Power of Attorney) or LOA (Letter of Authority) **Note: All requirements should be original.**	11. NBI ID/Clearance 12. OWWA ID 13. Phil Health card 14. Police Clearance Certificate 15. Postal ID 16. PRC ID 17. Senior Citizen's Card 18. SSS ID Card 19. TIN ID (BIR) 20. UMID 21. Passport-Philippine or Foreign 22. Voter's ID 23. NCWDP ID	11. National Bureau of Investigation office 12. OWWA office 13. Phil Health office 14. City Hall 15. Post Office 16. Professional Regulation Commission (PRC) office 17. Senior Citizen's Affairs Office/Barangay hall 18. Social Security System office 19. Bureau of Internal Revenue Offices 20. Government Service Insurance System/SSS 21. Department of Foreign Affairs office (DFA) 22. Commission on Election (COMELEC) Office 23. National Council for Welfare of Disabled Person (NCWDP) office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Get a queue number from the kiosk.	.1 Prize Fund personnel will call the number using the queue system. * If in case the kiosk is out of order issue manually prepared queue number .	None	20 minutes	Guard on duty on duty at the 2nd Floor Sun Plaza Bldg.

1.2 Fill up Winner's Profile Form located outside the validation window with the following details: (2nd floor Sun Plaza Building) ○ Name ○ Address ○ Date of Birth ○ Occupation ○ TIN 1.3 Write full name and affixes signature at the back of the original winning ticket. (2nd floor Sun Plaza Building);	.2 Instruct the winner to fill up Winner's Profile Form located outside the validation windows with the following details: ○ Name ○ Address ○ Date of Birth ○ Occupation ○ TIN 1.3 Instruct the claimant to write his/her full name and affix signature at the back of the ticket/s.			
2.1 Present the ticket/s and two (2) valid IDs together with the Winner's Profile Form to the staff at the window #1 or #2.	2.1 Accept the winning ticket/s. 2.2 Check ticket for any signs of non-compliance: ✓ Mutilation (torn tickets, signs that it has been exposed to heat, water, oil). ✓ Tampering ✓ Illegibility For any non-compliance detected: rejects the claim or refer to	None	15 minutes	Staff/Personnel Prize Fund Division

2.2 Accept the queue number from the PFD staff.	Gaming and Technology Department for technical issues; and later to Legal Department for fraudulent tickets. If compliant: Secure two valid ID's from claimants for comparison of signature vis-à-vis ID's and Winner's Profile Form presented. 2.3 Proceed with ticket validation procedure by inserting the winning ticket in the validation machine. Validation can be done mechanically or manually; 2.4 Issue a new queue number to the claimant. (Give priority to Senior Citizen, Pregnant Women, PWD's). * If in case the kiosk is out of order, issue a manually prepared queue number. 2.5 Endorse validated winning tickets to Division Chief / Assistant Division Chief together with the Jackpot winner inside the			

	department. (for security reason). 2.6 Notify Corporate Planning Department (CPD) staff through Viber to take a picture of the winning ticket.			Division Chief / Assistant Division Chief of the Prize Fund Division
3. Remain seated at the designated area for Jackpot prize claimants at the Treasury Department	3.1 Encode winner/claimant's personal information and prize claim details and prepare the Disbursement Voucher (DV). 3.2 Photocopy the winning ticket, prize claim receipt and IDs. 3.3 Submit complete documents together with the winning ticket, prize receipt and photocopy of IDs to the Department Manager for approval of DV (Box A and B).	None	35 minutes	Division Chief/ Assistant DC Prize Fund Division
4. Proceed to the Department Manager, as escorted by Prize Fund Division DC/Staff.	4.1 Review transmitted data vis-a vis validated ticket/s, valid ID's and winner's profile form. 4.2 Approve Disbursement Voucher (Box A and B).	None	35 minutes	Department Manager (ABD)

4.1 Receive/accept two (2) valid ID's. 4.2 Accepts Chip (for happy/sad comments) and drop the same in the Happy or Sad box. 4.3 Affix signature on the photocopies of prize claim documents.	4.3 Escort the claimant back to the PFD and Return two (2) valid ID's to him/her. 4.4 Conduct Happy-Sad Customer Satisfaction Survey (CSS) by giving a chip to the claimant. Ask him/her to drop the same to the Happy or Sad box. The chips will be collected and tabulated by the Treasury Department at the start of the next business day. 4.5 Request the winner to affix signature on the photocopies of prize claim documents. 4.6 Provide winner photocopies of original documents			Division Chief/ Assistant DC Prize Fund Division
5. Return to the designated area for Jackpot prize claimants at the Treasury Department	5.1. Accompany the claimant to the designated area for Jackpot Winner at Treasury Department	None		Division Chief/ Assistant DC Prize Fund Division
6. Remain seated at the designated area for Jackpot prize claimants at	6.1 Print transmittal report. 6.2 Forward original prize claim documents to authorized	None	10 minutes	Division Chief/ Assistant DC Prize Fund Division

the Treasury Department	signatories for approval of Disbursement Voucher (Box C).			
7. Remain seated at the designated area for Jackpot prize claimants at the Treasury Department	7. Approve/sign processed DV.	None	1 hour	General Manager / Alternate signatory as follows: ➢ AGM for GPDMS ➢ AGM for BOS ➢ AGM for MSS ➢ AGM for Admin ➢ AGM for Charity
8. Remain seated at the designated area for Jackpot prize claimants at the Treasury Department	8. Forward documents in a sealed envelope to Treasury Department.	None	5 minutes	Division Chief/ Assistant DC Prize Fund Division
	Sub - Total	**None**	**2 hours and 50 minutes**	

DISCLOSURE STATEMENT:

1. The duration of activity is based on normal/regular circumstances.
2. Prizes are paid to validated winning tickets only. Holders/claimants of altered or forged tickets will be subjected to criminal prosecution.
3. All prizes above P120,000.00 are paid in checks, net of 20% final tax, as prescribed by RA 10963 or the Tax Reform Acceleration and Inclusion (TRAIN) Law.
4. Prizes must be claimed within 12 months from date of winning, otherwise these shall be forfeited.
5. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:15 AM to 4:30 PM, Monday to Friday.

Stage 2: Treasury Department (4 hours)

Payment of Prize Claim for Jackpot Prize

This process starts from the receipt of the approved Disbursement Voucher with complete documents from up to the release of check for the payment of Jackpot prize to the claimant.

Office/Department/Division:	Administrative Sector, Treasury Department, Prize Fund Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	PCSO Jackpot Prize Winners
Availability of Service	Monday to Friday, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Received in sealed envelope) 1. Prize Claim Processing Slip (original copy) 2. Validated Tickets (original copy) 3. Photocopy of 2 Valid ID's and validated tickets (1 copy) ✓ National ID ✓ Alien Certificate of Registration ✓ Barangay ID ✓ Employment ID ✓ Driver's License ✓ DSWD-4Ps ✓ AFP/PNP ✓ HDMF (PAG-IBIG) ✓ GSIS e-card ✓ IBP ID ✓ NBI ID/Clearance ✓ OWWA ID ✓ Philhealth card ✓ Police Clearance Certificate ✓ Postal ID ✓ PRC ID ✓ Senior Citizen's Card ✓ SSS ID Card ✓ TIN ID (BIR) ✓ UMID ✓ Passport-Philippine or Foreign ✓ Voter's ID ✓ NCWDP ID	Accounting and Budget Department (ABD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Remain seated at the designated area for Jackpot prize claimants at the Treasury Department	1.1. Receive documents in a sealed envelope from the Division Chief (DC) of Accounting and Budget Department (ABD). 1.2. Check the presence of the following: ➢ Duly processed and signed Disbursement Voucher (DV). ➢ Supporting documents: ○ Validated winning tickets duly signed at the back by the winner; ○ Prize Claim receipt; ○ Photocopies of two (2) valid IDs of the winner; ○ In case the prize is to be claimed by an authorized representative, a notarized Special Power of Attorney (SPA) & 2 valid IDs of the representative and the Jackpot Winner must be submitted.	None	10 minutes	Division Chief

2. Answer the profile questions and sign the profile form after the interview.	2.1 Interview the Jackpot winner for profiling. 2.2 Accomplish Winner Profile Form. 2.3 Sign accomplished Winner's Profile Form. 2.4 Forward Winner's Profile Form to the Technical Assistant of Treasury Department (TD) for safekeeping.			
3. Remain seated at the designated area for Jackpot prize claimants at the Treasury Department	3.Print Disbursement Voucher and Check 3.1 Review DV by comparing details vs supporting documents against the data encoded by ABD. ➢ Review and approve transaction in the system for check assignment, If there is an error, reject transaction and record the rejected documents in the logbook and return to the originating department (ABD) for appropriate action.	None	30 minutes	Cashier II

	1.3. Assign check number; 1.4. Print Disbursement Voucher; 1.5. Review the encoded details on check. Print prize check with the: ➢ Date of check; ➢ Name of payee (winner) ➢ Amount of prize			
4. Remain seated at the designated area for Jackpot prize claimants at the Treasury Department	4.1 Review and verify correctness of data encoded in the prize check vs DV. 4.2 Affix Initial on the check. 4.3 Forward the check to the signatories.	None	20 minutes	Division Chief/ Designated alternate of the DC
5 Remain seated at the designated area for Jackpot prize claimants at the Treasury Department	5 Sign the check manually as co-signatory.	None	30 minutes	Department Manager/AGM for Administrative Sector as alternate signatory
6 Affix thumbmarks on the DV and sign in the DV, acknowledgement portion of the prize check and Jackpot winner's logbook.	6.1 Take the winner's thumbmarks and sign in the DV, acknowledgement portion of the prize check and Jackpot winner's logbook.	None	10 minutes	Division Chief Department Manager
7 Proceed to the Office of the General Manager or his/her alternate	7.1 Escort the winner to the Office of the General Manager or his/her alternate signatory.	None	1 hour 30 minutes	General Manager/ Alternate Signatories: 1.AGM-GPDMS

signatory as escorted by the Treasury Department Division Chief.	7.2 Sign the check manually as principal signatory			2.AGM-BOS 3.AGM-MSS 4.AGM-ADMIN 5.AGM-CHARITY
8.1 Photo opportunity with the General Manager/or his alternate signatory. 8.2 Receive the prize check	8.1 Take the photo of the winner with the GM/or his alternate signatory. 8.2 Release the prize check.	None	15 minutes	General Manager/ Alternate Signatories: 1.AGM-GPDMS 2.AGM-BOS 3.AGM-MSS 4.AGM-ADMIN 5.AGM-CHARITY Division Chief/ Designated alternate of the DC
9.1 Accepts Chip (for happy/sad comments) and drop the same in the Happy or Sad box. 9.2 The claimant takes the online Client Satisfaction Measurement (CSM) survey.	9.1 Conduct Happy-Sad Customer Satisfaction Survey (CSS) by giving a chip to the claimant. Ask him/her to drop the same to the Happy or Sad box. 9.2 Request the claimant to take the online Client Satisfaction Measurement (CSM) survey.	None	5 minutes	Division Chief
	Sub - Total	None	4 hours	
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS			**1 working day**	

DISCLOSURE STATEMENT:

1. The duration of activity is based on normal/regular circumstances.
2. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:00 AM to 5:00 PM Monday to Frida

12. PROCESSING OF PAYMENT IN CASH OF PRIZE CLAIM PHP 10,000.00 AND BELOW (LOW-TIER)

This involves the procedural steps in processing the prize claim of P10,000.00 and below.

Stage 1: Accounting and Budget Department (ABD) / Prize Fund Division (18 minutes)

Office/Dept./Division:	Management Services Sector, Accounting and Budget Department (ABD) /Prize Fund Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Winners of PCSO games with prizes Php10,000.00 and below (except scratch tickets)	
Availability of Service	Monday to Friday, 8:00am to 5:00pm	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Principal-holder/owner: 1. Winning ticket/s in good condition and; 2. Two (2) Valid Identification Documents (ID's) **Representative:** 1. Winning ticket/s in good condition; 2. Any two (2) valid ID's of person being represented; 3. Any two (2) valid ID's of authorized representative. 4. SPA (Special Power of Attorney) or LOA (Letter of Authority)	Any two (2) of the following acceptable valid Identification Documents (ID's): 1. National ID 2. Alien Certificate of Registration 3. Barangay ID 4. Employment ID 5. Driver's License 6. DSWD-4Ps 7. AFP/PNP 8. Pag-IBIG Loyalty Card 9. GSIS e-card 10. IBP ID	1. Philippine Statistics Authority (PSA) 2. Department of Foreign Affairs (DFA) office 3. Barangay Hall/offices 4. Office/Company where employed 5. Land Transportation Office (LTO) 6. Department of Social Welfare and Development (DSWD) office 7. AFP/PNP office 8. Home and Development Mutual Fund (PAG-IBIG) office 9. Government Service Insurance System (GSIS) office 10. Integrated Bar of the Philippines office

Note: All requirements must be original.	11. NBI ID/Clearance 12. OWWA ID 13. Phil Health card 14. Police Clearance Certificate 15. Postal ID 16. PRC ID 17. Senior Citizen's Card 18. SSS ID Card 19. TIN ID (BIR) 20. UMID 21. Passport-Philippine or Foreign 22. Voter's ID 23. NCWDP ID	11. National Bureau of Investigation office 12. OWWA office 13. Phil Health office 14. City Hall 15. Post Office 16. Professional Regulation Commission (PRC) office 17. Senior Citizen's Affairs Office/Barangay Hall 18. Social Security System office 19. Bureau of Internal Revenue office 20. Government Service Insurance System/SSS office 21. Department of Foreign Affairs office (DFA) 22. Commission on Election (COMELEC) office 23. National Council for Welfare of Disabled Person (NCWDP) office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Get a queue number from the kiosk.	1.1. Prize Fund personnel will call the number using the queue system. • If in case the kiosk is out of order issue manually	None	5 minutes	Guard on duty at the 2nd Floor Sun Plaza Bldg.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	prepared queue number.			
1.2. Fill up Winner's Profile Form located outside the validation window with the following details: (2nd floor Sun Plaza Building) ○ Name ○ Address ○ Date of Birth ○ Occupation ○ TIN	1.2. Instruct the winner to fill up Winner's Profile Form located outside the validation windows with the following details: ○ Name ○ Address ○ Date of Birth ○ Occupation ○ TIN			
1.3. Write full name and affixes signature at the back of the original winning ticket. (2nd floor Sun Plaza Building)	1.3. Instruct the claimant to write his/her full name and affix signature at the back of the ticket/s			
2.1 Presents ticket/s and two (2) valid IDs together with the Winner's Profile Form to the staff, at the validation window # 1 or #2	2.1 Accept the winning ticket/s and two (2) valid ID's presented together with the winner's profile form. 2.2 Check ticket for any sign of mutilation. 2.1 Verify the correctness of name and signature affixed at the back of the ticket vis-a-vis	None	5 minutes	Staff/Personnel PRIZE FUND DIVISION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2 Accept the queue number from the PFD staff.	ID's and Winner's Profile Form presented. 2.2 Proceed with the ticket validation procedure by inserting the winning ticket in the validation machine. 2.3 Issue a new queue number to the claimant. (Give priority to Senior Citizen, Pregnant Women, PWD's). • If in case the kiosk is out of order issue manually prepared queue number. 2.4 Sign the reviewed ticket/s as proof of approval for payment.			
	3. Return the complete documents to the assigned personnel.	None	5 minutes	Division Chief/ Asst. Division Chief Prize Fund Division
3.1 Sign logbook. 3.2 Receives the following:	3.1 Record transaction in a logbook and instruct the claimant/winner to sign. 3.2 Return the following documents and	None	2 minutes	Staff/Personnel Prize Fund Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
✓ Validated winning ticket/s ✓ 2 valid ID's	instruct the claimant/winner to check the completeness of documents before leaving the window: ✓ Validated winning ticket/s ✓ 2 valid ID's			
3.3 Accepts Chips (for happy/sad comments) for Customer Satisfaction Survey (CSS).	3.3 Return the following documents and instruct the claimant/winner to check the completeness of documents before leaving the window: ✓ Validated winning ticket/s ✓ 2 valid ID's 3.4 Provide chips of CSS for services availed after completed transaction. * The chips will be collected by the Treasury Dept. at the start of the next business day.			
4. Will return to the waiting area.	4. Instruct the claimant/winner to return to the waiting area and wait for	None	1 minute	Staff/Personnel Prize Fund Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	his/her queue number to be called for cash payment.			
	Sub - Total	None	**18 minutes**	

DISCLOSURE STATEMENT:

1. The duration of activity is under normal circumstances.
2. Prizes are paid to validated winning tickets only. Holders/claimants of altered or forged tickets will be subjected to criminal prosecution.
3. All prizes above P120,000.00 are paid in checks, net of 20% final tax, as prescribed by RA 10963 or the Tax Reform Acceleration and Inclusion (TRAIN) Law.
4. Prizes must be claimed within 1 year from date of winning, otherwise these shall be forfeited.
5. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:15 AM to 4:30 PM, Monday to Friday.

Stage 2: Treasury Department (15 minutes)

Payment in Cash of Prize Claims of Low Tier Prizes (Php10,000.00 and Below)

Prize/s of PCSO Games amounting to P10,000.00 and below are payable in cash. Claimants/winners may claim their cash prizes from the PCSO outlets, PCSO branch offices or from the Treasury Department of the PCSO Main Office.

Office/Department/Division:	Treasury Department (TD) / Prize Payment Division
Classification:	Simple
Type of Transaction:	G2C- Government to Client
Who May Avail:	PCSO Games Low Tier Prize Winners
Availability of Service	Monday to Friday, 8:00am to 5:00pm
Checklist of Requirements	**Where to Secure**
1.Any two (2) of the following acceptable valid Identification Documents (ID's) ✓ National ID ✓ Alien Certificate of Registration ✓ Barangay ID ✓ Employment ID ✓ Driver's License ✓ DSWD-4Ps	1. Winner/Claimant;

✓ AFP/PNP ✓ HDMF (PAG-IBIG) ✓ GSIS e-card ✓ IBP ID ✓ NBI ID/Clearance ✓ OWWA ID ✓ Philhealth card ✓ Police Clearance Certificate ✓ Postal ID ✓ PRC ID ✓ Senior Citizen's Card ✓ SSS ID Card ✓ TIN ID (BIR) ✓ UMID ✓ Passport-Philippine or Foreign ✓ Voter's ID ✓ NCWDP ID 2. Validated Winning Ticket (original) 3. Prize Claim Receipt	1. Prize Fund Division, Accounting and Budget Department (ABD)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Will proceed to the corresponding window (Window #4) when his/her queue number is called.	1. The Disbursing Officer will call the number using the queue system.	None	5 minutes	Disbursing Officer
2. Present winning ticket, prize claim receipt validated by the Accounting and Budget Department (ABD) and valid ID to the Prize Fund Disbursement Division.	2. Receive validated winning ticket from the claimant and check the presence of the following: a. Validated winning ticket/s duly signed at the back by the winner;	None		

	b. Prize claim receipt duly signed at the back by ABD staff; c. Valid IDs.			
3.Return QN issued by the ABD.	3.Retrieve QN issued to the claimant.	None		
4.1Receive cash prize payment from Disbursing Officer. 4.2Count the money before leaving the counter. 4.3Sign in the Log Book as proof of receipt of payment.	4.1 Pay the winner if all items under Item no.2 above are in order. 4.2 Request the winner to count the money before leaving the counter. 4.3 Request the winner to sign in the logbook to acknowledge receipt of payment.	None	5 minutes	Disbursing Officer
5.1 Drop the chip to "Happy-Sad Face" box for Customer Satisfaction Survey (CSS). 5.2 The claimant takes the online Client Satisfaction Measurement (CSM) survey	5.1 Give a chip to the claimant and ask him/her to drop the same to the Happy or Sad box for the Customer Satisfaction Survey (CSS). 5.2 Request the claimant to take the online Client Satisfaction Measurement (CSM) survey.	None	5 minutes	Disbursing Officer
	Sub -Total	**None**	**15 minutes**	
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS			**33 minutes**	

DISCLOSURE STATEMENT:

1. The duration of activity is under normal circumstances.
2. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:00 AM to 5:00 PM Monday to Friday.

13. PROCESSING OF PAYMENT OF PRIZE CLAIM ABOVE ₱10,000.00 UP TO ₱120,000.00 (GROSS PRIZE)

Stage 1: Accounting and Budget Department (ABD) / Prize Fund Division and OAGM for Management Service Sector (50 minutes)

Processing and Preparation of Cash Payment

This involves the procedural steps in processing prize claims above ₱10,000.00 up to ₱120,000.00 from Accounting and Budget Department Prize Fund Division (ABD-PFD) to Treasury Department Prize Payment Division (TD-PPD) for cash payment.

Office/Dept./Division:	Management Services Sector, Accounting and Budget Department (ABD) /Prize Fund Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Winners of PCSO games with prizes above ₱10,000.00 and up to ₱120,000.00	
Availability of Service	Monday to Friday, 8:00am to 5:00pm	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Principal-holder/owner: 1. Winning ticket/s in good condition and; 2. Any Two (2) Valid Identification Documents (ID's) **Representative:** 1. Winning ticket/s in good condition; 2. Two (2) valid ID's of person being represented; 3. Two (2) valid ID's of authorized representative. 4. SPA (Special Power of Attorney)	Any two (2) of the following acceptable valid Identification Documents (ID's): 1. National ID 2. Alien Certificate of Registration 3. Barangay ID 4. Employment ID 5. Driver's License 6. DSWD-4Ps AFP/PNP 7. Pag-IBIG Loyalty Card 8. GSIS e-card 9. IBP ID 10. NBI ID/Clearance	1. Philippine Statistics Authority (PSA) 2. Department of Foreign Affairs (DFA) office 3. Barangay Hall/offices 4. Office/Company where employed 5. Land Transportation Office (LTO) 6. Department of Social Welfare and Development (DSWD) office/AFP/PNP office 7. Home and Development Mutual Fund (PAG-IBIG) office 8. Government Service Insurance System (GSIS) office 9. Integrated Bar of the Philippines office 10. National Bureau of Investigation office

or LOA (Letter of Authority) **Note: All requirements must be original.**	11. OWWA ID 12. Phil Health card 13. Police Clearance Certificate 14. Postal ID 15. PRC ID 16. Senior Citizen's Card 17. SSS ID Card 18. TIN ID (BIR) 19. UMID 20. Passport-Philippine or Foreign 21. Voter's ID 22. NCWDP ID	11. OWWA office 12. Phil Health office 13. City Hall 14. Post Office 15. Professional Regulation Commission (PRC) office 16. Senior Citizen's Affairs Office/Barangay Hall 17. Social Security System office 18. Bureau of Internal Revenue office 19. Government Service Insurance System/SSS office 20. Department of Foreign Affairs office (DFA) 21. Commission on Election (COMELEC) office 22. National Council for Welfare of Disabled Person (NCWDP) office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Get a queue number from the kiosk.	1.1 Prize Fund personnel will call the number using the queue system. * If in case the kiosk is out of order, issue manually prepared queue number .	None	20 minutes	Guard on duty at the 2nd Floor Sun Plaza Bldg.
1.2 Fill up Winner's Profile Form located outside the validation window with the following details: (2nd floor Sun Plaza Building) ○ Name	1.2 Instruct the winner to fill up the Winner's Profile Form located outside the validation windows with the following details: ○ Name			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
○ Address ○ Date of Birth ○ Occupation ○ TIN 1.3 Write the full name and affix signature at the back of the original winning ticket. (2nd floor Sun Plaza Building)	○ Address ○ Date of Birth ○ Occupation ○ TIN 1.3 Instruct the claimant to write his/her full name and affix signature at the back of the ticket/s			
2.1 Presents ticket/s and two (2) valid IDs together with the Winner's Profile Form to the staff, at window # 1.	2.1 Accept the winning ticket/s. 2.2 Check ticket for any sign of non-compliance: ✓ Mutilation (torn tickets, signs that it has been exposed to heat, water, oil). ✓ Tampering ✓ Illegibility For any non-compliance detected: rejects the claim or refer to Gaming and Technology Department for technical issues and later to Legal Department for technical issues and later for fraudulent claims. If complaint: Secure two valid ID's from	None	15 minutes	Staff/Personnel Prize Fund Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	claimants, check if the information from the ID's are exactly the same, compare the signature of winning ticket vis-à-vis ID and Winner's Profile Form presented.			
2.2 Accept the new queue number from the PFD staff.	2.5 Proceed with ticket validation procedure by inserting the winning ticket in the validation machine. 2.6 Issue a new queue number to the claimant. (Give priority to Senior Citizen, Pregnant Women, PWD's). * If in case the kiosk is out of order issue manually prepared queue number . 2.7 Fill out the Prize Claim processing slip for prizes above P10,000.00 up to P120,000.00 for cash payment. 2.8 Instruct the winner/ claimant to sit at the designated waiting area and tell him/her to wait for his/her number to be called. 2.9 Forward the complete			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents to assigned personnel for processing.			
3.1 Remain seated at the designated waiting area while the prize claim is being processed. 3.2 Sign in the logbook.	3.1 Review the correctness and validity of claims for ticket presented vis-vis prize claim receipt, ID's and Winners Profile form. 3.2 Encode winner/claimant's personal information and prize claim details in the database. 3.3 Sign the reviewed ticket/s as proof of approval for payment and label the lower right portion of the ticket/s as A,B,C,D & E, as the case maybe. 3.4 Print BIR Form 2306 for 20% Final Tax and have it signed by the claimant. Forward the signed form to the Treasury Department. 3.5 Record transaction in the logbook and instruct the claimant/winner to sign therein.	None	14 minutes	Staff/Personnel/ Division Chief/ Asst. Division Chief Prize Fund Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.3 Receives the following: ✓ Validated winning ticket/s ✓ 2 valid ID's 3.4 Accepts Chip (for happy/sad comments) and drop the same in the Happy or Sad box.	3.6 Return the following documents and instruct the claimant/winner to check the completeness of documents before leaving the window: ✓ Validated winning ticket/s ✓ 2 valid ID's 3.7 Conduct Happy-Sad Customer Satisfaction Survey (CSS) by giving a chip to the claimant. Ask him/her to drop the same to the Happy or Sad box. The chips will be collected and tabulated by the Treasury Department at the start of the next business day.			
4 Returns to the waiting area of the Treasury Department and wait for his/her number to be called.	4.Instruct the claimant/winner to return to the waiting area of the Treasury Department and wait for his/her number to be called for cash payment.	None	1 minute	Staff/Personnel Prize Fund Division
Sub - Total		None	**50 minutes**	

DISCLOSURE STATEMENT:

1. The duration of activity is based on normal regular circumstances.
2. Prizes are paid to validated winning tickets only. Holders/claimants of altered or forged tickets will be subjected to criminal prosecution.

3. All prizes above P10,000.00 up to P 120,000.00 are paid in cash, net of 20% final tax, as prescribed by RA 10963 or the Tax Reform Acceleration and Inclusion (TRAIN) Law.
4. Prizes must be claimed within 1 year from the date of winning, otherwise, these shall be forfeited.
5. PCSO observes **NO NOON BREAK** policy in catering to prize claims from 8:15 AM to 4:30 PM, Monday to Friday.

Stage 2: Treasury Department (25 minutes)

Payment in Cash of Prize Claims above ₱10,000.00 up to ₱120,0000.00

Prize/s of PCSO Games above ₱10,000.00 up to ₱120,000.00 are payable in cash. Claimants/winners may claim their cash prizes from the Treasury Department of the PCSO Main Office.

Office/Department/Division:	Treasury Department (TD) / Prize Payment Division
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who May Avail:	PCSO Game Prize Winners (above ₱10,000.00 up to ₱120,000.00).
Availability of Service	Monday to Friday, 8:00am to 5:00pm
Checklist of Requirements	**Where to Secure**
1. Prize Claim Processing Slip (original copy)	Accounting and Budget Department (ABD)
2. Validated tickets (original copy and 1 photocopy)	Accounting and Budget Department (ABD)
3. Disbursement Voucher (DV)	To be printed by TD from the Computerized Accounting System (CAS)
4. Any 2 valid IDs (original and photocopies) ✓ National ID ✓ Alien Certificate of Registration ✓ Barangay ID ✓ Employment ID ✓ Driver's License ✓ DSWD-4Ps ✓ AFP/PNP ✓ HDMF (PAG-IBIG) ✓ GSIS e-card ✓ IBP ID ✓ NBI ID/Clearance ✓ OWWA ID ✓ Philhealth card ✓ Police Clearance Certificate ✓ Postal ID	Claimant and ABD

✓ PRC ID ✓ Senior Citizen's Card ✓ SSS ID Card ✓ TIN ID (BIR) ✓ UMID ✓ Passport-Philippine or Foreign ✓ Voter's ID ✓ NCWDP ID				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.1 Will proceed to the corresponding window (Window #5) when his/her queue number is called. 1.2 Present winning ticket, prize claim receipt validated by the Accounting and Budget Department (ABD) and valid ID to the Prize Fund Disbursement Division (Window 5 of the Treasury Department) 1.3 Return QN issued from the ABD.	1.2 The Disbursing Officer will call the number using the queue system. 1.3 Receive validated winning ticket from the claimant and check the presence of the following: • Validated winning ticket/s duly signed at the back by the winner; • Prize claim receipt duly signed at the back by ABD staff; • Valid IDs. 1.3 Retrieve QN issued by the ABD.	None	5 minutes	Disbursing Officer
2.1. Receive cash prize payment from Disbursing Officer.	2.1. Pay the winner if all items under Item no.1.2 above are in order.	None	10 minutes	Disbursing Officer

2.2. Count the money before leaving the counter. 2.3. Sign the Log Book as proof of receipt of payment.	2.2. Request the winner to count the money before leaving the counter. 2.3. Request the winner to sign the logbook to acknowledge receipt of payment and release the BIR form 2306.			
3.1 Accepts Chip (for happy/sad comments) and drop the same in the Happy or Sad box. 3.2 The claimant takes the online Client Satisfaction Measurement (CSM) survey	3.1 Conduct Happy-Sad Customer Satisfaction Survey (CSS) by giving a chip to the claimant. Ask him/her to drop the same to the Happy or Sad box. 3.2 Request the claimant to take the online Client Satisfaction Measurement (CSM) survey.	None	10 minutes	Disbursing Officer
Sub -Total		**None**	**25 minutes**	
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS		**None**	**1 Hour, 15 minutes**	

DISCLOSURE STATEMENT:

1. The duration of activity is under normal circumstances.
2. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:00 AM to 5:00 PM Monday to Friday

14. PROCESSING OF PAYMENT OF PRIZE CLAIM ABOVE ₱120,000.00 EXCEPT JACKPOT (HIGH-TIER)

Stage 1: Accounting and Budget Department (ABD) /Prize Fund Division and OAGM for Management Services Sector (2 hours and 10 minutes)

Processing and Preparation of Disbursement Voucher (DV)

This involves the procedural steps in processing of disbursement vouchers (DVs) of prize claim above ₱120,000.00 except jackpot from ticket validation up to the transmittal of DV (With complete attachments) to Treasury Department for check payment preparation.

Office/Dept./Division:	Management Service Sector, Accounting and Budget Department (ABD)/Prize Fund Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Winners of PCSO games with prizes above ₱120,000.00 except Jackpot.	
Availability of Service	Monday to Friday, 8:00am to 5:00pm	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Principal-holder/owner: 1. Winning ticket/s in good condition and; 2. Two (2) Valid Identification Documents (ID's) **Representative:** 1. Winning ticket/s in good condition; 2. Two (2) valid ID's of person being represented; 3. Two (2) valid ID's of authorized representative; 4. SPA (Special Power of Attorney) or LOA (Letter of Authority)	**<u>Any two (2) of the following acceptable valid Identification Documents (ID's</u>)** 1. National ID 2. Alien Certificate of Registration 3. Barangay ID 4. Employment ID 5. Driver's License 6. DSWD-4Ps 7. AFP/PNP 8. Pag-IBIG Loyalty Card 9. GSIS e-card 10. IBP ID	1. Philippine Statistics Authority (PSA) 2. Department of Foreign Affairs (DFA) office 3. Barangay Hall/offices 4. Office/Company where employer 5. Land Transportation Office (LTO) 6. Department of Social Welfare and Development (DSWD) office 7. AFP/PNP office 8. Home and Development Mutual Fund (PAG-IBIG) office 9. Government Service Insurance System (GSIS) office 10. Integrated Bar of the Philippines office

Note: All requirements should be original.	11. NBI ID/Clearance 12. OWWA ID 13. Phil Health card 14. Police Clearance Certificate 15. Postal ID 16. PRC ID 17. Senior Citizen's Card 18. SSS ID Card 19. TIN ID (BIR) 20. UMID 21. Passport-Philippine or Foreign 22. Voter's ID 23. NCWDP ID	11. National Bureau of Investigation office 12. OWWA office 13. Phil Health office 14. City Hall 15. Post Office 16. Professional Regulation Commission (PRC) office 17. Senior Citizen's Affairs Office/Barangay hall 18. Social Security System office 19. Bureau of Internal Revenue Offices 20. Government Service Insurance System/SSS 21. Department of Foreign Affairs office (DFA) 22. Commission on Election (COMELEC) Office 23. National Council for Welfare of Disabled Person (NCWDP) office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number from the kiosk.	1.1 Prize Fund personnel will call the number using the queue system. * If in case the kiosk is out of order issue manually prepared queue number .	None	20 minutes	Guard on duty at the 2nd Floor Sun Plaza Bldg.
1.2 Fill up Winner's Profile Form located outside the validation window with the following details: (2nd floor Sun Plaza Building) ○ Name	1.2 Instruct the winner to fill up Winner's Profile Form located outside the validation windows with the following details: ○ Name ○ Address			

○ Address ○ Civil Status ○ Work 1.3 Write full name and affixes signature at the back of the original winning ticket. (2nd floor Sun Plaza Building);	○ Civil Status ○ Work 1.3 Instruct the claimant to write his/her full name and affix signature at the back of the ticket/s.			
2. Present the ticket/s and two (2) valid IDs together with the Winner's Profile Form to the staff, at window #1 or #2.	2.1 Accept the winning ticket. 2.2 Check ticket for any signs of non-compliances: ✓ Mutilation (torn tickets, signs that it has been exposed to heat, water, oil). ✓ Tampering ✓ Illegibility For any non-compliance detected: rejects the claim or refer to Gaming and Technology Department for technical issues and later to Legal Department for fraudulent claims. If compliant: Secure two valid ID's from claimants for comparison of signature of winning ticket vis-à-vis ID and Winner's Profile Form presented.	None	20 minutes	Staff/Personnel Prize Fund Division

	2.3 Proceed with ticket validation procedure by inserting the winning ticket in the validation machine. Note: For PLMC scratch tickets: Complete documents with validated ticket are submitted by PLMC staff for request for payment (RFP) and Disbursement Voucher (DV) processing.			
2.2. Accept the queue number from the PFD staff.	2.4 Issue a new queue number to the claimant. (Give priority to Senior Citizen, Pregnant Women, PWD's). * If in case the kiosk is out of order, issue a manually prepared queue number .			
	2.5 Fill out the Prize Claim processing slip			
2.3 Will return to the waiting area of the Treasury Department and wait for his/her number to be called.	2.6 Instruct the claimant/winner to return to the waiting area of the Treasury Department and wait for his/her number to be			

	called for cash payment 2.7 Forward the compete documents to assigned personnel for processing of prize claim Disbursement Voucher (Request for payment-as needed).			
3. Remain seated at the designated waiting area while the prize claim is being processed.	3.1 Encode winner/claimant's personal information and prize claim details and prepare the Disbursement Voucher (DV). 3.2 Submit DV to Division Chief for approval.	None	20 minutes	Staff/Personnel PRIZE FUND DIVISION
4. Remain seated at the designated waiting area.	4. Review and verify the correctness of the encoded name, prize details, account codes and accuracy of amount in the transmitted DV vis-a vis validated ticket/s, valid ID's and winner's profile form and approve DV (Box A & B).	None	15 minutes	Division Chief/Asst. DC.(PFD/ABD) Department Manager-ABD

5.1. Wait for the queue number/name of the claimant to be called; 5.2. Receive/accept two (2) valid ID's; 5.3. Sign and receive the copy of 2306 for Final Tax. 5.4. Accept Chip for CSS (Customer Satisfaction Survey). 5.5. Affix signature on the photocopies of prize claim documents (Window # 2) and return to the designated waiting area.	5.1. Photocopy the winning ticket, prize claim receipt and IDs; 5.2. Return two (2) ID's of the winner; 5.3. Print BIR Form 2306 for the deducted 20% Final Tax and ask the Claimant to sign therein, release the form. 5.4. Provide chip for CSS (happy or sad) for services availed after completed transaction. The chips will be collected and tabulated by Treasury Department at the start of the next business day. 5.5. Request the winner to affix signature on the photocopies of prize claim documents. Advice claimant to return to the designated waiting area.	None	10 minutes	Staff/Personnel Prize Fund Division

6. Remain seated at the designated waiting area and wait for the queue number to be called.	6.1. Print transmittal report. 6.2. Forward original prize claim documents to authorized signatories for approval of DV (Box C).	None	10 minutes	Staff/Personnel Prize Fund Division
7. Remain seated at the designated waiting area and wait for the Queue Number to be called.	7.1. Approve/sign processed DV ✓ Prizes Above P500,000.00 except jackpot.	None	30 minutes	ABD Department Manager / Assistant General Manager – MSS or his alternate signatory
8. Remain seated at the designated waiting area and wait for the Queue Number to be called.	8. Forward complete documents to Treasury Department for processing of check.	None	5 minutes	Staff/Personnel Prize Fund Division
	Sub - total	**None**	**2 hours and 10 minutes**	

DISCLOSURE STATEMENT:

1. The duration of activity is under normal circumstances.
2. Prizes are paid to validated winning tickets only. Holders/claimants of altered or forged tickets will be subjected to criminal prosecution.
3. All gross prizes above P120,000.00 are paid in checks, net of 20% final tax, as prescribed by RA 10963 or the Tax Reform Acceleration and Inclusion (TRAIN) Law.
4. Prizes must be claimed within 12 months from date of winning, otherwise these shall be forfeited.
5. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:15 AM to 4:30 PM, Monday to Friday
6. The processing timeline of ABD is one (1) working hour and twenty-five (25) minutes from filling-up of Winner's Profile Form of the claimant up to the preparation of Transmittal of Processed DV's (Steps 1-6). The activity in Step

7, which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check.

Stage 2: Treasury Department (3 hours and 25 minutes)

Payment of Prize Claims by Checks

This process starts from the receipt of approved Disbursement Voucher with complete documents from ABD up to the release of check for the payment of prize to the claimant.

Office/Department/Division:	Treasury Department (TD) / Prize Payment Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	PCSO Game Prize Winners (above ₱120,000.00 except Jackpot)
Availability of Service	Monday to Friday, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Prize Claim Processing Slip (original copy)	Accounting and Budget Department (ABD)
2. Validated tickets (original copy and 1 photocopy)	Accounting and Budget Department (ABD)
3. Disbursement Voucher (DV)	To be printed by TD from the Computerized Accounting System (CAS)
4. Any 2 valid IDs (original and photocopies) ✓ National ID ✓ Alien Certificate of Registration ✓ Barangay ID ✓ Employment ID ✓ Driver's License ✓ DSWD-4Ps ✓ AFP/PNP ✓ HDMF (PAG-IBIG) ✓ GSIS e-card ✓ IBP ID ✓ NBI ID/Clearance ✓ OWWA ID ✓ Philhealth card ✓ Police Clearance Certificate ✓ Postal ID ✓ PRC ID ✓ Senior Citizen's Card ✓ SSS ID Card	Claimant and ABD

✓ TIN ID (BIR) ✓ UMID ✓ Passport-Philippine or Foreign ✓ Voter's ID ✓ NCWDP ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Remain seated at the designated waiting area and wait for his/her the Queue Number to be called. (Window 6)	1. Receive the original and complete prize claim documents from ABD Staff and check the presence of the following: ○ Prize Claim Processing Slip (PCPS); ○ Validated winning ticket duly signed at the back by the winner/claimant ○ Prize pay receipt; ○ Signed photocopies of 2 valid IDs of the winner; ○ If the prize is to be claimed by an authorized representative, submit a notarized Special Power of Attorney and 2 valid IDs of the authorized representative. **Note:** Write the Queue Number (QN) given by the ABD and the time of receipt in the monitoring slip.	None	10 minutes	Designated Prize Payment Staff

	Give priorities to Senior Citizen, Person with Disability (PWD) and Pregnant women.			
2. Remain seated at the designated waiting area and wait for his/her Queue Number to be called. (Window 6)	2. Print disbursement voucher/Print Check 2.1. Review DV by comparing details vs supporting documents against the data encoded by ABD. ➢ Review and approve transaction in the system for check assignment, if there is an error, reject transaction. Record the reviewed documents in the logbook and return to the originating department (ABD) for appropriate action; 2.2. Assign check number; 2.3. Print DV; 2.4. Encode and print prize check with the following: ➢ Date of check ➢ Name of payee (winner)	None	1 hour	Cashier II

	➢ Amount of prize			
3. Remain seated at the designated waiting area and wait for the Queue Number to be called. (Window 6)	3. Review the prize check 3.1. Review and verify correctness of data encoded in the prize check vs DV. 3.2. Affix initial in the payment detail portion of the check voucher for checks amounting to Php500,000.00 and below and forward to the Division Chief/ Designated alternate. 3.3. Affix initial in the payment detail portion of the check voucher for checks above Php500,000.00 and forward to the Department Manager/ Designated alternate for signature.	None	15 minutes	Division Chief (DC)/ Designated alternate of the DC
4. Remain seated at the designated waiting area and wait for the Queue Number to be called. (Window 6)	4.1. Sign and approve prize check amounting to ₱500,000.00 and below as co-signatory. 4.2. Sign and approve prize check amounting to ₱500,000.01 and above as co-signatory	None	30 minutes	Department Manager/DC and AGM for AS as alternate signatory Department Manager/

	4.3. Forward check to the principal signatory.			Designated alternate and AGM for AS as alternate signatory
5. Remain seated at the designated waiting area and wait for the Queue Number to be called. (Window 6)	5. Sign and approve prize check as principal signatory. For prizes above ₱120,000.00 up to ₱500,000.00 • Digitized signature is attached to the check For prizes above ₱500,000.00 • The check is to be signed manually 5.1 Return signed check to Treasury Department for release.	None	1 hour	Assistant General Manager-MSS/ Designated OIC-AGM MSS, or all other AGMs in the ff. order: 1. AGM-GPDMS 2. AGM-BOS, 3. AGM-Admin., 4. AGM-Charity
6. Remain seated at the designated waiting area and await for the Queue Number to be called. (Window 6)	6. Scan check and DV before releasing the check.	None	10 minutes	Disbursing Officer
7.1. Proceed to window 6 when the queue number is called. (Window 6) 7.2. Return QN issued by the ABD.	7.1. The Disbursing Officer will call the number using the queue system 7.2. Retrieve QN issued to the claimant.	None	15 minutes	Disbursing Officer

7.3. Sign in the following: ➢ Disbursement Book; ➢ DV; ➢ Acknowledgement receipt portion of the prize check. 7.4. Receive the prize check.	7.3. Have the winner sign in the following: ➢ Disbursement Book ➢ DV ➢ Acknowledgement receipt portion of the prize check. 7.4. Release the prize check.			
8.1 Accepts Chip and drop the same in the Happy or Sad box. 8.2 The claimant takes the online Client Satisfaction Measurement (CSM) survey.	8.1 Conduct Happy-Sad Customer Satisfaction Survey (CSS) by giving a chip to the claimant. Ask him/her to drop the same to the Happy or Sad box. 8.2 Request the claimant to take the online Client Satisfaction Measurement (CSM) survey.	None	5 minutes	Disbursing Officer
	Sub - total	None	3 hours 25 minutes	
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS		**None**	**5 HOURS AND 35 MINUTES**	

DISCLOSURE STATEMENT:

1. The duration of activity is based on normal/regular circumstances.
2. PCSO observes **NO NOON BREAK** policy in catering to prize claims, from 8:00 AM to 5:00 PM Monday to Friday.

15. PROCESSING OF PAYMENT OTHER THAN PRIZE CLAIMS CHARGED AGAINST PRIZE FUND

Stage 1: Accounting and Budget Department (ABD) / Prize Fund Division (3 hours and 15 minutes) and Office of the Assistant General Manager/Office of the General Manager (2 working days)

Processing and Preparation of DV-Other Expenses Charged Against Prize Fund

This involves the procedural steps in the processing of disbursement vouchers (DVs) charged against the Prize Fund (payment of ELA, Cash Advance, BIR, Seller's Prize, etc.) from the receipt of the request for payment from the concerned department up to its transmittal (release of DVs) to Treasury Department for check payment preparation.

Office/Dept./Division:	Management Services Sector/Accounting and Budget Department (ABD) /Prize Fund Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	Claimants of other expenses charged to Prize Fund (ELA, BIR, CA, Seller's Prize)
Availability of Service	Monday to Friday, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Equipment and Lease Agreement (ELA) Request for Payment with the following attachment: 1. Billing Summary (SOA) 2. Summary of Draw Sales/Closed Sales • From the System Provider • From PCSO Data Center Div., GTD	Originating Department-GTD
Cash Advance-Disbursing Officer Request for payment with the following attachment: 1. Certification of No Cash Advance 2. Certificate of Bond 3. Special Order of concerned Disbursing Officer	Originating Department- TD
Seller's Prize **1. Lotto Tickets** Request for payment with the following attachment: 1. Certification of no outstanding accountability 2. Certification of draw results 3. Summary of winners 4. Certification of Highest Prize Report 5. Certification of Agent Prize Share 6. Certification of Winning Outlet issued by NCR	Originating Department- NCR
2. Sweepstakes Tickets Request for payment with the following attachment: 1. Sales Invoice 2. Official List of winning tickets	Originating Department-NCR Department

3. Certification of printed tickets 4. Computation of Prizes 3. **For Special Draws-Sweepstakes**: Request for payment with the following attachment: 1. Secretary's Certificate/Board Resolution 2. Memorandum of Agreement	Originating Department- PSDD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the submitted approved Request for Payment with supporting document from the originating department, by stamping the RFP "received".	None	5 minutes	From originating Department/s. Staff/Personnel Prize Fund Division
	2.1. Pre-audit (checking/verification/ assessment) of supporting documents attached to the RFP including the correct amount being requested for payment; 2.2. In case of deficiencies/ errors, reject and return to the originating department with the attached return slip for their appropriate action; 2.3. If in order with complete documentary requirements and correct amount, prepare Disbursement Voucher (DV), and submit to Division Chief for review and approval thru	None	1 hour	Staff/Personnel Prize Fund D

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	CAS by journalizing (encoding of account codes, correct amounts including applicable taxes), select authorized approvers and click "submit".			
	3.1. Review the entries in the Disbursement Voucher and forward to Department Manager, if in order, otherwise; 3.2. Reject and return to the Financial Analyst/Fiscal Controller with the attached return slip for their appropriate action	None	1 hour	Division Chief Prize Fund Division
	4.1. Review, approve and sign DV using CAS processing (Box B); 4.2. Forward DVs to Prize Fund Division.	None	1 hour	Department Manager-ABD
	5.1. Print the processed DV and transmittal; 5.2. Prepare routing slip; 5.3. Transmit approved DV with complete documents to principal signatory for approval/ signature (Box C).	None	10 minutes	Staff/Personnel Prize Fund Division
	6.1. Approve and sign Disbursement Voucher (Box C) thru the CAS.	None	2 working days	AGM/ General Manager or his/her

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2. Forwards approved DVS to the Treasury Department for check preparation.			alternate signatory
	Sub - Total	**None**	**2 working days, 3 hours, 15 minutes**	

DISCLOSURE STATEMENT:

1. The processing timeline of ABD is three (3) working hours and fifteen (15) minutes from receipt of RFPs with complete documents up to the preparation of Transmittal of Processed DVs (Steps 1- 5). The activity in Step 6, which has a different timeline, is purposely included herein to show the complete cycle of DV processing prior to the preparation of check.

2. Only Request for Payment (RFP) with complete documentary requirements will be processed.

Stage 2: Treasury Department (3 working days, 1 hour and 50 minutes)

Processing of Check Payments for Other Expenses Charged against Prize Fund

This process starts from the receipt of approved Disbursement Voucher up to notification of availability of checks for release to concerned payees by email, phone call or other means of communications.

Office/Department/Division:	Administrative Sector, Treasury Department, Prize Fund Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who May Avail:	Other claimants for payment of other expenses chargeable against the Prize Fund
Availability of Service	Monday to Friday, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. **<u>Equipment and Lease Agreement (ELA)</u>** **Approved Request for Payment (RFP) with the following attachments:** ✓ Billing Summary (SOA) ✓ Summary of Draw Sales/Closed Sales ✓ Delivery Receipt	Office of the General Manager (OGM) Office of the Assistant General Manager for Management Services Sector (OAGM-MSS)

2. **Cash Advance- Cash Disbursing Officer** Request for payment with the following attachment: ✓ Certification of No Existing Cash Advance ✓ Certificate of Fidelity Bond ✓ Special Order as Cash Disbursing Officer 3. **Seller's Prize** 3.1. **Lotto Agents** Request for payment with the following attachment: ✓ Certificate of No Outstanding accountability ✓ Certification of draw results ✓ Summary of winners ✓ Certification of Highest Prize Report ✓ Certification of Agent Prize Share ✓ Certification of Winning Outlet issued by NCR 3.2. **Sweepstakes Tickets** Request for payment with the following attachment: ✓ Sales Invoice ✓ Official List of winning tickets ✓ Certification of printed tickets ✓ Computation of Prizes 3.3. **For Special Draw-Sweepstakes** ✓ Secretary's Certificate/Board Resolution ✓ Memorandum of Agreement	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive approved DV with complete documents from the staff of the principal signatory/or his alternate signatory 1.2. Receive from ABD the approved DV with complete documents for	None	5 minutes	Office of the General Manager (OGM) Office of the Assistant General Manager for Management Services Sector (OAGM-MSS) Prize Payment Staff

	payment of the following: ○ Lotto Equipment Rental and Maintenance (ELA) ○ Seller's Prize/Agents Prize ○ Taxes ○ Cash Advance ○ Other Payables 1.3. If everything is found in order, click the "Receive" box in the Computerized Accounting System (CAS) and press "Process", otherwise, click "Reject" and then press process. Return the documents to ABD after recording the data in the logbook.			
	2.1. Review and approve the DV in the CAS system for check assignment. 2.2. Check the DV by comparing its details with the supporting documents, when everything is in order click the "Assign Check Number" button, otherwise return the DV to the originating department for appropriate action. 2.3. Print the disbursement voucher. 2.4. Review the encoded details of the check in the CAS, when everything is in	None	1 hour	Cashier II

	order, click "Print" button in the system, otherwise, void the check and take appropriate action. 2.5. Forward to the Division Chief for review.			
	3. Review the prize check 3.1. Review and verify correctness of the data encoded in the prize check vs DV. 3.2. A. Affix initial in the payment detail portion of the check voucher for checks amounting to Php 500,000.00 and below and forward to the Division Chief/Designated alternate. 3.2. B. Affix initial in the payment detail portion of the check voucher for checks above Php 500,000.00 and forward to the Department Manager/Designated alternate.	None	15 minutes	Cashier II / Cashier III DC/ Designated alternate
	4.1 A. Sign and approve prize check amounting to Php 500,0000,00 and	None	30 minutes	DC / Designated alternate / Department Manager and AGM for AS as alternate signatory

	below as co-signatory. 4.1. B. Sign and approve prize check amounting to Php 500,0000.01 and above as co-signatory. 4.2 Forward check to principal signatory.			Department Manager/Designated alternate and AGM for AS as alternate signatory
	5.1. Sign and approve check as principal signatory. For checks up to ₱500,000.00, digitized signature is attached to the check. For prizes above ₱500,000.00, sign manually the check. 5.2. Return signed check to Treasury Department for release.	None	1 working day	AGM-MSS/ General Manager or his/her alternate signatory
6. Acknowledge the notification from the Treasury Department of the availability of checks for release.	6. Notify the concerned payee thru email, phone call or other means of communication of the availability of checks for release at the Treasury Department.	None	2 working days	Cash Clerk/ Cashier
	Sub - total	**None**	**3 working days, one hour and 50 minutes**	

Stage 3: Treasury Department (10 minutes)

Process for the release of checks for the payment of dues other than prize claim

This process starts from the receipt of valid Identification (ID), Special Power of Attorney (SPA) (when applicable) from claimants up to release of check/s.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant gets queue number in the kiosk and proceed to the waiting area.		None		
2. Will proceed to the window/counter shown on the TV/Screen (window 6).	2. The Disbursing Officer will call the number using the queue system.	None	10 minutes	Division Chief/Alternate staff
3. Present the queue number with two (2) valid IDs or SPA if applicable	3. Ask the claimant to present his valid IDs or SPA, if applicable; evaluate the validity of IDs/SPA when everything is found in order, proceed to the next step, otherwise, ask the claimant to complete the documents.			
4. Issue Invoice / Acknowledgement Receipt, when applicable.	4. Present the check and its supporting documents to the claimant as reference for the preparation of invoice, when applicable.			

	(Review details of invoice)			
5. Sign the following before receiving the check: ○ Disbursement Voucher ○ Acknowledgement Receipt portion of the check voucher ○ Official Record book (Check Disbursement Register)	5. Have the claimant sign the following before releasing the check: ○ Disbursement Voucher ○ Acknowledgement Receipt portion of the check voucher ○ Official Record book (Check Disbursement Register)			
6. Receive the check.	6. Release the Check.			
7. The claimant takes the online Client Satisfaction Measurement (CSM) survey	7. Request the claimant to take the online Client Satisfaction Measurement (CSM) survey.			
	Sub-total	None	10 Minutes	
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS		**None**	**5 working days, 5 hours and 15 minutes**	

16. PROCESSING OF PAYMENT FOR MANDATORY CONTRIBUTIONS CHARGED AGAINST CHARITY FUND

Processing of Check Payments for approved Disbursement Vouchers DVs)/ Request for Payment (RFPs) for Mandatory Contributions Charged against Charity Fund

This process starts from receipt of DVs/RFPs up to notification of availability of checks for release to concerned payees by email, phone call and other means of communications within five (5) working days.

Office/Department/Division:	PCSO/Treasury Department/ Charity Fund Disbursement Division
Classification:	Complex
Type of Transaction:	G2G- Government to Government
Who May Avail:	Charity Fund Beneficiaries
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly Approved DVs/RFPs with complete documentary requirements	- Office of the General Manager - Office of the Assistant General Manager for Charity Sector

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit to Treasury Department the approved DVs/ RFPs with documentary requirements and Transmittal List for preparation of checks by the personnel from OGM/OAGM for Charity.	1. Receive approved DV's/RFPs from CAD, OAGM-Charity and OGM. 1.1. Check DVs/RFPs versus transmittal list: • Check the number of DVs/RFPs submitted versus transmittal list. • Stamp individual DV/RFP "Received" and affix initials, date and time. • In case of missing or unlisted DV/RFP return the transmittal list and unlisted DV/RFP, if any, with remarks for	None	Four (4) working hours	Cash Clerk/ Cashier as alternate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	appropriate action of the originating office. • Attach a Monitoring Slip with the following data: ○ Voucher Number ○ Date and Time ○ Amount ○ Initials 1.2. Check individual DVs/RFPs: **A. For CAS Transactions:** • Verify the completeness of DV/ RFP details (voucher number, amount, and approval of signatories). • Search for the voucher number and click the "RECEIVE" box. • Record the DV/ RFP to the Daily Voucher Receipt. **B. For Manual Transactions** (when applicable, in case of connectivity loss or inavailability of CAS)**:** • Verify the completeness of the voucher (name of the payee, signatories,			Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	date and amount of the voucher). • If DV/RFP is not in order, log and return the documents to the originating office for appropriate action.			
	2. Review pre-audited DVs/RFPs • Verify the completeness of the DV/ RFP (name of the payee, signatories, date and amount of the voucher); • Search for the voucher number and click the "REVIEW" box. • If errors are found in the DV, click "REJECT" and return to the originating office. • If in order, forward the DV/RFP to Cashier for check preparation.	None	Four (4) working hours	Cashier
	3. Prepare check and print Disbursement Vouchers 3.1. Assign check **For CAS Transactions:** • Assign Check (Note: CAS automatically generates check number).	None	Four (4) working hours	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

	• Preview the Check and verify the following details:
	  ○ Name of Payee
	  ○ Amount
	  ○ Date
	  ○ Signatories
	• In case of inaccuracies in check entries, click "VOID" and prepare another Check.
	
	For Manual Transactions (when applicable, in case of connectivity loss or inavailability of CAS)**:**
	
	• Encode the following details of the check in the TD MS Excel Check Printing File:
	  ○ Name of Payee
	  ○ Date of Check
	  ○ Amount
	  ○ Nature of Payment
	  ○ DV number
	
	3.2. Print the approved Disbursement voucher (Note: For CAS transactions only).
	
	3.3. Print check and attach the same to its supporting documents; then, forward it to the Division Chief for review and initial.
	
	3.4. Record Check to the Daily Checks Issued for reporting purposes.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5. Record issued Check in the Checks Disbursement Register.			
	4. Review the check. 4.1 Review and verify correctness of data encoded in the charity check vs DV. • Affix initial in the acknowledgement receipt portion of the check voucher for checks amounting to ₱300,000.00 and below and forward to the Division Chief/Designated alternate, if in order; otherwise, stamp check as "Spoiled" or "Cancelled". • Affix initial in the acknowledgement receipt portion of the check voucher for checks above ₱300,000.00 and forward to the Department Manager/Designated alternate.	None	Two (2) working hours	Cashier IV and Cashier III DC/ Designated alternate
	5. Approve and sign check as co-signatory • Manually sign the check amounting to Php300,000.00 and below as co-signatory when everything is found in order.	None	Two (2) working hours	Division Chief/Department Manager; AGM for Administrative Sector as alternate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	• Manually sign the check amounting to Php300,000.01 and above as co-signatory when everything is found in order. • Checks above Php500,000.00 are forwarded to the principal signatory			
	6. Approve and sign manually the check, when applicable • Digitized signature of the principal signatory is automatically attached to checks amounting to Php500,000.00 and below • The AGM for Charity Sector is authorized to sign checks up to a maximum amount of Php1,000,000.00 • The General Manager can sign checks at any amount. • Return the signed checks with attachments to the Treasury Department	None	Four (4) working hours	AGM for Charity Sector/ AGM for Administrative Sector (as alternate signatory) General Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7. Fully signed checks (with complete documents) are recorded in the logbook of Check Disbursement Register. • Ensure completeness and correctness of signatures. • Segregate and transmit checks to Branch Cash Transaction Division that are intended to be released through PCSO Branches	None	Four (4) working hours	Cashier
2. Acknowledge the notification from the Treasury Department of the availability of checks for release.	8. Notify the concerned payee thru email, phone call or other means of communication of the availability of checks for release.	None	Two (2) working days	Cashier
TOTAL		**None**	**Five (5) working days**	

DISCLOSURE STATEMENT:

1. The processing time of five (5) working days commence from receipt of the bulk of DVs/RFPs with complete documents up to the notification of availability of checks for release of payees/beneficiaries through email, phone call and other means of communication.
2. The duration of activity is under normal circumstances.
3. Upon release of the check/s the client is being asked to take the PCSO Client Satisfaction Measurement (CSM) Survey as a feedback mechanism to measure client satisfaction on services rendered and process improvements effort.

17. PROCESS FOR RELEASING OF CHECKS THAT ARE CHARGEABLE AGAINST OPERATING FUND

Release of checks for payment of claims chargeable against Operating Fund (OF) such as Honorarium, ELA, Taxes, Grants & Subsidies, Ads/Sponsorships, Rentals, Supplies, Utility Bills, Refund of Cash Bond, Horse Owners Prize and other miscellaneous operating expenses pertaining to the operation of the office that are chargeable against the Operating Fund

OFFICE/DEPARTMENT/DIVISION:	Administrative Sector, Treasury Department, Operating Fund Disbursement Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client G2G - Government to Government G2B - Government to Business
WHO MAY AVAIL:	Various clients with claims
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Any valid Government issued ID's of principal and authorized representatives: ✓ National ID ✓ Alien Certificate of Registration ✓ Barangay ID ✓ Employment ID ✓ Driver's License ✓ DSWD-4Ps ✓ AFP/PNP ✓ HDMF (PAG-IBIG) ✓ GSIS e-card ✓ IBP ID ✓ NBI ID/Clearance ✓ OWWA ID ✓ Philhealth card ✓ Police Clearance Certificate ✓ Postal ID ✓ PRC ID ✓ Senior Citizen's Card ✓ SSS ID Card ✓ TIN ID (BIR) ✓ UMID ✓ Passport-Philippine or Foreign ✓ Voter's ID ✓ NCWDP ID	Claimant/ Authorized Representative, Government Office Concerned

2. Duly notarized Special Power of Authority (SPA)/ Authorization (for authorized representatives) 3. Invoice/ Acknowledgement Receipt	Claimant/Payee/Authorized Representative Claimant/Payee/Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client gets queue number in the kiosk and proceed to waiting area. Wait for the number to be called/displayed in the TV screen.	1. The Disbursing officer will call the number using the queueing system	None	None	None
2. Client will proceed to the window flashed on the TV screen and presents valid I.D./s and/or SPA (for authorized representatives) to Operating Fund Disbursement Division (Window 9)	2. Verifiy the requirements presented by the Claimant/client	None	5 minutes per transaction (Steps 2 to 4)	Disbursing Officer/ Cashier
3. Issues Invoice/ Acknowledgment Receipt (AR) ➢ For refund of Cash Bond payable to the business name and In the absence of Invoice, Issues Duly Notarized Acknowledgement Receipt or Notarized Deed of Undertaking	3. Receive and validate the veracity of Cash Invoice and attach the same to the Disbursement Voucher (DV)	None		
4. Receives check and affixes signature in the following: a. Box D of the DV	4. Releases check and require client to sign the following: a. Box D of the DV	None		

b. Acknowledgement Receipt portion of the check c. Check Disbursement Registry	b. Acknowledgement Receipt portion of the Check c. Check Disbursement Registry			
5. The claimant takes the CSM survey	5. Request the claimant to take CSM survey	None	None	Disbursing Officer/ Cashier
TOTAL		**None**	**5 minutes per Check transaction**	

18. PROCESSING OF CHECK PAYMENTS FOR APPROVED DISBURSEMENT VOUCHERS DVS)/ REQUEST FOR PAYMENT (RFPS) CHARGED AGAINST CHARITY FUND OTHER THAN MAP

This process starts from receipt of DVs/RFPs up to notification of availability of checks for release to concerned payees by email, phone call and other means of communications within five (5) working days.

Office/Department/Division:	PCSO/Treasury Department/ Charity Fund Disbursement Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government G2B - Government to Business
Who May Avail:	Charity Fund Beneficiaries (Individual, Hospital, Institutional Partners, Supplier, etc.)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly Approved DVs/RFPs with complete documentary requirements: A. Director's Charity Fund B. LGUs share on lotto sales C. Institutional Partner D. Medical, Dental, Hospital Equipment and Supplies E. Drugs & Medicine inventory and medical/dental supplies F. Purchase of Ambulance G. Aid to Victims of National Calamities	- Office of the General Manager - Office of the Assistant General Manager for Charity Sector - Charity Assistance Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit to Treasury Department the approved DVs/ RFPs with documentary requirements and Transmittal List for	1. Receive approved DV's/RFPs from CAD, OAGM-Charity and OGM. 1.1. Checking of DVs/RFPs versus transmittal list: • Check the number of DVs/RFPs submitted versus transmittal list.	None	Four (4) working hours	Cash Clerk/ Cashier as alternate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

preparation of checks by the personnel from OGM/OAGM for Charity/CAD.	• Stamp individual DV/RFP "Received" and affix initials, date and time.
	• In case of missing or unlisted DV/RFP return the transmittal list and unlisted DV/RFP, if any, with remarks for appropriate action of the originating office.
	• Attach a Monitoring Slip with the following data:
	  ○ Voucher Number
	  ○ Date and Time
	  ○ Amount
	  ○ Initials
	
	1.2. Checking of individual DVs/RFPs:
	
	C. For CAS Transactions:
	
	• Verify the completeness of DV/RFP details (voucher number, amount, and approval of signatories).
	• Search for the voucher number and click the "RECEIVE" box.
	• Record the DV/RFP to the Daily Voucher Receipt.
	
	D. For Manual Transactions (when the use of CAS is not possible):
	• Verify the completeness of the voucher (name of the payee, signatories, date and amount of the voucher).
	  • If DV/RFP is not in order, log and return the documents to the CAD/OAGM/OGM for appropriate action.
				Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Review pre-audited DVs/RFPs. • Verify the completeness of the DV/RFP (name of the payee, signatories, date and amount of the voucher); • Search for the voucher number and click the "REVIEW" box. • If errors are found in the DV, click "REJECT" and return to the CAD/OAGM-Charity/OGM. • If in order, forward the DV/RFP to Cashier for check preparation.	None	Four (4) working hours	Cashier
	3. Prepare check and print Disbursement Vouchers B. Assign check For CAS Transactions: • Assign Check (Note: CAS automatically generates check number). • Preview the Check and verify the following details: ○ Name of Payee ○ Amount ○ Date ○ Signatories • In case of inaccuracies in check entries, click "VOID" and prepare another Check; For Manual Transactions (when the use of CAS is not possible): • Encode the following details of the check in the TD MS Excel Check Printing File):	None	Four (4) working hours	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	○ Name of Payee ○ Date of Check ○ Amount ○ Nature of Payment ○ DV number C. Print the approved Disbursement Voucher (Note: For CAS transactions only) D. Print check and attach the same to its supporting documents; then, forward it to the Division Chief for review and initial. E. Record Check to the Daily Checks Issued for reporting purposes F. Record issued Check in the Checks Disbursement Register			
	4. Review the check. 4.1 Review and verify correctness of data encoded in the charity check vs DV. a. Affix initial in the acknowledgement receipt portion of the check voucher for checks amounting to ₱300,000.00 and below and forward to the Division Chief/Designated alternate, if in order; otherwise, stamp check as “Spoiled” or “Cancelled”. b. Affix initial in the acknowledgement receipt portion of the check voucher for checks above ₱300,000.00 and forward to the	None	Two (2) working hours	Cashier III and Cashier IV; Division Chief/Designated alternate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Department Manager/Designated alternate.			
	5. Approve and sign check as co-signatory • Manually sign the check amounting to ₱300,000.00 and below as co-signatory when everything is found in order. • Manually sign the check amounting to ₱300,000.01 and above as co-signatory when everything is found in order. • Checks above ₱500,000.00 are forwarded to the principal signatory	None	Two (2) working hours	DC/Designated alternate Department Manager/Designated alternate; and/or AGM for Administrative Sector
	6. Approve and sign manually the check, when applicable • Digitized signature of the principal signatory is automatically attached to checks amounting to ₱500,000.00 and below • The AGM for Charity Sector is authorized to sign checks up to a maximum amount of ₱1,000,000.00 • The General Manager can sign checks at any amount. • Return the signed checks with	None	Four (4) working hours	AGM for Charity Sector/Designated alternate or AGM for Administrative Sector (as alternate signatory) General Manager

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	attachments to the Treasury Department			
	7. Fully signed checks (with complete documents) are recorded in the logbook of Check Disbursement Register. • Ensure completeness and correctness of signatures. • Segregate and transmit checks to Branch Cash Transaction Division that are intended to be released through PCSO Branches	None	Four (4) working hours	Cashier
2. Acknowledge the notification from the Treasury Department of the availability of checks for release.	8. Notify the concerned payee thru email, phone call or other means of communication of the availability of checks for release.	None	Two (2) working days	Cashier
TOTAL		**None**	**Five (5) working days**	

DISCLOSURE STATEMENT:

1. The processing time of five (5) working days commence from receipt of the bulk of DVs/RFPs with complete documents up to the notification of availability of checks for release of payees/beneficiaries through email, phone call and other means of communication.
2. The duration of activity is under normal circumstances.
3. Upon release of the check/s the claimant is being asked to take the PCSO Client Satisfaction Measurement (CSM) Survey as a feedback mechanism to measure client satisfaction on services rendered and process improvements effort.

19. PROVISION OF MEDICINES FOR OUTPATIENTS

This process includes the provision of medicines for outpatients.

Office/ Department/ Division:	Pharmacy Division, Medical Services Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Patients and clients from the Out-Patient Services, PCSO Employees and their dependents, JO, CA and COS and Retired Employees
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Prescription of medicine 2. Index Card (Maintenance Medicine Card) for old patients with maintenance medicines.	From our in-house physicians and dentists Issued by the PCSO Clinic Pharmacy

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gets queue number from the pharmacy, sits at the designated waiting area and waits for the queue number to be called.	1.1. Issues separate queue numbers to patients according to the following category: a. Priority - Senior citizens Persons with Disability (PWD), Pregnant women b. Regular (adult and pediatric) 1.2. Instructs patient/client to write name, address, telephone number and signature on the back of the prescription. In case of multiple prescriptions, writes only the signature on the	None	7 minutes	Crowd control staff Pharmacist

	back of the other prescriptions.			
2. Writes down the required personal data on the back of the prescriptions and approaches the pharmacist once queue number is called.	2.1. According to queueing sequence, receives individual prescription and checks for completeness of entries to include: a. Full name of patient b. Name, preparation, quantity, dosage, and duration of intake of medicine c. Signature and license number of the in-house physician and dentist. 2.2. Dispenses available medicine and gives patient instruction. 2.3. Have the patient sign at the back of the prescription after instruction is given. 2.4. For patients with maintenance medicines: a. New Patient: Issues index card (Maintenance Medicine Card) b. Old patient: Updates index card (Maintenance Medicine Card)	None	3 minutes per prescription 3 minutes per prescription	Pharmacist
	TOTAL	**None**	**13 minutes**	

20. PROVISION OF MEDICAL AND DENTAL MISSION

This is the provision of health care services through missions in partnership with local governments or other entities as approved by the management.

Office/ Department/ Division:	Satellite Clinic Division (SCD), Medical Services Department
Classification:	Complex
Type of Transaction:	G2G – Government to Government G2B – Government to Business
Who May Avail:	General Public
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of Request addressed to PCSO Chairman/ General Manager 2. With Project proposal, organizational profile, schedule, number of recipients and contact details 3. Securities and Exchange Commission (SEC) Registration for Non-Government Organization (NGO)	1. Requesting Party 2. Requesting Party 3. Securities and Exchange Commission (SEC)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits Letter Request to the General Manager/ Chairman's Office with demographic profile of the target site.	1. Receives and transmits documents for assessment 1.1 Requests received by the OGM/Office of the Chairman-endorsed to MSD (SCD) 1.2 Requests received by MSD (SCD) – evaluates the request	None	3 working days	Personnel of the Chairman's Office (CH) General Manager's Office (GM) Assistant General Manager for Charity Sector (AGM) Department Manager (DM) SCD Division Chief
2. Receipt of communication from SCD staff:	2. Satellite Clinic Division (SCD)	None		Department Manager (DM) SCD Division Chief Nurses

a. If the request is not approved. b. If approved:	a. Writes Regret Letter with reasons. b. Informs Requesting Party (RP) c. Notifies requesting Party on conduct of mission, logistics and preparation of certificates	None None	1 working day 1 working day	SCD Division Chief Nurses
3. Receives communication of plans	3. Preparation of Team			Department Manager (DM) SCD Division Chief Doctors Dentists Pharmacist Nurses Dental Hygienist Medical Technologist Driver/ Paramedic Information Officer Photographer
4. Issues Certificate of Appearance and Customer Satisfaction Survey Form to the Medical and Dental Team	4. Conduct of the Medical and Dental mission			SCD Division Chief Doctors Dentists Pharmacist Nurses Dental Hygienist Medical Technologist Driver/Paramedic Information Officer Photographer
	5. Inclusion of the medical and dental mission to the monthly report			Nurses
	TOTAL	**None**	**5 working days**	

21. RELEASE OF CHECKS CHARGEABLE AGAINST CHARITY FUND

For payment of checks charged against the Charity Fund (CF) such as Medical Assistance Program (MAP)-General, MAP-Malasakit, Institutional Partnership Programs (IPP), Mandatory contributions, Director's Charity Fund (DCF), Purchase of Ambulance, Local Government Unit (LGU) Lotto shares, Medical, Dental, Hospital Equipment and Supplies, Drugs & Medicines inventory and medical/dental supplies, and Aid to Victims of National Calamities.

Office/Department/Division:	Treasury Department, Charity Fund Disbursement Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2B - Government to Business G2C - Government to Client
Who May Avail:	Charity Fund Beneficiaries (Individual, Hospital, Institutional Partners, Supplier, etc.)
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
A. Valid Identification B. Special Power of Attorney (SPA) C. Sales or Service Invoice / Acknowledgement Receipt	Claimant / Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant gets queue number in the kiosk and proceed in the waiting area. Queue number will be displayed in a TV/Screen.	1. Disbursing officer will call the number using the queueing system.	None	1 to 2 minutes queueing time	Disbursing Officer
2. Proceed on the window/counter shown on the TV/Screen (windows 10 or 11).	2. Ask the claimant to present his valid IDs or SPA, if applicable; evaluate the validity of IDs/SPA when everything is	None	10 minutes per Check transaction	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	found in order, proceed to the next step, otherwise, ask the claimant to complete the documents.			
3. Issue Invoice / Acknowledgement Receipt, when applicable.	3. Present the check and its supporting documents to the claimant as reference for the preparation of invoice, when applicable. (Review details of invoice)	None		Cashier
4. Sign the following before receiving the check: ○ Disbursement Voucher/ Payroll ○ Acknowledgement Receipt portion of the check voucher ○ Official Record book (Check Disbursement Register)	4. Have the claimant sign the following before releasing the check: ○ Disbursement Voucher/ Payroll ○ Acknowledgement Receipt portion of the check voucher ○ Official Record book (Check Disbursement Register)	None		Cashier
5. Receive the check.	5. Release the Check.	None		Cashier
6. The claimant takes the CSM survey.	6. Request the claimant to take the CSM survey.	None		Cashier
TOTAL		**NONE**	**Within ten (10) minutes per Check transaction**	

22. RELEASING OF LOTTO GAMING SUPPLIES

The Supply Management Division, Assets and Supply Management Department (ASMD) processes the request for Lotto Paper Supplies of National Capital Region (NCR), Northern and Central Luzon (NCL), Southern Tagalog and Bicol Region (STBR), Visayas and Mindanao Departments.

Office or Division:		Assets and Supply Management Department, Supply Management Division - Gaming Supplies Section		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		PCSO's National Capital Region, Northern and Central Luzon and Southern Tagalog and Bicol Region, Visayas and Mindanao Departments		
Availability of Service		Monday to Friday, 8:00am to 5:00pm		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Stock Requisition Form (SRF)		Gaming Supplies Section, Assets and Supply Management Department		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Supply Requisition Form (SRF) to the Gaming Section, ASMD	1. Accepts the SRF for the release of Gaming Paper Supplies from the NCR, NCL STBR, VisMin Dept. 2. Prepares the requested Gaming Paper Supply *(For VisMin Dept. prepare Purchase Request (PR) for shipment to PCSO Cebu Warehouse)*	None	10 minutes	Supply Officer / Warehouseman
2. Receive the requested Gaming Supplies	1. Releases the Gaming Paper Supplies to the requesting department /winning courier (VisMin) 2. Updates the ledger cards and Perpetual Bin Cards upon release of stocks	None	10-20 minutes	Supply Officer / Warehouseman
TOTAL			**Maximum of 30 minutes**	

23. RELEASING OF OFFICE, PRINTING, MEDICAL, AND DENTAL SUPPLIES

The Supply Management Division, Assets and Supply Management Department (ASMD) processes the request of various PCSO Offices and Departments (Main Office) for supplies needed for their daily operations.

Office or Division:		Assets and Supply Management Department, Supply Management Division - Office Supplies Section and Medical Supplies Section		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		PCSO Main Office		
Availability of Service		Monday to Friday, 8:00am to 5:00pm		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Requisition and Issue Slip (RIS)		Assets and Supply Management Department (ASMD)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get a Requisition and Issue Slip (RIS)	1.1. ASMD personnel provides RIS to the requesting department representative	None	10 seconds	Assets and Supply Management Department (ASMD)
2. Submit the duly approved RIS	2.1. Accepts the duly approved RIS 2.2. Checks availability of stocks. In case of limited stocks, Supply Officer / Pharmacist issues reasonable quantity to control the supplies for equitable distribution.	None	5 -10 minutes per RIS	Supply Officer Supply Officer / Pharmacist
3. Submit and receive the requested supplies	3.1. Accepts the duly signed RIS at the warehouse 3.2. Prepares the items being requested following the FIFO Principle (First-In-First-Out) 3.3. Releases the requested supplies 3.4. Updates the inventory stock cards and	None	10 - 15 minutes per RIS	Department Representative Supply Officer / Pharmacist Warehouseman

	Perpetual Bin Cards upon release of stocks			
TOTAL		**None**	**Maximum of 25 minutes**	

24. RECEIPT OF PAYMENTS/REMITTANCES

Collection in the form of cash and/or Manager's/Cashier's checks) for remittance of sales, payment of fees, bonds, penalties, etc.

Office/Department/Division	Administrative Sector, Treasury Department, Collection and Monitoring Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who May Avail:	Various Clients
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Accomplished Order of Payment For Lotto: • Remittances of Sales/ Lost Tickets/ Penalties/Reconnection fee, Installation fee, Application fee, Cash Bond, Renewal of Lotto, Transfer of ownership/location	National Capital Region (NCR)
• Renewal of ID, and training fee of Operators	Product Standard Development Department (PSDD)
For Powerball: ● Guaranteed Share/DST payment	Product Standard Development Department (PSDD)
For STL: • STL Applications/ Remittances/Cash Bond/Authorization fee, Renewal fee	Office of the AGM for BOS
Others: • Payment for Bid Performance Bond	BAC/ SBAC
• Horse nomination/Declaration/Prize of the day	PCSO Horse Racing Committee
• Refund of Unutilized portion of Financial Assistance	Charity Assistance Department
• Payment of Sweepstakes Tickets	PSDD
2. Cash/Check (Manager's/Cashier's Check)	Payor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients gets queue number in the kiosk and proceed to the waiting area. Wait	1. Collecting Officer will call the number using the queuing system.	None	1 minute queuing time	Collecting Officers

for the number to be called/ displayed in the TV screen.				
2. Proceed to the window/counter shown on the TV/Screen (window 7).	2. Present the queue number to the Collecting Officer.	None	1 minute	Collecting Officers
3. Present Order of Payment (OP) to Collection and Monitoring Division and other supporting documents	3. Receive Order of Payment and other supporting documents (if any)			
4. Pay in the form of Cash/Check as indicated in the Order of Payment	4. Receive cash/checks and verifies whether the OP and the corresponding payment matched	None	3 minutes for Simple transaction (100 pcs paper bills) 5 minutes for Complex (above 100 pcs paper bills)	Collecting Officers
5. Receive Invoice / Acknowledgement Receipt	5. Release Invoice / Acknowledgement Receipt to Client	None	4 minutes per transaction	Collecting Officers
6. The claimant takes the CSM survey	6. Request the claimant to take the CSM survey	None	None	Collecting Officers
TOTAL		None	8 minutes for simple 10 minutes for Complex	

** The Claimant is being asked to fill-up the Client Satisfaction Measurement (CSM) Form as a feedback mechanism to measure client satisfaction on services rendered and process improvement efforts.*

Disclosure Statement:

1. The Average Processing Time for collection of payment is three (3) minutes for simple transaction (100 pcs paper bills) and five (5) minutes for complex (above 100 pcs paper bills).
2. PCSO observes **NO NOON BREAK** policy in processing of payments, from 8:00 AM to 4:30 PM, Monday to Friday

25. REQUEST FOR TRANSFER OF LOTTO OWNERSHIP

The process involves the application of Lotto Agents for transfer of ownership due to justifiable reasons. Application for transfer of ownership may be submitted at the PCSO Main Office.

Office/Department/Division:			**PCSO Main Office, NCR Department – Technical Evaluation and Monitoring Division**	
Classification:			**Highly Technical**	
Type of Transaction:			**G2C - Government to Citizens G2B - Government to Business**	
Who May Avail:			**Lotto Agents**	
Availability of Service			**Mondays to Fridays, 8:00am to 5:00pm**	
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Duly accomplished request letter			Applicant	
2. The Transferee is within the third (3rd) degree of consanguinity			Applicant	
3. Documentary requirements for new agent of the transferee			Applicant	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of duly accomplished request letter	Receives the request and check completeness of the requirements. Recording of the request in the database.	None	1 hour	Technical Evaluation and Monitoring Division (TEMD)
2. Payment of transfer fee	Prepares and approved the Order of Payment for payment to Window 4 of the Treasury Department.	₱2,500.00	1 hour	TEMD
	Accepts payment and issuance of Official Receipt for payment to the Window 4 of the Treasury Department.	None	1 hour	Treasury Department
	Evaluates the documents	None	1 working day	Division Chief/ NCR

3.	Submits the OR for the Transfer of Ownership Fee	submitted and determine the qualification of the request.			
		Forwards the request with the required documents to the Office of the Department Manager for signature.	None	1 working day	Division Chief/ NCR
		Endorses the request for Transfer of Ownership to the Assistant General Manager for approval.	None	1 working day	Department Manager
		Approves the request for Transfer of Ownership.	None	2 working days	Assistant General Manager for Branch Operations Sector
4.	Payment of Premium for Surety / Cash Bond Application	<u>For Cash Bond:</u> Prepares and approves the Order of Payment to be issued to Applicant for payment at Window 4 of the Treasury Department.	₱300,000.00	1 hour	TEMD Treasury Department
		<u>For Surety Bond:</u> Provides the applicant of the Bond Form & Co-signer's Form and informs applicant to file it to the main	₱13,864.32 (GSIS) (Premium for 2-year period)	1 hour	

	office of the GSIS.			
5. Signing of Agency Agreement	Prepares Agency Agreement for signature of Agent and the Witnesses.	None	2 working days	Division Chief / Department Manager / Assistant General Manager - BOS
6. Notary of Agency Agreement	Upon receipt of the Notarized Agency Agreement, the Authority to Operate shall be issued to the Agent. Informs the Agent on the approval of the request for transfer.	None	3 working days	OAGM for Branch Operations Sector / TEMD
TOTAL		**₱16,364.32** for Lotto Agents opting to pay for the Surety Bond; Or **₱302,500.00** for Lotto Agents opting for the Cash Bond	**10 working days and 5 hours**	

26. REQUEST FOR TRANSFER OF SITE OF LOTTO OUTLET

The process involves the application of Lotto Agents for transfer of site due to justifiable reasons. Application for transfer of site may be submitted at the PCSO Main Office.

Office/Department/Division:	**PCSO Main Office, NCR Department – Technical Evaluation and Monitoring Division**
Classification:	**Highly Technical**
Type of Transaction:	**G2C - Government to Citizens** **G2B - Government to Business**
Who May Avail:	**Lotto Agents**
Availability of Service	**Mondays to Fridays, 8:00am to 5:00pm**
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request form	TEMD/ Branch Office concerned
2. Sketch and picture of new site	Applicant
3. Duly authorized Authority/Certification from the building owner or Land Title for owned property (notarized)	Lessor/Building Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished request form	Receives the request and check completeness of the requirements. Recording of the request in the database.	None	1 hour	Technical Evaluation and Monitoring Division (TEMD)
2. Payment of the transfer fee	Prepares and approves the Order of Payment for payment to Window 4 of the Treasury Department.	₱2,500.00	1 hour	TEMD
	Accepts payment and issuance of Official Receipt.	None	1 hour	Treasury Department
	Conducts ocular Inspection of the proposed lotto outlet site.	None	3 working days	ECET
	Prepares recommendation for the approval / disapproval of the request for transfer of site.	None	1 working day	ECET Division Chief / Department Manager
	Approves the request for transfer of site.	None	2 working days	AGM for Branch Operations Sector
3. Construction of new	Informs the agent to facilitate construction	None	1 working day	TEMD

booth	of Lotto outlet booth upon receipt of approval.			
4. Submission of photo of the newly constructed booth and Site Inspection	Checks Agent's compliance to the standard Lotto outlet booth design.	None	3 working days (upon receipt of submitted documents)	ECET
5. Request for Terminal Installation	Requests the System Provider for the installation of the lotto terminal	None	1 working day	TEMD
TOTAL		**₱2,500.00**	**11 working days and 3 hours**	

27. REQUEST FOR RENEWAL OF LOTTO AGENCY AGREEMENT

The process involves the evaluation process of agents' performance, compliance and commitment consistent with the rules and regulations in the renewal of the sales outlet operation.

Office/Department/Division:	**PCSO Main Office, NCR Department – Technical Evaluation and Monitoring Division**
Classification:	**Complex**
Type of Transaction:	**G2C - Government to Citizens** **G2B - Government to Business**
Who May Avail:	**Lotto Agents**
Availability of Service	**Mondays to Fridays, 8:00am to 5:00pm**
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished renewal form	Agent
2. Documentary requirements for renewal	Agent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished renewal form to the Technical Evaluation and Monitoring Division	Receives the request and check completeness of the requirements. Recording of the request in the database.	None	30 minutes	Technical Evaluation and Monitoring Division (TEMD)
2. Secure clearance from Accounts Management Division	Secures clearance of Accountabilities from Accounts Management Division	None	1 hour	Accounts Management Division
3. Payment of renewal fee	Prepares and approved the Order of Payment for payment to Window 4 of the Treasury Department	₱1,000.00	1 hour	TEMD
4. Signing the Notice of Extension / Renewal of Agency Agreement	Prepares Notice of Extension/ Renewal of Agency Agreement for signature of Agent and the Witnesses.	None	2 working days	Division Chief / Department Manager / Assistant General Manager - BOS

5. Notary of Notice of Extension / Renewal of Agency Agreement	Upon receipt of the Notarized Notice of Extension/ Agency Agreement Renewal, the Authority to Operate shall be issued to the Agent	None	3 working days	OAGM for Branch Operations Sector / TEMD
TOTAL		**₱1,000.00**	**5 working days 2 hours and 30 minutes**	

28. PROCESSING AND RELEASING OF CHECK/S FOR PAYMENT OF CLAIMS CHARGEABLE AGAINST OPERATING FUND

Processing of checks for payment of expenses for utilities, rentals, purchases from suppliers, and other transactions that are chargeable against the Operating Fund.

OFFICE/DEPARTMENT/DIVISION:	Administrative Sector, Treasury Department (TD), Operating Fund Disbursement Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business
WHO MAY AVAIL:	Various clients with claims
AVAILABILITY OF SERVICE	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Duly approved Request for Payment (RFP) Disbursement Voucher (DV) together with complete documents for the following: ➢ Advertising Expenses (TV, Radio, Print/Outdoor/LED Billboards, Airtime facilities/Out of Home Advertisements and Social Media) ➢ Janitorial Services ➢ Trainings and Seminars ➢ Purchases of Goods, Supplies and Materials, ➢ Repair/Replacement of service parts ➢ Reimbursements ➢ Emergency Repair/Replacement of parts/Installation of various Office Equipment ➢ Meal Expenses ➢ Gasoline, Parking, Toll fees and Transportation Expenses ➢ LTO Registration ➢ Security Services ➢ Retirement Benefits ➢ Terminal Leave Benefits ➢ Other transaction/s	Office of the General Manager (OGM) Office of the Assistant General Manager – Management Services Sector (OAGM-MSS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Transmit duly processed Request For Payment (RFP)/ Disbursement Voucher/s (DV) to Operating Fund Disbursement Division (Window 2)	1.1 Receive approved DV/ RFP. • Stamp individual RFP/DV "RECEIVED • and affix initial date and time. ➢ In case of missing or unlisted DV/ RFP, if any, with appropriate notation to OAGM Or OAGM-MSS	None	Within thirty (30) minutes	Cash Clerk/ Alternate Staff
	1.2. Review pre-audited RFP/DV • Verify completeness of the RFP/DV (name of the payee, signatories date and amount of the voucher) • Search for the voucher number and click " REVIEW" Box • Forward the DV/RFP to the Cashier for check preparation • Attach monitoring slip	None	Within thirty (30) minutes	Cashier/ Alternate Staff

	1.3 Assign and Print Check For CAS transactions: • Assign check (Note: CAS automatically generates Check Number) • Preview the Check and verify the following details: ➢ Name of Payee ➢ Amount ➢ Date ➢ Signatories • In case of inaccuracies in Check entries click "VOID" and prepare another one. • Print the approved DV • Print the Check	None	Within three (3) hours	Cashier/ Alternate staff
	1.4. Verify, affix initial and sign on printed check <u>For 300k & Below</u>**<u>:</u>** • Counter-check the following details of the check with approved DV: ➢ Name of Payee ➢ Date of Check ➢ Amount ➢ Digitized signature of co-	None	Within two (2) hours	Cashier

	signatory (AGM-MSS) • If in order, affix initial in the payment details portion of the Check voucher • If in order, forward the check to the DC for signature <u>For Checks Above P300k- 500K</u> • Counter-check the following details of the check with approved DV: ➢ Name of Payee ➢ Date of Check ➢ Amount ➢ Digitized signature of co-signatory (AGM-MSS) • If in order, affix initial in the payment details portion of the Check voucher • The DM approve and sign the check (as Co- signatory) <u>For Checks Above 500K</u> • If in order, affix initial in the payment details portion of the Check voucher	None None	Within four (4) hours Within one (1) hour Within three (3) hours Within one (1) hour	Cashier III/ Cashier II Division Chief (DC) Division Chief (DC) Department Manager/ Designated Alternate signatory Division Chief (DC) DM/ Designated

	• The DM approve and sign the check (as Co- signatory) • Forward the check to the OGM for signature			Alternate Signatory General Manager
2. The staff from the Office of the GM forward the manually signed checks by the GM to Treasury Department	2.1 Receive the manually signed checks 2.2 Record in the Check Disbursement Registry of checks Available for Release	None	Within one (1) hour	Cashier/ Alternate Staff
	3. Transmit checks to Branch Cash Transaction Division (BCTD) that are intended for Branch Operations Sector (BOS)	None	Within one (1) day	Cashier/ Alternate Staff
	4. Notify payee via email or thru phone call or any means of communication of the availability of check for release	None	Within two (2) days	Cashier/ Alternate Staff
TOTAL		**None**	**5 working days**	

DISCLOSURE STATEMENT:

1. The processing time of 5 working days and 1 hour commence from receipt of DVs/RFPs with complete documents up to the notification of availability of checks for release of payees/beneficiaries through email, phone call and other means of communication.
2. The duration of activity is under normal circumstances.

29. PROCESS FOR RELEASING OF CHECK CHARGEABLE AGAINST OPERATING FUND

Release of checks for payment of claims that are chargeable against the Operating Fund

OFFICE/DEPARTMENT/DIVISION:	Administrative Sector, Treasury Department, Operating Fund Disbursement Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C - Government to Client G2G - Government to Government G2B - Government to Business
WHO MAY AVAIL:	Various clients with claims
AVAILABILITY OF SERVICE	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Valid Government issued ID's of pr authorized representatives ✓ National ID ✓ Alien Certificate of Registration ✓ Barangay ID ✓ Employment ID ✓ Driver's License ✓ DSWD-4Ps ✓ AFP/PNP ✓ HDMF (PAG-IBIG) ✓ GSIS e-card ✓ IBP ID ✓ NBI ID/Clearance ✓ OWWA ID ✓ Philhealth card ✓ Police Clearance Certificate ✓ Postal ID ✓ PRC ID ✓ Senior Citizen's Card ✓ SSS ID Card ✓ TIN ID (BIR) ✓ UMID ✓ Passport-Philippine or Foreign ✓ Voter's ID ✓ NCWDP ID	Claimant/ Authorized Representative, Government Office Concerned
2. Duly notarized Special Power of Authority (SPA)/ Authorization (for authorized representatives)	Claimant/Payee/Authorized Representative
3. Invoice	Claimant/Payee/Authorized Representative

Acknowledgement Receipt (AR)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Presents valid I.D./s and/or SPA (for authorized representatives) to Operating Fund Disbursement Division (Window 2)	1. Verification of requirements presented by the Claimant/client	None	5 minutes per transaction (Steps 1 to 3)	Disbursing Officer/ Cashier
2. Issues Cash Invoice/ Acknowledgment Receipt (AR) ➢ For refund of Cash Bond payable to the business name and In the absence of Invoice, Issues Duly Notarized Acknowledgement Receipt or Notarized Deed of Undertaking	2. Receive and validate the veracity of Cash Invoice and attach the same to the Disbursement Voucher (DV)	None		
3. Receives check and affixes signature in the following: c. Box D of the DV d. Acknowledgement Receipt portion of the check c. Check Disbursement Registry	3. Releases check and require client to sign the following: a. Box D of the DV b. Acknowledgement Receipt portion of the Check c. Check Disbursement Registry	None		

4. The claimant takes the CSM survey	4. Request the claimant to take CSM survey	None		Disbursing Officer/ Cashier
TOTAL		**None**	**5 minutes per Check transaction**	

MAIN OFFICE

INTERNAL SERVICES

1. DENTAL SERVICES

The Dental Services Section of the Medical and Dental Division (Medical Services Department) provides limited and free dental services to PCSO Employees.

Office/Department/Division:	Philippine Charity Sweepstakes Office/Medical Services Department/Medical and Dental Division
Classification:	Government to Government (G2G)
Type of Transaction:	Simple
Who may Avail:	PCSO Officials and Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. For New Patients (Non-students) One (1) copy of valid national or local government issued Identification Card and one (1) photocopy.	BIR, DFA, PRC, NBI, SSS, PAGIBIG, UMID, LGU, OWWA, PCSO MSD, COMELEC, OSCA, PPPP (4P'S), LTO, POSTAL CORP., PNP, National ID, PhilHealth
2. For New Patients (Students) One (1) copy of School Identification Card valid for the current school calendar and one (1) photocopy	Educational institution where the student is currently enrolled
3. For Old Patients – PCSO Medical Services Department (MSD) Identification Card with one (1) attached 1"x1" photo	PCSO MSD
4. Patients, aged 17 years or younger, for surgical treatments – One (1) copy of valid national or local government issued Identification Card and one (1) photocopy or PCSO MSD Identification Card and accompanied by a parent, adult sibling or legal guardian with proof of residence in the same address as that of the patient.	BIR, DFA, PRC, NBI, SSS, PAGIBIG, UMID, LGU, OWWA, PCSO MSD, COMELEC, OSCA, PPPP (4P'S), LTO, POSTAL CORP., PNP, National ID, PhilHealth

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**RESPONSIBLE PERSON**
7. Approach the Officer of the Day.	1. Receive the document/s / requirement/s and check for	None	2 Minutes	Communication Equipment Operator IV

	completeness and validity.			
8. Fill out the Dental Patient's Form	2.1 Have the patient fill out the patient's form for dental treatment. 2.2 Encode necessary details into the computer data base and issue queuing number. 2.3 Instruct patient to proceed to the waiting area until queuing number is displayed on the monitor	None	5 Minutes 5 Minutes May vary depending on number of patients in queue	Communication Equipment Operator IV
9. Proceed to Dental Treatment Room, Approach the Dental Receptionist and Explain Chief Complaint	3.1 Ask for the issued queuing number and other pertinent documents. 3.2 Conduct medical and dental case history taking on the patient and/or accompanying adult. 3.3 Conduct blood pressure examinations on patients for surgical treatment. 3.4 Assess initially for any medical conditions that may affect dental procedure (e.g.	None None	5 Minutes 1 Minute	Dental Hygienist Dental Hygienist

10. Sign and Consent to the procedure.	hypertension, pregnancy) 4. Ask patient or accompanying adult to sign pre-intake interview documents and consent to procedure.).			
11. Receive the necessary dental service/s / treatment	5.Perform pre-treatment and oral examination based on chief complaint and assessment. 5.1 Perform appropriate dental management. 11.1. Conduct dental health teachings. 11.2. Provide post-operative instructions. 11.3. Issue necessary prescription/s. 11.4. Issue dental certificate, if requested 11.5. Issue referrals to and requests for medical and/or dental evaluations or diagnostic tests, whenever necessary	None	60 Minutes	Dentist
12. Approach Dental Aide / Dental Reception and wait for	4. Verify and sign issued documents (e.g., prescriptions,	None	2 Minutes	Dental Aide

verified documents. 13. Accomplish Customer Satisfaction Survey (CSS) Form	referrals, certificates) 7.1 Collect CSS Form 7.2 Assist patient in accomplishing CSS Form 7.3 Advise patient to proceed to the pharmacy if a prescription has been issued by the dentist	None	3 Minutes	Dental Reception
TOTAL:		**None**	**1 Hour 23 Minutes**	

2. DISPENSING OF MEDICINES (PHARMACY SECTION)

This process shows the provision of medical services to PCSO Officials and employees.

Office/ Department/ Division:	Medical and Dental Division (MDD), Medical Services Department
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	General Public
Availability of Service	Monday to Friday, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
5. Government issued Identification card (1 Photocopy)- On first visit of patient/ representative	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
6. Guardian for elderly and pediatrics (below 18 years old) patients	City Hall or PSA
7. Birth Certificate for children who are not schooling (1 Photocopy)	
8. PCSO Outpatient ID for Old Patient	PCSO MSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Approaches the Officer of the Day (O.D.) at the Registration Area	1. Asks valid ID card or birth certificate for children not in school	None	10 minutes	Officer of the Day (O.D.)
For New patient:				
c. Gives Valid ID and photocopy to O.D. d. Gets queue number, sits at the designated area & waits for the queue number to be called	c. Checks if ID is Valid and if other documents are authentic d. Writes patient's details on Electronic Registration Medical Data			

	h. Gives queue number to patient *i.* Issues Outpatient ID and prepares patient's envelope for charting *j.* Advises patient to sit at designated area, wait for the queue no. to be called before entering the Outpatient Services Medical room	None		Officer of the Day
For Old patient: *f.* Gives Outpatient ID to the OD *g.* Gets Queue no., sits at the designated area & waits for the queue no. to be called	a. Gets Outpatient I.D. and retrieves record from Medical Records b. Asks Affidavit of Loss in case of lost I.D. c. Calls patient / client, issues queue no. and tags medical record of same number for collection by Record Handler to be brought to Outpatient Services Room			Record Handler

7.	Goes to Outpatient Medical Services Room and waits to be called by nurse.	Calls patient/ client **For consultation:** Interviews and records vital signs, chief complaints and medical history. **For medicine assistance:** Checks completeness of documents and availability of prescribed medicines.	None	15 minutes	Nurse
8.	Approaches Nurse.	Calls patient/ client **For consultation:** Interviews and records vital signs, chief complaints, and medical history. **For medicine assistance:** Checks completeness of documents and availability of prescribed medicines.	None		Nurse
9.	Approaches In-house Physician	**For consultation**: a. Asks chief complaints b. Takes history of patient's medical condition c. Validates data gathered by nurse.	None	30 Minutes	In-house Physician

	d. Examines patient thoroughly as necessary to elicit clinical impression or diagnosis e. Reviews and correlates results to clinical impression f. Gives medical instructions or advice g. Issues prescriptions **For medicine assistance:** a. Re-check completeness of documents. b. Issues prescriptions of available medicines from PCSO Pharmacy			
10. Accomplish Customer Satisfaction Survey	Assist the patients in filling out the Customer Satisfaction Survey (CSS)	None	5 minutes	Record Handler
11. Approaches Pharmacy	Gives prescribed medicines, if available	None	5 minutes	Pharmacist
	TOTAL	**None**	**1 hour and 5 minutes/patient**	

3. EMPLOYEE MEDICAL SERVICES

Provision of medical services to PCSO Officials and employees

Office/ Department/ Division:	Medical and Dental Division (MDD), Medical Services Department
Classification:	Simple
Type of Transaction:	G2C
Who May Avail:	PCSO Officials, Employees, and Dependents

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Permanent Employee – Company ID	PCSO
2. For Newly Hired employee – Special Order/Appointment, Company ID	PCSO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**RESPONSIBLE PERSON**
1. Approaches the Officer of the Day (O.D.) at the Registration Area **For Old Patient:** Gives employees Company ID **For Newly Hired Employee** Special Order/Appointment	1. Present nature of visit: ➢ Medical Consultation ➢ Prescription ➢ Other concerns a. Get employees ID and retrieves the Medical Records b. Prepare and issue queue number to the patient. ➢ Encode Sex-Disaggre	None	10 minutes	Communication Equipment Operator IV

	gated Data c. Advises patient to sit at designated area, wait for queue no., to be called. 1. Get the document (Special Order/Appointment) 2. Prepare queue no. form ➢ Writes patients' details on the Electronic Registration Medical Data			
2. Approaches Nurse.	2.1 Issue Data Privacy Act Consent Form for filling out 2.2 Encode Sex-Disaggregated Data for record purposes 2.3 Prepare Medical Record 2.4 Calls patient/ client	None	15 Minutes	Nurse

3. Approaches In-house Physician	**For consultation:** ➢ Interviews and records vital signs, chief complaints, and medical history. **For medicine assistance:** ➢ Checks the completeness of documents and the availability of prescribed medicines. **For consultation**: ➢ Asks chief complaints ➢ Takes the history of the patient's medical condition ➢ Validates data gathered by the nurse. ➢ Examines the patient thoroughly as necessary to elicit a clinical impression	None	30 Minutes	In-House Physician

	or diagnosis ➢ Reviews and correlates results to clinical impression ➢ Gives medical instructions or refers to the Multi-Specialty Clinic, if necessary ➢ Issues prescriptions **For medicine assistance:** a. Re-checks completeness of documents. b. Issues prescriptions of available medicines from PCSO Pharmacy			
4. Accomplish Customer Satisfaction Survey	Assist the patients in filling out the Customer Satisfaction Survey (CSS)	None	3 Minutes	Record Handler

5. Approaches Pharmacy	Gives prescribed medicines, if available	None	5 minutes	Pharmacist
	TOTAL	**Free**	**1 hour and 3 minutes**	

4. ISSUANCE OF CERTIFICATE OF NO CASH ADVANCE/CERTIFICATE OF CONTRIBUTION AND LOAN PAYMENTS FOR PAG-IBIG, PHILHEALTH, GSIS

The General Accounting Division (GAD) of the Accounting and Budget Department provides employee service thru the issuance of various certifications needed for their personal consumption and for operational purposes.

Office/Department/Division:	Philippine Charity Sweepstakes Office ***General Accounting Division*** Accounting And Budget Department
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	Employees who need to draw cash advance, update their contributions and loans remittances, and Legal Department for the renewal of the employees' fidelity bond
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General Requirement: Request for Certification Form for all certifications needed. **Specific Requirements:** **A. CERTIFICATION OF NO CASH ADVANCE** 1. Employees without existing cash advance a. Complete Name b. Department and Sector (for verification) c. Purpose 2. Employees with existing cash advance as per accounting records but already liquidated a. Complete Name b. Department and Sector (for verification) c. Purpose d. Copy of approved liquidation voucher 3. Employees with existing unliquidated cash advance (for renewal of fidelity bond) a. Complete Name	From General Accounting Division. GAD Personnel/Binder III

b. Department and Sector (for verification) c. Purpose **B. CERTIFICATE OF CONTRIBUTIONS FOR PAG-IBIG, PHILHEALTH AND GSIS** 1. Complete name (if married, please specify maiden name) 2. PAG-IBIG/PHILHEALTH/GSIS number (for verification) **C. CERTIFICATE OF LOAN PAYMENTS FOR PAG-IBIG AND GSIS** 1. Complete name (if married, please specify maiden name) 2. PAG-IBIG or GSIS number (for verification) 3. Date of Loan Granted	From Pag-ibig/ GSIS if the employees are not sure with the date

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to General Accounting Division (GAD), together with the complete requirements.	1.1. Receive the requirements needed.	None	15 mins	GAD Personnel/Binder III
	1.2. Endorse the requirements to GAD staff designated to handle the transactions pertaining to the request	None	15 mins	GAD Personnel/Binder III
	1.3. Verify the submitted requirements/ information if matches with the accounting records;	None	30 mins	GAD staff designated to handle the specific type of transactions
	1.4. If in order, draft the required certification,	None	30 mins	GAD staff designated to handle the

	indicates the initials of GAD personnel assigned in the preparation of the certification and submit to the Division Chief.			specific type of transactions
	1.5. Review the certification, affix initials and endorse to the Department Manager (DM).	None	30 mins	Division Chief
	1.6. Affix signature in the certification and endorse to GAD staff for release.	None	30 mins	Department Manager
	1.7. Inform the Requesting personnel for the availability of the Certificate	None	30 mins	GAD Personnel/Binder III
2. Receive the Certification	2. Log the certification and release to the requestor.	None	15 mins	GAD Personnel/Binder III
	TOTAL	**None**	**1 working day**	

5. ISSUANCE OF NO PENDING ADMINISTRATIVE CASE

The Certificate of No Pending Administrative Case is issued to PCSO employees, former employees who retired/resigned/was separated from the service. The certification states whether the above-mentioned individuals have no pending administrative case before the PCSO Legal Department.

Office/Department/Division:	Legal Department
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	PCSO Officials/Employees who will secure a loan from GSIS; those who will apply fidelity bond Former PCSO employee who retired / resigned / was separated from the service
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished Request Slip for Certificate of No Pending Administrative Case Form	Client will secure the request slip to the PCSO Legal Department, Secretary's Desk.
2. Government issued Identification Card – one (1) original and one (1) photocopy	Client will provide the photocopy of the identification card.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Secretary/ Administrative Aide to fill up the request slip, submit the request with 1 valid ID	1. Check completeness of documents and stamped "received" the letter request indicating initials, date and time.	None	2 minutes	Secretary/ Administrative Aide Office of the Manager Legal Department
	2. Verify from the records if the requesting employee has / has no pending administrative case.	None	-if requesting employee has no pending administrative case, draft the Certification - 20 to 30 minutes	Legal Assistant/ Clerk IV Business and Legal Advisory Division Legal Department

	3. After determination of no pending case, draft the certification, affix initials and endorse to the Manager for approval		-if requesting employee has pending administrative case, draft letter informing the requesting employee of the status of the administrative case – 20 minutes to 24 hours.	
	4. If in order, and no pending case, affix signature and endorse the Certificate to the Secretary for releasing.	None	10 minutes	Department Manager Legal Department
2. Wait for feedback on the request for certification or notification that the Certification is ready for pick up	5. Log the certification and release to the requestor.	None	24 hours	Secretary Office of the Manager Legal Department
	TOTAL	**None**	**24 hours**	

6. ISSUANCE AND REPLACEMENT OF PCSO IDENTIFICATION CARD

This procedure starts from creating identification card up to releasing to employee/personnel. The Human Resources Department manage the creation of identification card of officials/employees.

Office/Department/ Division:	Human Resources Department
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	PCSO Officials and Employees
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. Duly accomplished Personnel Information for Office ID/MAP HRD Form No. 2015-02 b. Special Order c. If lost, Affidavit of loss d. If for replacement, old ID	Human Resources Department

CLIENTS STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Personnel Information for Office ID/MAP HRD Form No. 2015-02	1. Receive complete/duly accomplished form and other requirements from new employee/personnel and for request for ID replacement For new employees/personnel, receive duly accomplished form and other requirements such as Special Order. For ID replacement, receive affidavit of loss in case of loss; in case	None None	5 minutes 5 minutes	Administrative Assistant II Administrative Assistant II

	of dilapidation and change in name or change in entries.			
2. Submit accomplish the form and other requirements for request for new/ replacement of ID	2. Verify data indicated in the accomplished form and check submitted requirements	None	1 hour	Administrative Assistant II
	2.1 Check if the submitted requirements are complete and verify data indicated in the accomplished form		4 hours	Administrative Assistant II
	2.2 Create or update employee/personnel database Attach ID picture (emailed by the Corporate Planning Department) For change in name or entries in the ID, update data base 2.3 Print ID		30 minutes 10 minutes	Administrative Assistant II Administrative Assistant II
3. Sign the logbook as proof of released of ID	3. Release ID	None	10 minutes	Administrative Assistant
	TOTAL	**None**	**1 working day**	

7. IN-HOUSE PRINTING AND PRODUCTION OF OFFICIAL/ ACCOUNTABLE FORMS AND OTHER PRINTED MATERIALS (HIGH VOLUME USING OFFSET PRINTERS)

Office or Division:	Security Printing and Production Department (SPPD)
Classification:	Complex Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	All Departments/Offices under PCSO
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Printing Request Form (PRF) Sample lay-out of requested printed materials	SPPD- Processing and Monitoring Division Requesting office/department

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requesting office/department submits duly signed Printing Request Form (PRF).	1. Receives the duly signed PRF from the requesting offices/ departments. • Checks completeness of documents and stamps “received” on the PRF; • Records PRF and other pertinent details; • Endorses PRF to the Processing and Monitoring Division (PMD).	None	10 minutes	ODM Secretary / Administrative Aide III

	2. Evaluates the received printing request. • Receives and records the details of the PRF in the logbook. • Prepares Printing Order Form (POF) and assigns control number for easy monitoring of the printing job, and forwards the same to Supply Officer III. • Checks availability of needed supplies and materials, and determines the type of the machine to be used. • Signs the POF and endorse the same to the PMD Division Chief. • Certifies and signs POF with regards to the type of machine needed, design availability, volume needed, availability of printing	None	15 Minutes 15 minutes 10 minutes	PMD Supply Assistant Supply Officer III PMD Division Chief

	supplies and materials, and endorse the same to the Design and Production Division (DPD).			
	3. Receives the POF, records and logs relevant details, and assigns the preparation of the layout design to the available Creative Arts Specialist.	None	10 minutes	DPD Production Planning & Control Officer IV (DPD PPCO IV)
	4. Prepares the layout design based on the technical specifications or sample provided by the requesting office or department (*Pre-press activities*). • Prepares and prints a sample layout, then endorses it to the Printing Quality Officer for proofreading and quality check. • Proofreads and checks the printed sample for compliance with the prescribed specifications. If not compliant, returns it to the DPD CAS II or III for revision. Otherwise, the DPD PPCO IV accomplishes	None	3 hours 1 hour	DPD Creative Arts Specialist II or III (DPD CAS II or III) DPD Printing Quality Officer II (DPD PQCO II) DPD CAS II or III DPD PPCO IV DPD Division Chief III (DPD DC III)

	the Pre-Production Acceptance Form (PPAF) and has it signed by the DPD DC III, then endorses it together with the sample, to the requesting office or department for confirmation and concurrence regarding completeness and accuracy.			
2. Verifies, confirms, and accepts the correctness of the printed sample(s) and signs the acceptance form; otherwise, returns it to the SPPD for revision.	5. Awaits confirmation from the requesting office or department. If corrections are needed, informs the DPD DC III and instructs the DPD CAS II or III to make the necessary revisions to the layout; otherwise, proceeds with the finalization of the layout for CTP plate printing.	None	8 hours	DPD PPCO IV DPD DC III DPD CAS II or III
	6. Finalizes the layout and prints CTP plates. • Upon receipt of the approved PPAF, the DPD CAS II or III proceeds with the finalization and printing of the CTP plate and endorses it to the DPD	None	1 hour 30 minutes	DPD CAS II or III

	PQCO II for quality checking. • Checks the printed CTP plate to ensure completeness and accuracy, if with correction returns to DPD CAS II or III for revision; otherwise, DPD PPCO IV endorses the said CTP plate to the Press and Bindery Division for printing. • Accomplishes and signs POF.		10 minutes	DPD PQCO II DPD CAS II or III DPD PPCO IV DPD DC III
	7. Prints and produces the requested printing materials *(Press activities*). • Assigns POF to the appropriate Offset printer and coordinates with the PMD Supply Officer for the release of the needed paper supplies and other printing materials; • Cuts and trims the bookpaper according to the prescribed size specification;	None	10 minutes 2 hours 2 hours	PBD Chief Pressman/ Division Chief III Paper Cutting Machine Operator or his alternate Head Pressman/ Printing Machine Operator

	• Sets offset printer and prints samples output for proofreading; • Proofreads sample print-outs; if with correction, returns to Printing Machine Operator for revision; otherwise, proceed with mass production; • Commences printing for full production. If serial numbers are required, proceed with the printing using the numbering machine; Note: - There shall be periodic monitoring during the printing session to ensure the best quality output. • Cuts and trims the printed forms and materials according to the required size.		15 minutes 2 days 6 hours 30 minutes	PBD Chief Pressman/ Division Chief III/ QCD Division Chief III Head Pressman/ Printing Machine Operator Chief Pressman Paper Cutting Machine Operator or his alternate

	• Forwards the printed forms and materials to the Quality Control Division; • Accomplishes and signs POF.		30 minutes	Chief Pressman PBD Division Chief
	8. Commences post-press activities. • Gathers and binds the printed forms and materials based on the requirements, if necessary put label; • Makes the necessary cuttings and trimmings adjustment of the printed forms and materials; • Conducts quality inspection and packing of the printed forms and materials. • If with defective printed forms/materials, returns to PBD for correction. Otherwise, transmits to PMD for release.	None	4 hours 1 hour 4 hours 1 hour	Binders Paper Cutting Machine Operator or his alternate QCD Sweepstakes Lottery Operations Officer III / Senior Sweepstakes Lottery Operations Officer / Ticket Checkers Production Planning and Control Officer IV

	• Accomplishes and signs POF.		10 minutes	QCD Division Chief
3. Receives the requested forms/printed materials	9. Releases printed forms/ materials to the requesting office/ department.	None	15 minutes	PMD Supply Officer II or III
Total		**None**	**7 calendar days**	

Disclosure Statement:

1. The duration of activity is under normal circumstances, subject to the availability of the printing machines and intended for the following printing materials:

Type of Forms/ Printed Materials	Quantity
Official and accountable forms	Above 5,000 units
Flyers/Brochures/Posters	Above 5,000 units

2. Processing time may differ depending on the quantity of requested forms and printed materials.

8. NOTARIAL SERVICES

The Notarial Services is rendered to PCSO Offices/Departments involving contracts and other legal documents (i.e. affidavits, PDS, SALN).

Office/Department/Division:	Legal Department
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who May Avail:	PCSO Department/Offices
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Documents to be notarized: a. Contracts: Four (4) Sets b. Other Legal Documents (i.e. affidavits, PDS, SALN) – Number of sets depends on the client's requirement, but at least two (2) original copies must be provided.	Client will provide the original sets of documents.
2. Valid Government issued Identification Card – one (1) original and one (1) photocopy	Client will provide the photocopy of the identification card.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Clerk IV/Administrative Assistant - JO	1. Checks completeness of the documents and stamped "received" the transmittal.	None	3 minutes	Clerk IV/ Administrative Assistant - JO

2. Get the receiving copy	2. Stamps, records documents in the Notarial Register. Logs/records notarized documents	None	Depends on the volume of documents	Clerk IV/ Administrative Assistant – JO; PCSO Notary
3. a) For single transaction b)For voluminous documents, wait for the notification if the documents are ready for pick up	3. Notifies the requestor if the documents were already notarized and ready for pick up	None	3 minutes Depends on the volume of documents	Clerk IV/ Administrative Assistant - JO
4. Proceed to the Clerk IV/ Administrative Assistant – JO	4. Release of notarized documents: Ensure that the document/s to be released were properly recorded in the logbook; Have the requestor sign over his/her printed name in the logbook as proof of his/her receipt of the notarized document/s including date and time.	None	5 minutes (for single transactions)	Clerk IV/ Administrative Assistant - JO
	TOTAL	**None**	**11 minutes**	

9. PAYMENT OF CASH CLAIMS CHARGEABLE AGAINST THE CASH ADVANCE FOR OPERATING FUND

Payment of PCSO related payments or reimbursements being paid over-the-counter by the TD authorized CDO that are being charged against this fund

Office/Department/Division:	Administrative Sector, Treasury Department (TD) Operating Fund Disbursement Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	PCSO Employees (Organic)
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly Audited Payroll/s 2. Invoice/s (Inspected by the ABD), when applicable 3. Processed Petty Cash Voucher (PCV), when applicable	Department/Offices concern Originating Department Originating Department

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the following for payment to Operating Fund Disbursement Division (window 2) a. Fully processed and audited payrolls b. Inspected Invoice (when applicable) c. Processed PCV, (when applicable)	1. Receives and reviews the following: a. Veracity of amount reflected in the submitted payrolls/ documents for payment b. Check the accuracy/validity of details of the submitted Invoice/s	None None	10 minutes per transaction	Cash Disbursing Officer/ Cashier
2. Receives payment/ reimbursement of claims	2. Pays/reimburses the claims of the client.	None	5 minutes per transaction	Cash Disbursing Officer/ Cashier

3. Count the money before leaving the counter. 4. The claimant takes the CSM survey	3. Remind the claimant to count the money before leaving the counter. 4. Request the claimant to take the CSM survey	None		Cash Disbursing Officer/ Cashier
T O T A L		**None**	**15 minutes per transaction**	

Note: *Cash advance is being liquidated as soon as it is utilized and when necessary, a new cash advance is drawn.*

10. PROCESSING OF ACKNOWLEDGEMENT RECEIPT OF EQUIPMENT AND INVENTORY CUSTODIAN SLIP

The Assets Management Division, Assets and Supply Management Department (ASMD) processes the request of the Procurement Division, General Services Department for the preparation of Acknowledgment Receipt of Equipment (ARE)/Inventory Custodian Slip (ICS) as attachment for the processing of payment.

Office or Division:	Assets and Supply Management Department, Assets Management Division
Classification:	Simple Transactions
Type of Transaction:	Government to Government
Who may avail:	PCSO's General Services Department (GSD)
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procurement Division, General Services Department submits the photocopies of Sales Invoice, Purchase Request and IAR for the preparation of ARE/ICS, whichever is applicable	1. Accepts the Sales Invoice, Purchase Request and Inspection and Acceptance Report (IAR) (photocopied) relative to newly purchased / delivered equipment and machineries procured through the GSD/BAC. 2. Assigns a property number/tag number in the Record Book for the newly purchased item/s. 3. Prepares ARE/ICS (3 copies) and tag sticker with the assigned property number/tag number and description/s of the item(s) and endorses to the Department Manager for his/her signature.	None	1 hour and 15 minutes	Property Appraiser / Assigned Assets Management Division Personnel

	4. Issues ARE/ICS to the concerned employee for signature. 5. Provides duplicate copy of signed ARE/ICS. 6. Attaches the tag sticker on the item and makes a permanent visible marking of the item's property number for future reference. Placement of tag stickers on the items should be guided by the following: • For ICT Equipment, sticker should be placed on the top part, except for Computer Monitors which should be placed on the upper right side (center part, if upper right side is not possible) of its back portion. • For Air-conditioner, sticker should be placed on the right side of the item (i.e. split-type, window-type, floor mounted) • For Furniture and Chairs, sticker should be placed on the side of the right armrest, and on the leg if with no armrest. • For Appliances and Accessories, sticker should be placed on the upper right side of its back portion (for fans, sticker may place near the buttons instead) • For Partitions, sticker should be placed on			

	the upper/glass portion since this is usually the part that is easily seen. • For all other assets, generally, sticker should be placed on the top, base portion or upper right side (front/back, as possible), as fitting. • For Motor Vehicles, duplicate copy of the signed ARE will not be immediately provided as this will be endorsed for final approval from the AGM for Administrative Sector. Once signed, the duplicate copy is provided to the concerned employee. 7. Provides copy to the GSD for payment purposes. 8. Posts the same in the Inventory System. 9. Files ARE/ICS to its designated folder.			
TOTAL			**1 hour and 15 minutes**	

11. PROCESSING OF PURCHASE REQUEST (PR) RELATIVE TO PURCHASE OF GOODS AND SERVICES

This process shows the steps undertaken by Budget Division, Accounting and Budget Department (ABD) in the processing of Purchase Request relative to purchase of goods and services by various PCSO Offices and Departments (Main Office).

Office/Department/Division:	Budget Division Accounting And Budget Department
Classification:	SIMPLE/COMPLEX
Type of Transaction:	G2G- Government to Government
Who May Avail:	Originating department who wants to make the purchase
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Properly accomplished Purchase Request (four (4) copies originally signed by the Budget Officer, Requisitioning Officer and Department Manager/Assistant General Manager of the originating department) 2. Request for Pre and Post Repair Inspection Report (if applicable) 3. Motor Pool Job Order Form 4. Job Evaluation Report/Job Request Form 5. Certificate of Emergency Purchase (for cash purchases amounting to Php 15,000.00 and below) 6. Request for Quotation of Prices for PRs amounting to Php1,000.00 and above) with Canvasser's Certification from a minimum of three (3) suppliers) 7. Certificate of Non-Availability of Stocks (for Emergency Purchases of Office Supplies amounting to Php 15,000.00 and below) 8. Letter Request 9. Project Design 10. Approved Recommendation (if applicable) 11. I.T. Evaluation Form 12. Approved Terms of Reference 13. Approved Activity Design 14. Approved Supplemental APP (if applicable) 15. Approved Budget Transfer/Realignment (if applicable)	Nos. 1-6 – Office pre-formatted forms No. 7 – Assets and Supply Management Department Nos. 8-9 – Requesting Entity No. 10 – Endorsing Department No. 11 – Information Technology Services Department No. 12-15 – Office/Originating Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit to Budget Division the properly accomplished Purchase Request (PR) together with the complete documentary requirements.	1.1. Receive the Purchase Request.	None	One (1) hour	Budget Division staff
	1.2. Check the documentary requirements if complete and check the items in the PR for budget inclusion and fund availability then submit to the Division Chief. • Simple • Complex (Bulk/SVP/Competitive Bidding)	None	• One (1) day & Six (6) hours • Three (3) days & Six (6) hours	Budget Division staff
	1.3. Review and affix initial or signature as follows: • Affix signature and certify fund availability for PR below Php 100,000.00 and endorse to Budget Division staff for release to approving officer. • Affix initial and submits to the Department Manager for PR amounting to Php 100,000.00 and above. • Simple • Complex (Bulk/SVP/Competitive Bidding)	None	• One (1) day • Two (2) days	Division Chief
	1.4. Certify fund availability and affix signature for the Purchase Request amounting to Php 100,000.00 and above and endorse to Budget	None	One (1) day	Department Manager

	Division staff for release to approving officer.			
	1.5. Forward duly signed PR to the approving officer, as follows: • Office of the Assistant General Manager for Php2,000,000.00 and below; • Office of the General Manager for above Php2,000,000.00	None	One (1) hour	Budget Division staff
	TOTAL • **Simple** • **Complex (Bulk/SVP/Competitive Bidding)**	None	• **Three (3) days** • **Five (5) days**	

12. PROCESSING OF PETTY CASH VOUCHER

This enumerates the procedural steps in processing of Petty Cash Vouchers of various PCSO Offices and Departments (Main Office).

Office/Department/Division:	Budget Division Accounting And Budget Department
Classification:	Simple/Complex
Type of Transaction:	G2G- Government to Government
Who May Avail:	Originating department who wants to make the reimbursement
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Properly accomplished Petty Cash Voucher form (three (3) copies originally signed by the Requestor and Department Manager of the originating department with assigned PCV number from Computerized Accounting System (CAS) or assigned PCV number from the Treasury Department if manually processed) 2. Attendance certified by the Department Manager/Head of Office/Committee Heads (for meals reimbursement) 3. Fully Accomplished Driver's Trip Ticket (for diesel/gasoline, RFID, parking, car wash and vulcanizing of tire reimbursement) 4. Fully processed Purchase Request relative to purchase of goods/equipment amounting to Php 15,000 and below. 5. Certification for Expenses Not Requiring Receipts (for expenses amounting to Php 300.00 and below except for establishments issuing receipts/invoices) 6. Reimbursement Expense Receipt (for expenses amounting to more than Php 300.00 but not exceeding Php 1,000.00 for establishments not issuing receipts/invoices) 7. Inventory Custodian Slip (if applicable)	Nos. 1-6 – Office/Originating Department - Pre-formatted form No. 7 – Assets and Supply Management Department

8. Certification (for Extraordinary and Miscellaneous Expenses) 9. Certification on date of use (for pre-loaded toll fee) 10. Gasoline Monitoring 11. Water Monitoring 12. Invoice/Sales Invoice/Cash Invoice/Service Invoice		Nos. 8-11 – Office/Originating Department No. 12 - From supplier/establishment where purchase was made		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**RESPONSIBLE PERSON**
1. Submit to Budget Division the properly accomplished Petty Cash Voucher together with the applicable documentary requirements.	1.1. Receive the Petty Cash Voucher (PCV)	None	One (1) hour	Budget Division staff
	1.2. Check the documentary requirements if complete. • Simple • Complex (bulk transactions)	None	• One (1) day • Two (2) days	Budget Division staff
	1.3. For PCV to be processed thru CAS, check the account code, cost center, amount, particulars and name of the authorized signatories in PCV. Check also other details in CAS such as the name and TIN of the vendor. Approve and submit to the Division Chief for approval.	None	One (1) hour	Budget Division staff

	For manual PCV, fund the PCV with the corresponding department code, account code and amount, and submit to the Division Chief for approval.			
	1.4. Approve and affix signature to the PCV and endorse to Budget Division staff for release • Simple • Complex (bulk transactions) .	None	• Six (6) hours • One (1) day and six (6) hours	Division Chief
2. Receive approved PCV.	2. Release/forward the approved PCV to the originating department.	None	One (1) day	Budget Division staff
	TOTAL • **Simple** • **Complex (bulk transactions)**	**None**	• **Three (3) days** • **Five (5) days**	

13. PROCESSING OF PROPERTY ACCOUNTABILITY

The Assets Management Division, Assets and Supply Management Department (ASMD) processes the request of PCSO employees for Condemnation, Transfer, Relief and Return from Property Accountability.

Office or Division:		Assets and Supply Management Department, Assets Management Division		
Classification:		Simple Transactions		
Type of Transaction:		G2G - Government to Government		
Who may avail:		PCSO Main Office		
Availability of Service:		Mondays to Fridays, 8:00am to 5:00pm		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Form		Assets and Supply Management Department (ASMD)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get a Request Form (Condemnation, Transfer, Relief from Property Accountability and Return of Property)	1. ASMD personnel provides the Request Form to the requesting department representative	None	30 seconds	Clerk / Secretary
2. Submit the duly approved Request Form	2. Receives the duly approved Request Form. • Surrender item/s if for Condemnation/ Storage of property/ies; • For transfer of property/ies, ASMD prepares the Acknowledgment Receipt of Equipment (ARE)/Inventory Custodian Slip (ICS) (3 copies) and endorses to the Department Manager for his/her signature	None	15 minutes	Assets Management Division Personnel

	• For Motor Vehicles, duplicate copy of the signed ARE will not be immediately provided as this will be endorsed for final approval from the AGM for Administrative Sector. Once signed, the duplicate copy is provided to the concerned employee. 3. Issues ARE/ICS to the concerned employee for signature. 4. Provides duplicate copy of signed ARE/ICS. 5. Updates the Inventory system			
TOTAL		**None**	**15 minutes and 30 seconds**	

14. PROCESSING FOR RELEASING OF CHECK CHARGEABLE AGAINST OPERATING FUND

Release of checks for payment of claims PCSO employees (Organic and Non-Organic) (1st and last salary, Honorarium, Per Diems of the BOD, Educational grants, reimbursements, unpaid draw pay, RATA , monetization, terminal leave pay, uncollected benefits) that are chargeable against the Operating Fund

OFFICE/DEPARTMENT/DIVISION:	Administrative Sector, Treasury Department, Operating Fund Disbursement Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G - Government to Government
WHO MAY AVAIL:	Various PCSO employees (Organic & Non organic) with claims
AVAILABILITY OF SERVICE:	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST REQUIREMENTS	**WHERE TO SECURE**
1. Valid Government issued ID's of p authorized representatives ✓ National ID ✓ Alien Certificate of Registration ✓ Barangay ID ✓ Employment ID ✓ Driver's License ✓ DSWD-4Ps ✓ AFP/PNP ✓ HDMF (PAG-IBIG) ✓ GSIS e-card ✓ IBP ID ✓ NBI ID/Clearance ✓ OWWA ID ✓ Philhealth card ✓ Police Clearance Certificate ✓ Postal ID ✓ PRC ID ✓ Senior Citizen's Card ✓ SSS ID Card ✓ TIN ID (BIR) ✓ UMID ✓ Passport-Philippine or Foreign ✓ Voter's ID ✓ NCWDP ID	Claimant/ Authorized Representative, Government Office Concerned
2. Duly notarized Special Power of Authority (SPA)/ Authorization (for authorized representatives)	Claimant/Payee/Authorized Representative Claimant/Payee/Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid I.D./s and/or SPA (for authorized representatives) to Operating Fund Disbursement Division (Window 2)	1. Verification of requirements presented by the Claimant/client	None	5 minutes per transaction (Steps 1 & 2))	Disbursing Officer/ Cashier
2. Receives check and affixes signature in the following: a. Box D of the DV b. Acknowledgement Receipt portion of the check c. Check Disbursement Registry	2. Releases check and require client to sign the following: a. Box D of the DV b. Acknowledgement Receipt portion of the Check c. Check Disbursement Registry	None		
3. The client takes the CSM survey	3. Request the client to take the CSM survey			
TOTAL		**None**	**5 minutes per Check transaction**	

15. PROVISION OF REQUEST FOR SERVICE VEHICLE PROCEDURE

This procedure involves the steps on how to avail the service vehicle by employees needing transportation in transacting official business/es outside the PCSO premises.

Office/Department/Division:	Administrative Sector, General Services Department, General Services Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may Avail:	PCSO Officials and Employees
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Vehicle Request Form (VRF) 2. Service Vehicle Trip Ticket Form (SVTTF)	General Services Department – General Services Division

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fills up Part 1 of VRF and A. of SVTTF	1.1 Receives and accomplishes Part II of VRF, verifying available drivers/vehicle and approval or disapproval of the request.	None	Within 20 minutes	*Administrative Assistant* *Senior Transportation Regulations Officer* *GSD Manager/ or duly his authorized representative*
2. Waits to be informed of the available transportation service. .	2.1 Informs the requestor of the approved request.	None	Within 5 minutes	*Senior Transportation Regulations Officer*
	2.2 Assigned driver accomplishes Part C of the SVTTF attached to the VRF and provides duplicate copy of the SVTTF to the Security Guard on duty on the entrance parking of Conservatory	None	Within 2 minutes	*Assigned Driver*

	Shaw Plaza Building.			
3. Proceeds with the official travel.	3.1 Drives the vehicle to its destination.	None	N/A	*Assigned Driver*
4. Employee accomplishes Part III of VRF and Part C of SVTTF after the travel/trip.	4.1 Assigned driver returns the vehicle to the parking area. 4.2 Security Guard on duty fills up Part D of the SVTTF. 4.3 Assigned driver submits the VRF and SVTTF to the Senior Transportation Regulation Officer for recording purposes.	None	Within 10 minutes	*Assigned Driver* *Security Guard*
TOTAL		**NONE**	**37 minutes**	

16. RECEIPT OF PAYMENTS FROM PCSO OFFICIALS AND EMPLOYEES

Receipt of payments in the form of cash/checks (Manager's/Cashier's checks) from employees for the refund of the unexpended portion of drawn Cash Advance, payment of dues to PCSO, return of overpayment of benefits and others.

Office/Department/Division	Administrative Sector, Treasury Department, Collection and Monitoring Division
Classification:	Simple
Type of Transaction:	Government to Client
Who May Avail:	Various Clients
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1, Present the duly Accomplished Order of Payment to Collection and Monitoring Division (window 4) a. Return unexpended portion of drawn cash advance b. Overpayment of assistance c. Excess in mobile account billing 2. Payment in the form of cash or checks	Concerned department Client/Payor

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Presents Order of Payment (OP) to Collection and Monitoring Division (Window 4)	1. Receives OP	None	3 minutes per transaction Simple (100 pcs paper bills) Complex (above 100 pcs paper bills)	Collecting Officers / Division Chief
2.Pays in the form of cash/checks as indicated in the OP	2. Checks if the details of the OP and payments matched.	None		Collecting Officers / Division Chief
3. Receives Official Receipt	3. Issues and signs Official Receipt (O.R.)	None	2 minutes per transaction	Division Chief/ Collecting Officers
TOTAL		**None**	**5 minutes per transaction**	

17. REQUEST FOR HR-RELATED DOCUMENTS (SERVICE RECORD, CERTIFICATE OF EMPLOYMENT)

This procedure starts from receiving document request up to releasing of certified true copy of the documents. This procedure manages the creation, revision and approval of document request.

Office/Department/Division:	Human Resources Department
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	PCSO Officials and Employees
Availability of Service	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Company ID	Personnel Relations and Services Division, Human Resources Department

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request and fill-up the Request for Documents Form	1.1. Receives employees' documents request	None	10 Minutes	Senior Administrative Assistant
	1.2. Review service card and update requested documents	None	2 working days review for certificate of employment	Senior Administrative Assistant
	1.3. If the requested certificate is with emolument, review the allowances and other benefits, (service record, certificate of employment). 1.4. Print/ initial service record, certificate of employment or certificate of employment with emolument forward to Personnel Specialist II for another checking and initials.	None	30 minutes review with proof reading of service record and certificate of employment	Senior Administrative Assistant

	1.5. Check document details For Service Record a) Check the Record of leaves absences without pay, appointment and salary grade if updated. b) If the service record is updated, initial the service record before endorsing the same to Personnel Specialist I. c) If the service record is with correction, revise and return to Senior Administrative Assistant II to update and print. d) Check the Record of leaves and absences without pay For Certificate of Employment a) If the certificate is, updated personnel-in-charge initial the certificate	None	2 days 30 Minutes 30 Minutes	Senior Administrative Assistant

	before endorsing the same to the Division Chief Iii. b) If the certificate is with correction, revise the certificate and return to the Senior Administrative Assistant II to print and update.			
	1.6. Review the Service Record Division Chief will verify the service record	None	30 minutes	Division Chief III
	1.7. Sign/certify service record a) If updated and correct, Division Chief will sign/certify the documents If with correction, Division Chief will return the service record to Senior Administrative Assistant II to update and print the documents.	None	30 Minutes 30 Minutes	Division Chief III, PRSD
2. Sign the logbook as proof of released of documents	2.1 Release the documents 2.2 Release the signed documents to the employee	None	5 minutes	Senior Administrative Assistant
	TOTAL	**None**	**4 working days**	

18. REQUEST FOR RECORDS

This procedure applies to requisitions pertaining to official and/or public documents being maintained and secured by the Central Records and Library Division.

Office/Department/Division:	Administrative Sector, General Services Department, Central Records and Library Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	PCSO Officials and Employees
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
A. CRLD Request Slips	CRLD-GSD

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Request Slip from CRLD	1. Provide the client with the request slip	None	1 minute	Client Records Officer IV/ Records Officer III/ Records Officer I/
2. Accomplishes the Request Slip	2.1 Receives the accomplished request slip. 2.2 Evaluates the purpose/ use and the type of document being requested and approves/ disapproves the request. (Purpose of the request are approved when it is for official and legal use consistent with FOI.)	None	1 minute	Division Chief/ Records Officer IV/ Records Officer III/ Records Officer I/
	2.3 Locates and retrieves records on file.	None	5 minutes when specific and complete information is provided as regards the	Records Officer IV/ Records Officer III/ Records Officer II

			records being requested	
	2.4 Releases the records	None	5 minutes	Records Officer IV/ Records Officer III/ Records Officer II
	Total	**None**	**12 minutes**	

19. REQUEST AND RELEASE OF CERTIFICATE OF EMPLOYMENT WITH EMOLUMENT

This procedure starts form receiving document request up to releasing or certified true copy of the documents. This procedure manages the creation, revision and approval of document request.

Office/Department/Division:	Human Resources Department
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	PCSO Officials and Employees
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Company ID	Employee Welfare and Benefits Division - Human Resources Department

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a Request for Certificate of Employment with Emolument	1. Receives request	None	30 Minutes	Senior Personnel Specialist
	2. Review/update employee's record of appointment, salary grade, allowances and other benefits	None	45 Minutes	Senior Personnel Specialist
	3. Print Certificate of Employment and check entry details	None	5 Minutes	Senior Personnel Specialist
	4. Sig/certify correctness of the certificate	None	5 minutes	Division Chief III EWBD
2. Sign the logbook as proof of receipt of documents	5. Release Certificate	None	1 Minute	Senior Personnel Specialist
TOTAL		**None**	**1 hour and 26 minutes**	

20. REQUEST FOR PRINTING AND PRODUCTION OF OFFICIAL/ ACCCOUNTABLE FORMS AND OTHER PRINTED MATERIALS (LOW VOLUME USING DIGITAL PRINTERS)

The Security Printing and Production Department (SPPD) conducts in-house printing and production of official/accountable forms and other printed materials to provide low-volume printing requirements of the agency and support for the day-to-day operations of the office.

Office or Division:	Security Printing and Production Department (SPPD)			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Departments/Offices under PCSO			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Printing Request Form (PRF) Sample lay-out of requested printed materials		SPPD- Processing and Monitoring Division Requesting office/department		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Requesting office/department submits duly signed Printing Request Form (PRF).	1. Receives the duly signed PRF from the requesting offices/ departments. • Checks completeness of documents and stamps “received” on the PRF; • Records PRF and other pertinent details; • Endorses PRF to the Processing and Monitoring Division (PMD).	None	10 minutes	ODM Secretary / Administrative Aide III

	2. Evaluates the received printing request. • Receives and records the details of the PRF in the logbook. • Prepares Printing Order Form (POF) and assigns control number for easy monitoring of the printing job, and forwards the same to Supply Officer III. • Checks availability of needed supplies and materials, and determines the type of the machine to be used. • Signs the POF and endorse the same to the PMD Division Chief. • Certifies and signs POF with regards to the type of machine needed, design availability, volume needed, availability of printing	None	15 Minutes 15 minutes 10 minutes	PMD Supply Assistant Supply Officer III PMD Division Chief

	supplies and materials, and endorse the same to the Design and Production Division (DPD).			
	3. Receives the POF, records and logs relevant details, and assigns the preparation of the layout design to the available Creative Arts Specialist.	None	10 minutes	DPD PPCO IV
	4. Prepares the layout design based on the technical specifications or sample provided by the requesting office or department (pre-press activities). • Prepares and prints a sample layout, then endorses it to the DPD PQCO II for proofreading and quality check. • Proofreads and checks the printed sample for compliance with the prescribed specifications. If not compliant, returns it to the DPD CAS II or III for revision. Otherwise, the DPD PPCO IV endorses the	None	3 hours 1 hour	DPD CAS II or III DPD PQCO II DPD CAS II or III DPD PPCO IV

	printed sample, to the requesting office or department for confirmation and concurrence regarding completeness and accuracy.			
2. Verifies, confirms, and accepts the correctness of the printed sample(s) and signs the printed sample; otherwise, returns it to the SPPD for revision.	5. Awaits confirmation from the requesting office or department. If corrections are needed, informs the DPD DC III and instructs the DPD CAS II or III to make the necessary revisions to the layout; otherwise, proceeds with the printing using the digital printer.	None	4 hours	DPD PPCO IV DPD DC III DPD CAS II or III
	6. Prints and produces the requested printing materials. • Coordinates with the PMD Supply Officer for the release of the needed paper supplies and other printing materials; • Cuts and trims the bookpaper according to the prescribed size specification; • Receives the paper materials	None	10 minutes 30 minutes 10 minutes	DPD PPCO IV Paper Cutting Machine Operator or his alternate DPD CAS II or III

	and prints a sample for proofreading; • Proofreads the printed sample. If corrections are needed, returns it to CAS II or III for necessary revision; otherwise, proceeds with mass production; • Commences printing for full production. Note: - There shall be periodic monitoring during the printing session to ensure the best quality output. • Endorses the printed materials to the PBD for the necessary cuttings and trimmings. • Cuts and trims the printed forms and materials according to the required size. • Forwards the printed forms and materials		15 minutes 4 hours 10 minutes 30 minutes 15 minutes 10 minutes	DPD PQCO II CAS II or III CAS II or III DPD PPCO IV & DPD PQCO II DPD PQCO II Paper Cutting Machine Operator or his alternate Production Planning & Control Officer IV

	to the Quality Control Division; • Accomplishes and signs POF.			PBD Division Chief
	7. Conducts post-printing activities. • Gathers and binds the printed forms and materials based on the requirements, if necessary put label;	None	3 hours	Binders
	• Makes the necessary cuttings and trimmings adjustment of the printed forms and materials, if necessary;		30 minutes	Paper Cutting Machine Operator or his alternate
	• Conducts quality inspection and packing of the printed forms and materials.		3 hours	QCD Sweepstakes Lottery Operations Officer III / Senior Sweepstakes Lottery Operations Officer / Ticket Checkers
	• If with defective printed forms/materials, returns to DPD for correction. Otherwise, transmits to PMD for release.		1 hour	QCD Production Planning and Control Officer IV

	• Accomplishes and signs POF.		10 minutes	QCD Division Chief
3. Receives the requested forms/printed materials	8. Releases printed forms/ materials to the requesting office/ department.	None	15 minutes	PMD Supply Officer II or III
Total		**None**	**3 calendar days**	

Disclosure Statement:

1. The duration of activity is under normal circumstances, subject to the availability of the printing machines and intended for the following printing materials:

Type of Forms/ Printed Materials	Quantity
Official and accountable forms	5,000 units and below
Flyers/Brochures/Posters	5,000 units and below
Bound brochures/manuals	Up to 20 copies with 100 pages or below
Calling cards	400 pieces and below

2. Processing time may differ depending on the quantity of requested forms and printed materials.

21. REQUEST FOR UPLOADING OF WEBSITE CONTENT

The service includes uploading of contents on the agency's corporate website such as PCSO articles, draw result details and bidding documents to inform the public. The process starts with updating the content of the website up to the creation of the feedback report.

Office or Division:	Information Technology Services Department (ITSD)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	PCSO Corporate Planning Department (CPD), Bids & Awards Committee (BAC), Gaming Technology Department (GTD) and Data Security Division (DSD)
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Information or files to be posted	Concerned Department
For CPD & BAC concerns: Change Request Form (CRF)	Go to PCSO website (https://www.pcso.gov.ph/), click the "Downloads" tab, then click "Change Request Form for Web Upload" and print the form
For GTD & DSD concerns: Cotejo (Official Draw Results) Form 1. *Details from the Cotejo Form will be encoded to the **Lotto Results Information System (LRIS)** – a system used to encode the lotto results to PCSO website* 2. *Scanned Cotejo Form to be uploaded*	Gaming Technology Department (GTD) and Data Security Division (DSD)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish the Form For CPD & BAC: CRF together with the information and files (soft copy) to be posted on the website	1. Receive Change Request Form (CRF) or Cotejo Form	None	15 minutes	For CPD and BAC concerns: ITSD-SWGD personnel For GTD & DSD concerns: ITSD assigned personnel

For GTD & DSD: Cotejo Form with official draw results to be encoded on LRIS and posted on the website	Obtain content from: CPD – news, activities, directories, contact information, etc. BAC – for bidding concerns GTD & DSD – lotto draw and other game draw results	None	15 minutes	For CPD and BAC concerns: ITSD-SWGD personnel For GTD & DSD concerns: ITSD assigned personnel
	For CPD & BAC concerns: a. Upload files to be posted on the website b. Verify the execution of CRF	None	Within the day	ITSD-SWGD personnel
	For GTD & DSD concerns: a. Encode the details from the Cotejo Form using LRIS b. Scan the Cotejo Form c. Upload the scanned Cotejo Form on the website	None	30 minutes	ITSD assigned personnel

2. Review the uploaded document and updates For CPD & BAC: Verify the updates and changes made on the website For GTD & DSD: DSD assigned personnel will verify the encoded lotto results and uploaded document on the website	2. Inform the said departments that the information is already posted on the website	None	15 to 30 minutes	For CPD and BAC concerns: ITSD-SWGD personnel For GTD & DSD concerns: ITSD assigned personnel
3. Acknowledge receipt of the service rendered For CPD & BAC: Affix client's signature on the Change Request Form	3.1 Request client to acknowledge receipt of the service by affixing client's signature on the form	None	10 minutes	ITSD-SWGD personnel
	3.2 Document and file the accomplished Change Request Form	None	5 minutes	ITSD-SWGD personnel
4. For GTD & DSD: Receive copy of signed Cotejo Form from ITSD assigned personnel	4.1 Sign the Cotejo Form and give a copy to GTD & DSD	None	5 minutes	ITSD assigned personnel
	4.2 Document and file the original copy of Cotejo Form	None	5 minutes	ITSD assigned personnel
	TOTAL	**none**	**3 hours**	

22. TECHNICAL SUPPORT FOR INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) – HARDWARE

Technical support for ICT hardware component is provided by the Information Technology Services Department – Network Administration and Technical Support (ITSD-NATS) Division to PCSO employees in need of assistance for technical problems in ICT equipment and devices such as printers, scanners, computers and its peripherals, network connection and internet connections. To improve the delivery of IT support services to its clients, the Job Order Request Electronic Logs (JOREL) Web Application was develop to track and generate ITSD-NATS Job Order reports for ICT Technical Support. The said application also provides a documented information on the entire process of IT support from the time the request is made, resolution of the problem up to provision of client feedback.

Office or Division:	Information Technology Services Department (ITSD) – Network Administration & Technical Support (NATS) Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	PCSO employees
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ITSD Online Help Desk (OHD) via PCSO Website to report ICT technical problem	PCSO Corporate Website
Memorandum from the requesting department/office to ITSD	Requesting department/office
Job Order Request Form	Go to PCSO website (https://www.pcso.gov.ph/) , click "Downloads" tab, the click "Job Order Request Form (ITSD)" and print the form

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the ICT-hardware related problem encountered using OHD.	1. Personnel shall access the OHD application for records on queue to view the clients' requests for ICT-hardware related problem.	None	15 to 20 minutes	ITSD personnel

	2. Access the OHD ticket number to assess the clients' ICT-hardware related problem details.	None	20 to 30 minutes	ITSD-NATS personnel
	3. Troubleshoot the reported technical problems ➢ For simple request ➢ For complex request *(Note: provided that the parts are available)*	None	➢ Within the day ➢ Within 3 working days	ITSD-NATS personnel
	4. Update the OHD ticket entry details on the diagnosis and solution entries	None	10 to 15 minutes	ITSD-NATS personnel
	5. Review then close the OHD ticket	None	5 to 10 minutes	ITSD-NATS personnel
	Total	**None**	**1 day for simple request** **3 working days for complex technical problem**	

23. WORK PROCESS REQUEST

This procedure applies to requisitions being received by the General Services Division for repairs, fabrication, construction and general services concerns.

Office/Department/Division:	Administrative Sector, General Services Department, General Services Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	PCSO Officials and Employees
Availability of Service:	Mondays to Fridays, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
A. Job Request Form	General Services Department-GS Division or download from the PCSO website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting personnel/ office secures and fills up JRF from GSD or the PCSO website.	1.1 Receives accomplished Job request form. 1.2 Records all requests.	None	5 minutes	Administrative Assistant/ Requesting party
	1.3 Evaluates the concern and determine nature of work requested. 1.4 Assigns to the Appropriate section/Technician	None	10 minutes	Engineer V/ Section Chiefs
	1.5 Assesses and determines the action to be taken. 1.6 Performs the following appropriate actions: - If spare parts and materials are available or not required, repair may proceed. - If spare parts and materials are not available and/or outside contract services are required,	None	- if spare parts are available or not required and non-availability of GSD Technician – **for scheduling and to be prioritized** - if spare parts are available	Engineer V/ Section Chiefs/ GSD Technician

Provides feedback, remarks, and acknowledge the job performed.	accomplish JER and PR and other pertinent documents for the purchase of the needed materials needed. - In case a major defect is found in the structure/equipment of rented office spaces and building, inform the Section Chiefs. 1.7 Assigned GSD personnel/ technician accomplishes the actual job performed, status, and remarks on the JRF 1.8 Request the client (requesting office) to acknowledge the job performed and provide feedback/ remarks. 1.9 Submits the duly acknowledged JRF to the respective Section Chief		or not required – **within the day** - will go to the PR process if materials and outside services are required	
	1.10 Records and files completed JRF 1.11 Logs records	None	Within 15 minutes	Administrative Assistant
	Total	**None**	**one (1) day**	

BRANCH OFFICES

EXTERNAL SERVICES

1. APPLICATION FOR MEDICAL ASSISTANCE PROGRAM (MAP) IN THE BRANCH OFFICES

To provide timely and responsive medical assistance to individuals with health-related problems seeking financial help to PCSO Branch Offices nationwide.

Office/Department/Division:	Branch Offices
Classification:	Complex
Type of Transaction:	G2C- Government to Citizens
Who May Avail:	Patient or duly authorized representative
Availability of Service	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
General Requirements: • PCSO MAP Application Form	 • PCSO Office and / or Website www.pcso.gov.ph
• Copy of the Valid Government Issued ID of the patient and representative	• BIR, Post Office, DFA , PSA, SSS, GSIS, Pag-Ibig, LTO, and other Government Agencies
• School ID for minors	• Educational Institutions, Learning Center, Colleges, or Universities
• Birth Certificate for newborn up to 5 years old	• PSA
Specific Requirements: **Confinement:** • Original or Certified True Copy of the Clinical / Medical Abstract/ Discharge Summary with full name, signature and license number of the attending physician	 • Attending Physician
• Original Statement of Account with full name and signature of the Billing Officer with PhilHealth, Senior Citizen or HMO deductions.	• Hospital Billing Office of the Hospital / Medical Facility
• If discharged: Validly executed Promissory Note by the Hospital Representative indicating the remaining balance from the hospital.	• Hospital Billing Office of the Hospital / Medical Facility
• For Medico-Legal Cases: Copy of the Vehicular/Police Report.	• Police precinct wherein the incident was reported.

Erythropoietin (Dialysis Injection) • Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician	• Attending Physician
• Original Prescription of Epoetin Injection with full name, signature and license number of the attending physician	• Attending Physician
• Original copy of endorsement and quotation (applicable for Dialysis Center and hospital)	• Hospital / Health Facilities
• Three (3) official quotations from 3 different suppliers if the medicine is not available in the dialysis center / hospital	• Suppliers
Chemotherapy Drugs • Original or certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician	• Attending Physician
• Original Prescription with full name, signature and license number of the attending physician	• Attending Physician
• Original or Certified True Copy of Treatment Protocol with full name, signature and license number of the attending physician	• Attending Physician
• Three (3) official quotations from 3 different suppliers if the medicine is not available in the hospital / health facility	• Suppliers
Hemodialysis • Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician	• Attending Physician
• Original endorsement with official quotation from the Dialysis Center / Hospital	• Hospital / Health Facility
• Certification of PhilHealth benefits availed from the Dialysis Center/Hospital or Certification of PhilHealth exhaustion	• PhilHealth / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
Radiation Therapy • Original or Certified True Copy of the Clinical or Medical Abstract with full name,	• Attending Physician

signature and license number of the attending physician • Original quotation from the Hospital • Certification of PhilHealth benefit availed from the Hospital	• Hospital • PhilHealth / Hospital
Laboratory, Diagnostic & Imaging Requests (except for routine laboratory examination) • Original or Certified True Copy of the Clinical or Medical Certificate with full name, signature and license number of the attending physician • Original copy of request of the laboratory / diagnostic and imaging request • Official Quotation from the Hospital / Diagnostic Center	• Attending Physician • Attending Physician • Hospital / Diagnostic Center
Implant and Medical Devices • Original or Certified True Copy of the Clinical or Medical Certificate with full name, signature and license number of the attending physician • Original copy of prescription with full name, signature and license number of the attending physician • Schedule of operation as certified by the attending physician • Three (3) official quotations from 3 different suppliers if the medicine is not available in the hospital • Unified Intake Sheet (for Malasakit Center Patients)	• Attending Physician • Attending Physician • Attending Physician • Suppliers / Hospital • Malasakit Center in Government Hospitals
Specialty Medicines *(Hemophilia, Post Kidney/Liver Transplant medicines, Rheumatoid Arthritis, Anti Lupus, Hematologic and Auto-Immune Disease (lvlg), Psoriasis, Orphan Disease, Idiophatic Thrombocytopenic Purpura (ITP), Thalassemia and Neuro-Psychiatric)* • Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician	• Attending Physician

• Original Prescription with full name, signature and license number of the attending physician	• Attending Physician
• Original or Certified True Copy of Treatment Protocol with full name, signature and license number of the attending physician	• Attending Physician
• Three (3) official quotations from 3 different suppliers if the medicine is not available in the hospital	• Suppliers
Rehabilitation Therapy	
• Original or Certified True Copy of the Clinical or Medical Certificate with full name, signature and license number of the attending physician	• Attending Physician
• Original copy of prescription with full name, signature and license number of the attending physician	• Attending Physician
• Official Quotation from the health facility where the therapy will be performed	• Hospital / Health Facility
Catastrophic Illness ***Kidney/Liver/Lung/Pancreatic/Heart Transplant Organ/Organ Transplant (prior to or during admission/scheduled procedure with living donor***	
• Original or Certified True Copy of the Clinical or Medical abstract with full name, signature and license number of the attending physician	• Attending Physician
• Certification from the attending physician that the patient is due for transplant procedure including the patient's non-availability to avail the Z-Benefit for kidney transplant of PhilHealth	• Attending Physician
Organ Transplant (cadaveric donor)	
• Original or Certified True Copy of the Clinical or Medical abstract with full name, signature and license number of the attending physician	• Attending Physician
• Original Statement of Account with full name and signature of the Billing Officer	• Hospital
• Duly signed copy of operative	• Attending Physician

Coronary Artery Bypass Graft (CSBG) (prior to or during admission but to exclude Surgical Package Deal cases) • Original or Certified True Copy of the Clinical or Medical abstract with full name, signature and license number of the attending physician • Certification from the attending physician that the patient is due for transplant procedure including the patient's non-availability to avail the Z-Benefit of PhilHealth	• Attending Physician • Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished IMAP application form and requirements.	1.1 Receives the request and checks completeness of the requirements. Records the request in the database.	None	30 minutes per case	Social Worker
	1.2 Evaluates the request and prepares recommendation of the amount of assistance to be extended by PCSO for medical assistance	None	2 hours	Social Worker
	1.3 Approves the amount of assistance to be extended by PCSO	None	1 hour	Branch Manager
	1.4 Prepares the Guarantee Letter for issuance to the Patient	None	2 hours	Data Encoder/Social Worker
	1.5 Approves the Guarantee Letter	None	15 minutes	Branch Manager
2. Receipt of Guarantee Letter.	2. Releases the Guarantee Letter to Patient	None	15 minutes	Social Worker
	TOTAL	**None**	**Within 24 hours**	

2. ONLINE APPLICATION FOR MEDICAL ASSISTANCE PROGRAM (MAP) IN THE BRANCH OFFICES

To provide timely and responsive medical assistance to individuals with health-related problems seeking financial help thru MAP online in the Branch Offices:

Office/Department/Division:	Branch Offices
Classification:	Simple
Type of Transaction:	G2C- Government to Citizens
Who May Avail:	Patient or duly authorized representative
Availability of Service	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
General Requirements: • PCSO MAP Application Form • Copy of the Valid Government Issued ID of the patient and representative • School ID for minors • Birth Certificate for newborn up to 5 years old	 • PCSO Office and / or Website www.pcso.gov.ph • BIR, Post Office, DFA , PSA, SSS, GSIS, Pag-Ibig, LTO, and other Government Agencies • Educational Institutions, Learning Center, Colleges, or Universities • PSA
Specific Requirements: **Confinement:** • Original or Certified True Copy of the Clinical / Medical Abstract/ Discharge Summary with full name, signature and license number of the attending physician • Original Statement of Account with full name and signature of the Billing Officer with PhilHealth, Senior Citizen or HMO deductions. • If discharged: Validly executed Promissory Note by the Hospital Representative indicating the remaining balance from the hospital. • For Medico-Legal Cases: Copy of the Vehicular/Police Report.	 • Attending Physician • Hospital Billing Office of the Hospital / Medical Facility • Hospital Billing Office of the Hospital / Medical Facility • Police precinct wherein the incident was reported.

Erythropoietin (Dialysis Injection) • Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician • Original Prescription of Epoetin Injection with full name, signature and license number of the attending physician • Original copy of endorsement and quotation (applicable for Dialysis Center and hospital) • Three (3) official quotations from 3 different suppliers if the medicine is not available in the dialysis center / hospital	• Attending Physician • Attending Physician • Hospital / Health Facilities • Suppliers
Chemotherapy Drugs • Original or certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician • Original Prescription with full name, signature and license number of the attending physician • Original or Certified True Copy of Treatment Protocol with full name, signature and license number of the attending physician • Three (3) official quotations from 3 different suppliers if the medicine is not available in the hospital / health facility	• Attending Physician • Attending Physician • Attending Physician • Suppliers
Hemodialysis • Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician • Original endorsement with official quotation from the Dialysis Center / Hospital • Certification of PhilHealth benefits availed from the Dialysis Center/Hospital or Certification of PhilHealth exhaustion	• Attending Physician • Hospital / Health Facility • PhilHealth / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment
Radiation Therapy • Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician	• Attending Physician

• Original quotation from the Hospital • Certification of PhilHealth benefit availed from the Hospital	• Hospital • PhilHealth / Hospital
Laboratory, Diagnostic & Imaging Requests (except for routine laboratory examination)	
• Original or Certified True Copy of the Clinical or Medical Certificate with full name, signature and license number of the attending physician	• Attending Physician
• Original copy of request of the laboratory / diagnostic and imaging request	• Attending Physician
• Official Quotation from the Hospital / Diagnostic Center	• Hospital / Diagnostic Center
Implant and Medical Devices	
• Original or Certified True Copy of the Clinical or Medical Certificate with full name, signature and license number of the attending physician	• Attending Physician
• Original copy of prescription with full name, signature and license number of the attending physician	• Attending Physician
• Schedule of operation as certified by the attending physician	• Attending Physician
• Three (3) official quotations from 3 different suppliers if the medicine is not available in the hospital	• Suppliers / Hospital
• Unified Intake Sheet (for Malasakit Center Patients)	• Malasakit Center in Government Hospitals
Specialty Medicines *(Hemophilia, Post Kidney/Liver Transplant medicines, Rheumatoid Arthritis, Anti Lupus, Hematologic and Auto-Immune Disease (lvlg), Psoriasis, Orphan Disease, Idiophatic Thrombocytopenic Purpura (ITP), Thalassemia and Neuro-Psychiatric)*	
• Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician	• Attending Physician
• Original Prescription with full name, signature and license number of the attending physician	• Attending Physician

• Original or Certified True Copy of Treatment Protocol with full name, signature and license number of the attending physician • Three (3) official quotations from 3 different suppliers if the medicine is not available in the hospital	• Attending Physician • Suppliers
Rehabilitation Therapy • Original or Certified True Copy of the Clinical or Medical Certificate with full name, signature and license number of the attending physician • Original copy of prescription with full name, signature and license number of the attending physician • Official Quotation from the health facility where the therapy will be performed	• Attending Physician • Attending Physician • Hospital / Health Facility
Catastrophic Illness ***Kidney/Liver/Lung/Pancreatic/Heart Transplant Organ/Organ Transplant (prior to or during admission/scheduled procedure with living donor*** • Original or Certified True Copy of the Clinical or Medical abstract with full name, signature and license number of the attending physician • Certification from the attending physician that the patient is due for transplant procedure including the patient's non-availability to avail the Z-Benefit for kidney transplant of PhilHealth	• Attending Physician • Attending Physician
Organ Transplant (cadaveric donor) • Original or Certified True Copy of the Clinical or Medical abstract with full name, signature and license number of the attending physician • Original Statement of Account with full name and signature of the Billing Officer • Duly signed copy of operative	• Attending Physician • Hospital • Attending Physician
Coronary Artery Bypass Graft (CSBG) (prior to or during admission but to exclude Surgical Package Deal cases) • Original or Certified True Copy of the Clinical or Medical abstract with full	• Attending Physician

name, signature and license number of the attending physician • Certification from the attending physician that the patient is due for transplant procedure including the patient's non-availability to avail the Z-Benefit of PhilHealth	• Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to www.pcso.gov.ph and click E-Services to proceed to the Online application. Fill-in the basic information of the patient and upload the scanned documentary requirements.	1. MAP Online Application system automatically send notification that request was successfully received	None	13 minutes/ case	CAD Controller
1.1.Receive notification confirming that his/ her request was successfully accepted by the NCR Online Application				
1.2.Receive notification on the status of the case	1.1 Review the encoded relevant information and check the completeness of the documents. If incomplete, send notification on the status of the case.			
	1.2 If complete, endorse /forward the case to social workers.			
	2. Validate the data and authenticity of scanned documents. 2.1.Determine the amount recommended based on existing guidelines and available budget. If	None	10 minutes/ case	CAD Social Worker

	found incomplete return to controller for notification			
3.Receive notice of approval	3. Confirm and approve the recommended amount of assistance. 3.1. The system shall notify the applicant/ patient once the approval was made within 24 hours	None	2 minutes/ case	CAD Supervisor/ Division Chief / CAD Manager
4.Print Claim Slips (CS) or Guarantee Letter (GL) and MAP application Form 4.1.Attach original copies of the documentary requirements 4.2.Proceed to the Partner Health Facility (PHF) to present all the documents.		None		
	TOTAL	**None**	**Within 24 hours**	

3. PAYMENT OF PRIZES FOR LOTTO TICKETS IN THE BRANCH OFFICES

This procedure starts with the validation of lotto winning ticket(s), processing of prize claim up to the release of prize to claimant for winning ticket(s) validated within one (1) year from the draw date.

Office/Department/Division:	Branch Operations Sector Branch Offices
Classification:	Simple
Type of Transaction:	Government to Citizens (G2C) and Government to Business (G2B)
Who May Avail:	Sweepstakes Winners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
2. Lotto Winning Ticket	Claimant
3. Two (2) Valid Identification Card (Government issued ID – Photocopy)	BIR, Post Office, DFA , PSA, SSS, GSIS, Pag-Ibig, LTO, and other Government Agencies
4. Winner's Profile Form	PCSO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Gives the winning ticket	• Provide the claimant with the Winner's Profile Form and requests the claimant to fill-up the form. • Check if the ticket is signed and if the signature matches with the IDs presented by the claimant. If the ticket is not signed, ask the claimant to sign the back portion of the ticket, then match the signature with the IDs presented. • Endorse the claimant to the Cash Clerk / Designated Personnel for machine validation of ticket.	None	15 minutes	Officer of the Day

	▪ Receive and check the ticket for the following: 2. If the ticket is duly signed by the claimant 3. Check the condition of the ticket to detect any sign of non-conformity such as: a) Sign(s) of mutilation(s) such as torn ticket and signs of exposure to heat, water or oil (Blackening of ticket) b) Tampering c) Illegibility (faint / blurred) ▪ Compare signature vis-à-vis the two (2) valid government issued IDs presented. ***Notes:*** *If claimant is other than the winner, present the following original documents:* *1. Notarized Special Power of Attorney from the winner or Notarized Letter of Authorization.* *2. Two (2) valid IDs of the winner.* *3. Two (2) valid IDs of the authorized representative.* *4. If valid IDs are not available, submit*	None	15 minutes	Cash Clerk

	NBI / Police Clearance. ▪ If there are multiple signatures at the back of the ticket, present the following original documents: 1. Notarized Quit Claim of all signatories except for the claimant. 2. Notarized Special Power of Attorney authorizing the claimant. 3. Two (2) valid IDs of all other signatories. 4. Two (2) valid IDs of claimant. ▪ Validate the ticket at the lotto machine / terminal ***Notes:*** *In case the machine will not validate the ticket, manually enter the TSN into the validating machine.* *In case of discrepancy of signature between the ticket and the ID's presented, the cash clerk shall request for presentation of other valid government issued IDs that will match the signature of the claimant in the ticket. If claimant cannot present other IDs, refer to the Legal Department.* *In case of technical problem such as*			

	faint/blurred ticket, incomplete TSN, unreadable barcode, or failure to print the Prize Pay Receipt, refer to Gaming Technology Department for technical evaluation. *In case of validated tampering of ticket, refer to Legal Department for appropriate action*			
1. Signs the Processed Claims Log and Monitoring Sheet	If the prize claim is ₱ 10,000.00 and below: 1. Record the details in the Processed Claims Log and Monitoring Sheet and sign/initial the ticket's front side lower right portion. 2. Request the claimant to sign the Processed Claims Log and Monitoring Sheet and pay the amount due from the cash from sales (assigned terminal). - If the cash from sales is not sufficient, the Cash Clerk/ Designated Personnel shall accomplish a Petty Cash Voucher (PCV), endorse the PCV to the Branch Manager / Head for approval, and request the cash from the Cashier / designated personnel to be charged to the Prize Revolving Fund.	None	1 hour	Cash Clerk / Designated Personnel

	Note: *In the absence of Branch Manager / Branch Head, the next in rank or designated personnel shall approve the PCV*			
	If the prize is above ₱10,000.00 up to ₱ 300,000.00, perform the following: 1. Fill out the Prize Claim Form and prepare the Disbursement Voucher. 2. Endorse the Prize Claim Form, Disbursement Voucher, winning ticket and valid IDs to the Branch Accountant 3. The Branch Accountant shall verify the authenticity of the ticket, information provided by the claimant in the Prize Claim Form, Disbursement Voucher, and other documents presented. 4. In the absence of the Accountant, the Assistant Branch Manager or the Administrative Officer shall verify the authenticity of the ticket and information provided by the claimant and sign the DV 5. Prepare the Certificate of Final			Cash Clerk / Designated Personnel Branch Accountant / Assistant Branch Manager / Administrative Officer Cash Clerk / Designated Personnel

	Tax withheld (BIR Form 2306) and endorse to Branch Manager / Branch Head 6. Approve and sign the Disbursement Voucher and supporting documents and endorse to Cashier / Designated Personnel 7. Prepare the check and endorse to Branch Manager / Branch Head for approval. 8. Sign the check and return to Cashier. **Note:** *If prize is more than P300,000.00, instruct claimant to proceed to the PCSO Main Office.*			Branch Manager / Branch Head / next in rank / designated officer Branch Cashier / Designated Personnel Branch Manager / Branch Head or Alternate Signtory
2. Receives payment for the winning ticket	2.1 Provide the claimant with CSM Questionnaire 2.2 Photocopy the check. 2.3 Instruct claimant to sign photocopied documents and sign the Warrant Register. 2.4 Release the check to the claimant and return IDs.	None	10 minutes	Cashier/ Cash Clerk
	Total	**None**	**1 hour and 40 minutes**	

4. PAYMENT OF PRIZES FOR SWEEPSTAKES TICKETS IN THE BRANCH OFFICES

This procedure starts with the validation of sweepstakes winning ticket(s), processing of prize claim up to the release of prize to claimant for winning ticket(s) validated within one (1) year from the draw date.

Office/Department/Division:	Branch Operations Sector Branch Offices
Classification:	Simple
Type of Transaction:	Government to Citizens (G2C) and Government to Business (G2B)
Who May Avail:	Sweepstakes Winners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Winning Ticket	Claimant
2. Two (2) Valid Identification Card (Government issued ID – Photocopy)	BIR, Post Office, DFA , PSA, SSS, GSIS, Pag-Ibig, LTO, and other Government Agencies

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Gives the winning ticket	1.1 verifies the authenticity of the winning ticket	None	3 minutes	Cash Clerk IV / designated personnel
	1.2 Sweepstakes – minor prizes will be immediately paid, major prizes will be processed and paid by the Head Office	None	10 minutes	Clerk
	1.3 Verifies the authenticity of the ticket and the claimant	None	5 minutes	Accountant
	1.4 Prepares the check	None	5 minutes	Cashier
	1.5 Approves the payment	None	5 minutes	Branch Manager or the Authorized Officer
2. Receives payment for the winning ticket	Issue the corresponding check to the claimant	None	2 minutes	Cashier
	Total	**None**	**30 minutes**	

5. PROCESSING OF DISBURSEMENT VOUCHERS (DVS) FOR UTILIZED GUARANTEE LETTERS (GLs) IN THE BRANCH OFFICES

This process covers the payment of utilized MAP Guarantee Letters issued by the Branch Offices, starting from the receipt of Statement of Account (SOA) along with the complete documentary requirements, and ensures compliance with the disbursement procedures.

Office/Department/Division:	Branch Offices
Classification:	Complex
Type of Transaction:	Government to Citizens (G2C) Government to Business (G2B)
Who May Avail:	Patient or duly authorized representative. (Partner Health Facilities and Medical Suppliers)
Availability of Service	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
General Requirements: • PCSO MAP Application Form • Copy of the Valid Government Issued ID of the patient and representative • School ID for minors • Birth Certificate for newborn up to 5 years old	 • PCSO Office and / or Website • BIR, Post Office, DFA , PSA, SSS, GSIS, Pag-Ibig, LTO, and other Government Agencies • Educational Institutions, Learning Center, Colleges, or Universities • PSA
Specific Requirements: **Confinement:** • Original or Certified True Copy of the Clinical / Medical Abstract/ Discharge Summary with full name, signature and license number of the attending physician • Original Statement of Account with full name and signature of the Billing Officer (Net of deductions from PHIC, HMO, SC, and other discounts) • If patient has been discharged but with outstanding bill, duly notarized Promissory Note	 • Attending Physician • Medical Institutions/Hospitals • Patient / Medical Institutions / Hospitals

• Unified Intake Sheet (for Malasakit Center Patients)	• Malasakit Center in Government Hospitals
Erythropoietin (Dialysis Injection) *Patient not undergoing Hemodialysis procedure*	
• Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician	• Attending Physician
• Original Prescription of Epoetin Injection with full name, signature and license number of the attending physician	• Attending Physician
• Original copy of endorsement and quotation (applicable for Dialysis Center and hospital)	• Hospital / Health Facilities
• Three (3) official quotations from 3 different suppliers if the medicine is not available in the dialysis center / hospital	• Suppliers
• Unified Intake Sheet (for Malasakit Center Patients)	• Malasakit Center in Government Hospitals
Chemotherapy Drugs	
• Original or certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician	• Attending Physician
• Original Prescription with full name, signature and license number of the attending physician	• Attending Physician
• Original or Certified True Copy of Treatment Protocol with full name, signature and license number of the attending physician	• Attending Physician
• Three (3) official quotations from 3 different suppliers if the medicine is not available in the hospital / health facility	• Suppliers
• Unified Intake Sheet (for Malasakit Center Patients)	• Malasakit Center in Government Hospitals
Hemodialysis	
• Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician	• Attending Physician • Hospital / Health Facility

• Original endorsement with official quotation from the Dialysis Center / Hospital • Certification of PhilHealth benefits availed from the Dialysis Center/Hospital or Certification of PhilHealth exhaustion • Unified Intake Sheet (for Malasakit Center Patients)	• PhilHealth / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment • Malasakit Center in Government Hospitals
Radiation Therapy • Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician • Original quotation from the Hospital • Certification of PhilHealth benefit availed from the Hospital • Unified Intake Sheet (for Malasakit Center Patients)	• Attending Physician • Hospital • PhilHealth / Hospital • Malasakit Center in Government Hospitals
Laboratory, Diagnostic & Imaging Requests (except for routine laboratory examination) • Original or Certified True Copy of the Clinical or Medical Certificate with full name, signature and license number of the attending physician • Original copy of request of the laboratory / diagnostic and imaging request • Official Quotation from the Hospital / Diagnostic Center	• Attending Physician • Attending Physician • Hospital / Diagnostic Center
Implant and Medical Devices • Original or Certified True Copy of the Clinical or Medical Certificate with full name, signature and license number of the attending physician • Original copy of Doctor's Order with specification of implant, with full name, signature and license number of the attending physician • Schedule of operation as certified by the attending physician • Three (3) official quotations from 3 different suppliers if the medicine is not available in the hospital	• Attending Physician • Attending Physician • Attending Physician • Suppliers / Hospital

• Unified Intake Sheet (for Malasakit Center Patients)	• Malasakit Center in Government Hospitals
Specialty Medicines *(Hemophilia, Post Kidney/Liver Transplant medicines, Rheumatoid Arthritis, Anti Lupus, Hematologic and Auto-Immune Disease (lvlg), Psoriasis, Orphan Disease, Idiophatic Thrombocytopenic Purpura (ITP), Thalassemia and Neuro-Psychiatric)*	
• Original or Certified True Copy of the Clinical or Medical Abstract with full name, signature and license number of the attending physician	• Attending Physician
• Original Prescription with full name, signature and license number of the attending physician	• Attending Physician
• Original or Certified True Copy of Treatment Protocol with full name, signature and license number of the attending physician	• Attending Physician
• Three (3) official quotations from 3 different suppliers if the medicine is not available in the hospital	• Suppliers
Rehabilitation Therapy	
• Original or Certified True Copy of the Clinical or Medical Certificate with full name, signature and license number of the attending physician	• Attending Physician
• Original copy of prescription with full name, signature and license number of the attending physician	• Attending Physician
• Official Quotation from the health facility where the therapy will be performed	• Hospital / Health Facility
Catastrophic Illness ***Kidney/Liver/Lung/Pancreatic/Heart Transplant Organ/Organ Transplant (prior to or during admission/scheduled procedure with living donor***	
• Original or Certified True Copy of the Clinical or Medical abstract with full name, signature and license number of the attending physician	• Attending Physician

• Certification from the attending physician that the patient is due for transplant procedure including the patient's non-availability to avail the Z-Benefit for kidney transplant of PhilHealth	• Attending Physician
• Unified Intake Sheet (for Malasakit Center Patients)	• Malasakit Center in Government Hospitals
Organ Transplant (cadaveric donor)	
• Original or Certified True Copy of the Clinical or Medical abstract with full name, signature and license number of the attending physician	• Attending Physician
• Original Statement of Account with full name and signature of the Billing Officer	• Hospital
• Duly signed copy of operative	• Attending Physician
Coronary Artery Bypass Graft (CSBG) (prior to or during admission but to exclude Surgical Package Deal cases)	
• Original or Certified True Copy of the Clinical or Medical abstract with full name, signature and license number of the attending physician	• Attending Physician
• Certification from the attending physician that the patient is due for transplant procedure including the patient's non-availability to avail the Z-Benefit of PhilHealth	• Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Statement of Account (SOA) and the documentary requirements	Receives, check and verifies the original SOA and completeness of the documentary requirements	None	30 minutes	Branch Social Welfare Officer (SWO)/ Designated Personnel
	• Receives SOA from the SWO / designated personnel. • Checks the completeness of the documentary	None	30 minutes (Branch A) 14 working days (Branch B and C)	Bookkeeper/ Designated personnel

	requirements attached to the SOA. • Prepares the Disbursement Voucher (DV) • Endorses the DV to the following: Branch A – Branch Accountant Branch B and C – ODM Accountant			
	Branch A • Reviews and certifies correctness of the DV, completeness of the documentary requirements and availability of funds. • Signs Box A of the DV • Submits summary report of the total amount of budget utilization to the ODM • If Php 100,000.00 and below, certifies the availability of fund (with authority from the ODM Budget Officer) endorses to the Branch Manager for approval.	None	1 hour	Branch A - Branch Accountant
	Branches B and C • Reviews and certifies correctness of the DV, completeness of the documentary requirements, and availability of funds. • Signs Box A of the DV • Endorses to the Budget Officer / designated personnel for BUS preparation.	None	1 hour from receipt of DV from Branch Office B and C Turnaround time of transit of documents is 14 days	Branch B and C – Accountant III/IV of the Office of the Department Manager (ODM)

<table>
<tr><td></td><td>For Branch B and C

• Prepares Budget Utilization Slip (BUS)
• Certifies fund availability
• Endorses DV for approval</td><td>None</td><td>2 hours</td><td>ODM Budget Officer</td></tr>
<tr><td></td><td>Approval of the Disbursement Vouchers:

<table><tr><th>Amount</th><th>Approver of DV</th></tr><tr><td>Up to Php 1 Million Pesos</td><td>Assistant General Manager</td></tr><tr><td>Up to ₱100K</td><td>Branch Manager / Heads</td></tr></table></td><td>None</td><td>1 working day</td><td>• Assistant General Manager
• Department Managers
• Branch Managers / Heads</td></tr>
<tr><td></td><td>• Checks if all DVs and its supporting documents are duly signed and approved
• Prepares transmittal to the concerned branch office for pickup of the courier</td><td>None</td><td>14 working days (including transit time)</td><td>ODM Designated Personnel</td></tr>
<tr><td></td><td>• Prepares check for payment to the concerned hospitals / medical facilities or institutions
• Endorses check to the Branch Manager / Branch Head for signature</td><td>None</td><td>2 hours</td><td>Branch Cashier / Designated Personnel</td></tr>
<tr><td></td><td>Signs the check for payment to the concerned hospitals / medical facilities or institutions</td><td>None</td><td>1 hour</td><td>Branch Manager/ Branch Head/ Designated Officer</td></tr>
<tr><td></td><td>Notifies the hospital / medical facilities or institutions of the availability of check</td><td>None</td><td>1 working day</td><td>Branch Cashier / Designated Personnel</td></tr>
</table>

	through the following mode of service: (1) Text message or other messaging application (Viber, messenger, WhatsApp etc) (2) Email (3) Personal service of notice			
Receives check from PCSO and issues Invoice	Releases check to the representative from the hospital, health facilities / institutions	None	2 hours	Cashier
	TOTAL	**None**	**45 working days**	

Processing of Disbursement Vouchers (DVs) for utilized Guarantee Letters (GLs) in the Branch Offices- Qualified for Multi-stage Processing

6. PROCESSING OF LOTTO AGENT APPLICATION IN THE BRANCH OFFICES

To provide and maintain high quality service standards as frontline to potential Lotto Applicants and ensure highest level of Customer Satisfaction in providing timely responsive delivery of service in an effective and efficient way of doing business with our customers.

Office/Department/ Division:	Branch Offices
Classification:	Highly Technical
Type of Transaction:	Government to Citizens (G2C) and Government to Business (G2B)
Who May Avail:	**For Individual Applicant** ➢ Filipino Citizen and at least 18 years old **In case of Partnership Applicant:** ➢ Partners must be Filipino Citizen; and ➢ Partnership Applicant must be duly registered and existing under Philippine Laws. **In case of Corporation Applicant**: ➢ Must be fully owned and controlled by Filipinos; ➢ Corporate Officers must all be Filipinos; and ➢ Corporation Applicant must be duly registered and existing under Philippine laws;
Availability of Service	Monday to Friday, 8:00am to 5:00pm

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
INITIAL REQUIREMENTS	
1. Applicant Information Sheet	PCSO Branch Offices, downloaded Form from the PCSO website
2. Sketch of the Location/Google Map of the proposed outlet site showing the exact name & no. of street. The proposed site must comply with the following distance requirements: **A. Existing Lotto Outlet/s** 1. Provinces - 100 meters **B. School** 1. Elementary Schools - 100 meters 2. Secondary Schools - 100 meters	From Google Map / Drawn Sketch
3. Pictures of the proposed outlet/site including its surrounding vicinity. • Submission of application form is at the nearest PCSO Branch Office covering the proposed outlet location.	Applicant
ADDITIONAL REQUIREMENTS FOR INDIVIDUAL APPLICANT:	
4. Any two (2) valid identification cards with at least one (1) Government issued ID:	BIR, Post Office, DFA , PSA, SSS, GSIS, Pag-Ibig, LTO,

➢ National ID ➢ Postal ID ➢ Driver's License ➢ Passport (valid) ➢ UMID ID ➢ Tax Identification Number (TIN) ➢ NBI Clearance (valid)	and other Government Agencies
5. Two (2) latest passport ID picture of applicant	Applicant
6. In case the proposed site is: d. *Residential building and owned by applicant or his / her immediate family*: Barangay Certification showing that the applicant resides in the proposed site. e. *Commercial and owned by applicant or his / her immediate family:* Business permit issued by the city or provincial government. *f. Leased property:* ➢ Duly notarized Letter of Agreement between the owner of the establishment and applicant showing that the proposed site will be leased to the applicant for the Lotto outlet; OR ➢ If currently leased, duly notarized Contract of Lease.	 Lessor / Building Owner / Brgy. Hall/Office Lessor / Building Owner / City or Provincial Office Lessor / Applicant
ADDITIONAL REQUIREMENTS FOR CORPORATION:	
7. Bio-data of its Board of Directors and Officers, or Partners	Applicant
8. NBI Clearance of its Board of Directors and Officers, or Partners	NBI
9. Secretary's Certificate authorizing the applicant to represent the Corporation/ Partnership	Applicant Corporation
10. Two (2) latest passport ID pictures of the authorized representative;	Applicant Corporation
11. Proof of Identification (two (2) valid IDs) of its Board of Directors and Officers, or Partners	BIR, Post Office, DFA , PSA, SSS, GSIS, Pag-Ibig, LTO, and other Government Agencies
12. Income Tax Return (ITR) for the immediate preceding year	BIR
13. Latest Audited Financial Statement;	Applicant Corporation
14. Certified True Copy of SEC Registration, Articles of Incorporation (for corporation applicant), Articles of Partnership (for partnership applicant), By-Laws, and latest General Information Sheet (GIS);	SEC
15. Company TIN	BIR

16. In case the proposed site is: d. *Residential building and owned by applicant or his / her immediate family*: Barangay Certification showing that the applicant resides in the proposed site. e. *Commercial and owned by applicant or his / her immediate family:* Business permit issued by the city or provincial government. f. *Leased property:* ➢ Duly notarized Letter of Agreement between the owner of the establishment and applicant showing that the proposed site will be leased to the applicant for the Lotto outlet; OR ➢ If currently leased, duly notarized Contract of Lease.	Lessor / Building Owner / Brgy. Hall/Office Lessor / Building Owner / City or Provincial Office Lessor / Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Applicant Information Sheet, sketch and google map of the proposed location to NCR Department for applicants in the NCR and nearest Branch Office	Verifies the completeness of the documents submitted by the Applicant	None	15 minutes	ECET for applicants in the Branch Offices
2. Payment of Application Fee	Prepares and approves the Order of Payment to be issued to Applicant	₱2,500.00 (Lotto)	15 minutes	Bookkeeper / Accountant / Designated Employee Branch Manager
	Accepts payment and issuance of Invoice to the Applicant	None	30 minutes	Cashier / Designated cashier
	Upon payment, emails the copy of Invoice, application form and sketch map to the ODM (NCL, STBR, Vis and Min) for	None	10 minutes	ECET / Designated Employee

	issuance of control number			
	Issues control number and provide the information to the concerned branch office	None	10 minutes	Designated Employee
	Inspects the proposed lotto site of the applicant from receipt from receipt of control number from the ODM	None	1 working day	ECET
	Endorses the application for approval based on the completeness of documents and site inspection evaluation	None	1 hour	Branch Manager
	Recommends the approval of Lotto application	None	1 working day	Department Manager
	Approves the Lotto application	None	2 working days	Assistant General Manager for Branch Operations Sector
3. Submission of post-approval requirements for approved applications	Informs the applicant on the approval of Lotto application and to request compliance with the submission of post-approval requirements	None	1 working day	Department Manager / Branch Manager
POST APPROVAL				
4. Construction of Booth	Provides the approved applicant of the required standard specification of booth and lighted signage/LED display, and Result Board	None	30 minutes	ECET / Designated personnel
5. Submission of photo of the newly constructed booth	Checks & verifies the Applicant's accomplishment and compliance on the approved specification of the booth.	None	1 working day (Upon receipt of submitted documents)	ECET/ designated personnel

6. Payment of Premium for Surety Bond Application and Installation Fee	<u>For Cash Bond</u> Prepares and approves the Order of Payment to be issued to Applicant for payment Accepts cash bond payment and issues Acknowledgment Receipt	***Cash Bond*** • Cities Outside NCR - ₱200,000.00 • Municipalities Outside NCR - ₱100,000.00	30 minutes	Bookkeeper / Accountant / Designated Employee Branch Manager Cashier
	<u>Installation Fee</u> Prepares and approves the Order of Payment to be issued to Applicant Accepts payment and issues Invoice to the applicant	₱10,000.00	30 minutes	ECET Branch Manager Cashier / designated cashier
	<u>For Surety Bond:</u> Provides the applicant of the Bond Form & Co-signer's Form and informs applicant to file it to the nearest GSIS Office.	₱13,864.32 (GSIS) (Premium for 2-year period)	5 working days	ECET / designated personnel GSIS
7. Signing of Agency Agreement	Prepares the Agency Agreement for the signature of the Agent and his/her Witness	None	1 working day	Administrative Officer / ECET / Designated Personnel
8. Bond Processing a. Surety Bond – submits to GSIS the notarized AA b. Cash Bond	If Surety Bond- Accepts Contract Policy from GSIS If Cash Bond- Accepts AR of payment from the applicant	None	30 minutes	ECET
9. Submits a copy of the Policy Contract and OR	Receives the copy of the policy and Invoice.		1 working day	ECET

10. Training of Lotto Agents	Conducts training of new Lotto Agents	None	1 working day	ECET/ designated personnel
	Conducts site inspection of the Lotto outlet	None	Within 3 working days after submission of post-approval requirements	ECET
	Prepares the request for On-line order	None	One (1) hour	Branch Manager
	Prepares the request for terminal installation (RFTI)	None	One (1) hour	Department Manager (NCL, STBR, Vis, Min)
	Installs the Lotto machine and terminal to the new outlet	None	3 working days	PLTC
	Activates the system for the newly approved Lotto outlet	None	1 working day	PLTC
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS		₱26,364.32 for Lotto Agents (if the agent opted to pay the premium for the Surety Bond) Or For Cash Bond: ₱212,500.00 for Cities outside NCR ₱112,500.00 for Municipalities outside NCR	21 working days & 6 hours and 20 minutes **provided that all documentary requirements are complied by the applicants on time*.	

****Processing of Lotto Agent Application in the Branch Offices -Qualified for Multi-Stage Processing***

7. PROCESSING FOR THE RELEASE OF LOTTO AND GAMING SUPPLIES IN THE BRANCH OFFICES

This process covers the releasing of Lotto and gaming supplies issued by the Branch Offices, starting from the submission of Previous Week Agency Report (PWAR) to the actual release of the said supplies.

Office/Department/Division:	Branch Offices
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who May Avail:	PCSO Lotto and Gaming Agents or Authorized Representative
Availability of Service	Schedule as prescribed by PCSO
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
General Requirements: • Previous Week Agency Report (PWAR) • Stock Requisition Form (SRF)	• PCSO Branch Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Previous Week Agency Report (PWAR)	1. Checks completeness of the PWAR 2. Records information on the Agents Ledger Card (ALC)	None	2 minutes 5 minutes	Officer of the Day or Designated Personnel Supply Officer
2. Submit Stock Requisition Form (SRF)	1. Verifies the computation of lotto supplies if the SRF is in conformity with the ALC 2. Prepares lotto/gaming supplies for issuance Based on weekly sales for Lotto PLS:	None	10 minutes	Supply Officer or Designated Personnel

	*Php18,500.00 per Thermal Roll * Php18,500.00 per 467pcs of playslips per game type			
3. Receives replenishment of Lotto/Gaming Supplies	1. Releases the lotto/gaming supplies to the Agent or his/her representative 2. Agents or representative signs the receipt of the supplies	None	2 minutes	Supply Officer or Designated Personnel
TOTAL			**19 minutes**	

8. REQUEST FOR TRANSFER OF LOTTO OWNERSHIP

The process involves the application of Lotto Agents for transfer of ownership due to justifiable reasons.

Office/Department/Division:	Branch Offices
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business
Who May Avail:	Lotto Agents
Availability of Service	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request from the lotto agent	Applicant
2. The Transferee is within the third (3rd) degree of consanguinity	Applicant
3. Duly notarized waiver of right (transferor) and Acceptance (transferee)	
4. Documentary requirements for new agent of the transferee	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request and documentary requirements	Receives the request and check completeness of the requirements. Recording of the request in the database.	None	30 minutes	ECET
2. Payment of transfer Fee.	Prepares and approves the Order of Payment	₱2,500.00	1 hour	Bookkeeper / Accountant
	Accepts payment and issuance of Invoice		30 minutes	Cashier

	Evaluates the documents submitted and determine the qualification of the request. Endorses recommendation for the request of Transfer of Ownership to the concerned ODM	None	1 working day	Branch Manager
	Endorses the request for Transfer of Ownership to the Assistant General Manager for approval	None	1 working day	Department Manager
	Approves the request for Transfer of Ownership	None	2 working days	Assistant General Manager for Branch Operations Sector
3. Payment of Premium Surety Bond Application or Cash Bond	**For Cash Bond** Prepares and approves the Order of Payment to Applicant for Payment Accepts cash bond payment and issues Acknowledgement Receipt	Cities outside NCR: ₱200,000 Municipalities outside NCR: ₱100,000.00	30 minutes	Bookkeeper / Accountant / Designated Employee Cashier / Designated Employee
	For Surety Bond Provides the applicant of the Bond Form & Co-signer's Form and informs applicant to file it to the nearest GSIS Office.	₱13,864.32 (GSIS) (Premium for 2-year period)		ECET / Designated Employee
	Informs the Agent on the approval of request for transfer	None	1 working day	Branch Manager

4. Signing of Agency Agreement	Prepares the Agency Agreement for the signature of the Agent and his/her witness	None	1 working day	Administrative Officer / ECET / Designated Personnel
5. Bond Processing a. Surety Bond – submits to GSIS the notarized AA b. Cash Bond	If Surety Bond- Accepts Contract Policy from GSIS If Cash Bond- Accepts AR of payment from the applicant	None	30 minutes	ECET
6. Submits a copy of the policy contract and Invoice	Receives the copy of policy and invoice	None	30 minutes	ECET
7. Training of Lotto Agents	Conducts training of new Lotto Agents	None	1 working day	ECET/ designated personnel
	Prepares the request for Change of information	None	One hour	Branch Manager
	Prepares the request for Change of information to the system	None	One hour	Department Manager (NCL, STBR. Vis, Min)
	TOTAL	**₱2,500.00**	**7 working days, 5 hours and 30 minutes**	

9. REQUEST FOR RENEWAL OF LOTTO AGENCY AGREEMENT

The process involves the evaluation process of agents performance, compliance and commitment consistent with the rules and regulations in the renewal of the sales outlet operation.

Office/Department/Division:	Branch Offices
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who May Avail:	Lotto Agents
Availability of Service	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter Request signifying intention to renew their agency agreement	Applicant
2. Lotto Agent Information Sheet	PCSO Branch Office
3. 2 valid Government issued IDs	BIR, Post Office, DFA , PSA, SSS, GSIS, Pag-Ibig, LTO, and other Government Agencies
4. Pictures of lotto outlet (interior, full front view, lighted signage/LED light, and result board) printed in 3R photo paper 5. For Corporation: • Secretary's certificate with attached photocopy of the Corporate Secretary's 2 valid IDs • Company Profile	c/o Lotto Agent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of letter request, duly accomplished lotto agent information sheet and documentary requirements	Receives the request and check completeness of the requirements. Recording of the request in the database.	None	30 minutes	ECET / Designated Personnel
2. Payment of renewal fee	Prepares and approves the Order of payment	₱1,000.00	15 minutes	Bookkeeper / Accountant Designated Personnel Branch Manager
	Receives payment and issuance of Invoice		15 minutes	Cashier / designated cashier

3. Signing the Notice of Extension / Renewal of Agency Agreement	Prepares Notice of Extension/ Renewal of Agency Agreement for the signature of the Agent and his/her Witnesses and Authority to Operate	None	1 hour	Administrative Officer / ECET / designated personnel
	Signs the Notice of Extension / Renewal Agency Agreement	None	2 working days	Lotto Agent
	Endorses the signed Notice of Extension / Renewal Agency Agreement to the concerned ODM	None	1 working day	Branch Manager
	Endorses the signed Notice of Extension / Renewal Agency Agreement to the Office of the AGM for BOS	None	1 working day	Department Manager
	Signs the Notice of Extension / Renewal Agency Agreement and endorses the to the concerned ODM	None	3 working days	Assistant General Manager for BOS
4. Notary of Notice of Extension / Renewal of Agency Agreement	Receives signed ATO and Notice of Extension /	None	1 working day	Designated Personnel of ODM (NCL,

	Renewal Agency Agreement and endorses to Notary Public for notarization			STBR, Vis and Min)
	Endorses the signed Notice of Extension / Renewal Agency Agreement and ATO to the concerned Branch Office	None	1 working day	Department Manager
5. Issuance of documents	Upon receipt of the Notarized Notice of Extension/ Agency Agreement Renewal and ATO, provides copy to the agent	None	1 working day	ECET / Designated Personnel
TOTAL		**₱1,000.00**	**10 working days 2 hours**	

10. REQUEST FOR TRANSFER OF SITE OF LOTTO OUTLET

The process involves the application of Lotto Agents for transfer of site due to justifiable reasons.

Office/Department/Division:	Branch Offices
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who May Avail:	Lotto Agents
Availability of Service	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter Request	Applicant
2. Sketch and picture of new site	Applicant
3. In case the proposed site is: a. *Residential building and owned by applicant or his / her immediate family*: Barangay Certification showing that the applicant resides in the proposed site. b. *Commercial and owned by applicant or his / her immediate family:* Business permit issued by the city or provincial government. *c. Leased property:* ➢ Duly notarized Letter of Agreement between the owner of the establishment and applicant showing that the proposed site will be leased to the applicant for the Lotto outlet; OR ➢ If currently leased, duly notarized Contract of Lease.	Lessor / Building Owner / Brgy. Hall/Office Lessor / Building Owner / City or Provincial Office Lessor / Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of Request and Documentary Requirements	Receives the request and check completeness of the requirements. Recording of	None	15 minutes	ECET

	the request in the database			
2. Payment of the transfer fee	Prepares and approves the Order of Payment	₱2,500.00	15 minutes	Bookkeeper / Accountant / Designated Employee Branch Manager
	Accepts payment and issuance of Invoice	None	30 minutes	Cashier / Designated Cashier
	Conducts ocular Inspection of the proposed site	None	Within 1 working day upon receipt of documents	ECET
	Prepares recommendation for the approval / disapproval of the request for transfer of site and endorses to the concerned Office of the Department Manager	None	1 working day	ECET / Branch Manager
	Endorses the request for transfer of site to the AGM for BOS for approval / disapproval	None	1 working day	Department Manager
	Approves the request for transfer of site	None	1 working day	AGM for Branch Operations Sector
3. Construction of new booth	Informs the agent to facilitate construction of booth upon receipt of approval	None	1 working day	ECET
4. Submission of photo of the	Checks Agent's compliance to	None	1 working day	ECET

newly constructed Booth	the standard booth design			
	Endorses the request for terminal installation (RFTI) and activation to PLTC	None	1 working day	Branch Manager / Department Manager
	Installs the machine/terminal to the new outlet	None	1 working day	PLTC
TOTAL		**₱2,500.00**	**8 working days and 1 hour**	

BRANCH OFFICES

INTERNAL SERVICES

None

Feedback

How to send feedback	The feedback from our clients regarding PCSO services is important to us to further improve our processes. You may reach PCSO through the following: *Facebook:* www.facebook.com/pcsoofficialsocialmedia *Online Customer Feedback at the PCSO Website:* www.pcso.gov.ph *Public Assistance and Complaints Desk (PACD) at the PCSO Head Office Address:* Sun Plaza Building, 1507 Princeton St. corner Shaw Boulevard, Mandaluyong City
How feedbacks are processed	All feedback mechanisms are manned by our courteous employees and are answered upon receipt of e-mail, calls, and other modes of communication.
How to file a complaint	You may file a complaint thru our *Online Customer Feedback at the PCSO Website:* www.pcso.gov.ph
How complaints are processed	Upon receipt of complaint, the assigned PCSO employee refers the same to the concerned sector within 72 hours
Contact Information of CCB, PCC, ARTA	Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 1-ARTA (2782) Presidential Complaints Center (PCC): 8888 Civil Service Commission (CSC) CCB: 0908-881-6565 (SMS)

List of Offices

Head Office

OFFICE OF THE BOARD OF DIRECTORS	
Felix Padua Reyes Chairperson Office of the Chairman	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8650-0071 | (02)8661-5329 fpreyes@pcso.gov.ph
Melquiades A. Robles General Manager Office of the General Manager	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8650-0104 | (02)8650-0099 | (02)8650-0083 mel.robles@pcso.gov.ph
Jennifer E. Liongson-Guevara Member, Board of Directors Office of the Board of Directors	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8584-3349 jguevara@pcso.gov.ph
Janet De Leon Mercado Member, Board of Directors Office of the Board of Directors	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8650-0103 jdlmercado@pcso.gov.ph
Imelda A. Papin Member, Board of Directors Office of the Board of Directors	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8570-7088 directorpapin@pcso.gov.ph
OFFICE OF THE BOARD SECRETARY	
Atty. Charles Frederick T. Co Board Secretary	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8650-0462 cfco@pcso.gov.ph
OFFICE OF THE GENERAL MANAGER	
Melquiades A. Robles General Manager Office of the General Manager	4F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8650-0104 | (02)8650-0099 | (02)8650-0083 mel.robles@pcso.gov.ph
Atty. John Derek N. Porciuncula Department Manager Internal Audit Service	9F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8706-3942 jdporciuncula@pcso.gov.ph

Atty. Leah Christine F. Jimenez OIC-Department Manager Legal Department	9F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8706-4371 | (02)8650-0089 ljimenez@pcso.gov.ph
Atty. Anna Liza P. Inciong Department Manager Corporate Planning Department	5F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8997-0245 dmcpd@pcso.gov.ph
Ral A. Lavin Division Chief Data Security Division	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8650-1009 rlavin@pxso.gov.ph
OFFICE OF THE ASSISTANT GENERAL MANAGER ADMINISTRATIVE SCTOR	
Julieta F. Aseo Assistant General Manager Branch Operations Sector	10F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8706-2638 jaseo@pcso.gov.ph
May V. Cerelles Department Manager Assets & Supply Management Department	2F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8661-6895 I 8706-3067 mcerelles@pcso.gov.ph
Atty. Anamarie V. Gonzalez Department Manager Human Resources Department	10F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8706-4450 I (02)8706-3607 agonzalez@pcso.gov.ph
Belen E. Baltazar Department Manager Treasury Department	2F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8632-7919 bbaltazar@pcso.gov.ph
Agnes S. Ibera Department Manager General Services Department	11F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8706-5711 aibera@pcso.gov.ph

OFFICE OF THE ASSISTANT GENERAL MANAGER BRANCH OPERATIONS SECTOR	
Remeliza Jovita M. Gabuyo Assistant General Manager Branch Operations Sector	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-7175 agmbos@pcso.gov.ph oagmbos@pcso.gov.ph rgabuyo@pcso.gov.ph
Josefina Sarsonas-Aguas Department Manager National Capital Region (NCR)	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-6692 I (02)8661-1093 ncr@pcso.gov.ph
Pierre Z. Ferrer Department Manager Northern and Central Luzon (NCL)	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-2134 pferrer@pcso.gov.ph
Irma S. Guemo Department Manager Southern Tagalog and Bicol Region (STBR)	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-7753 stbr@pcso.gov.ph
Atty. Eufracio Fufugal Jr. Department Manager Visayas Department	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-7753 visayas@pcso.gov.ph
Ellyn A. Ostan Department Manager Mindanao Department	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-7753 mindanao@pcso.gov.ph
OFFICE OF THE ASSISTANT GENERAL MANAGER CHARITY SECTOR	
Lauro A. Patiag Assistant General Manager Charity Sector	3F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8706-4628 lpatiag@pcso.gov.ph
Orlando M. Malaca Department Manager Charity Assistance Department	3F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8426-3475, (02)8366-3328 omalaca@pcso.gov.ph
Dr. Clarissa B. Ferrer Department Manager Medical Services Department	GF and 2F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8441-2065 I (02)8441-2612 cferrer@pcso.gov.ph

OFFICE OF THE ASSISTANT GENERAL MANAGER GAMING, PRODUCT DEVELOPMENT, AND MARKETING SECTOR	
Atty. Lyssa Grace S. Pagano Assistant General Manager Gaming, Product Development, and Marketing Sector	2F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8846-8766 lgpagano@pcso.gov.ph
Laila D. Galang Department Manager Gaming Technology Department	2F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8997-0246 I (02)8655-1575 ldgalang@pcso.gov.ph
Demosthenes D. Magno Department Manager Product and Standard Development Department	2F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8656-2403 I (02)8846-8764 dmagno@pcso.gov.ph
OFFICE OF THE ASSISTANT GENERAL MANAGER MANAGEMENT SERVICES SECTOR	
Arnel N. Casas Assistant General Manager Management Services Sector	3F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8846-8790 acasas@pcso.gov.ph
Ma. Cristina J. Gregorio Department Manager Accounting and Budget Department	3F Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City 1552 (02)8997-0282/ (02)8656-2404 cgregorio@pcso.gov.ph
Frederick V. Magallon OIC- Department Manager Information Technology Services Department	3F Conservatory Building, 605 Shaw Boulevard, Mandaluyong City 1552 (02)8696-6954 I (02)8846-8862 mcerelles@pcso.gov.ph

Extension Office

GAMING, PRODUCT DEVELOPMENT AND MARKETING SECTOR	
Ariel R. de Ocampo OIC-Department Manager Security Printing & Production Department	Unit 109-110, Central Business Park, Amang Rodriguez Ave., Manggahan, Pasig City (02)8522-1187 | (02)8521-6513 aocampo@pcso.gov.ph

Branch Offices

Northern and Central Luzon

OFFICE OF THE DEPARTMENT MANAGER	
Pierre Z. Ferrer Department Manager	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-2134 ncl@pcso.gov.ph

NORTHERN LUZON		
Abra (C)	**Carmela D. Paler** OIC- Branch Head	Rizal St., Bangued, Abra (074) 617-1895 abra@pcso.gov.ph
Apayao (C)	**Byron Joseph B. Bumanglag** Branch Head	3rd Floor, Government Center, San Isidro, Luna, Apayao 09757252873 apayao@pcso.gov.ph
Benguet (A)	**Ernieli P. Dancel** Branch Manager	PPC Building, Post Office Loop, Upper Session Road, Baguio City, Benguet (074)309-8790 | 09176788169 | benguet@pcso.gov.ph
Cagayan (A)	**Heherson B. Pambid** Branch Manager	Enrile Ave., Carig Regional Center, Carig Sur, Tufuegarao City, Cagayan (077)377-4101 | 09176515111 | 09178945361 cagayanvalley@pcso.gov.ph
Ifugao (C)	**Mark Reinier C. Perez** Branch Head	Old RHU Building, Poblacion West, Lamut, Ifugao 09173298128 ifugao@pcso.gov.ph
Ilocos Norte (B)	**Editha R. Romero** Branch Head	Ground Floor, Municipal Trial Court Building, Brgy 3, San Ildefonso, San Nicolas, Ilocos Norte (077)670-7928 | 09173298128 ilocosnorte@pcso.gov.ph
Ilocos Sur (C)	**Carmela D. Paler** Concurrent Branch Head	PCSO Building, Calaoa-an, Candon City, Ilocos Sur (078) 329-1649 I 09467017151 ilocossur@pcso.gov.ph
Isabela (A)	**Jennifer C. Sunga** Branch Manager	Old RHU Building Africano St., Cauayan Isabela City, Isabela

		(078) 258-2406 I 09177914519 isabela@pcso.gov.ph
Kalinga (C)	**Maria Cecilia R. Ladia** Branch Head	City Hall Compound, Tabuk City, Kalinga (074) 624-1378 I 09178380906 kalinga@pcso.gov.ph
La Union (B)	**Lalaine F. Martos** Concurrent Branch Head	Legislative Building, San Juan, La Union (072)687-1364 launion@pcso.gov.ph
Mountain Province (C)	**Evelio Andy S. Timario** Branch Head	2nd Floor, Provincial Environment Extension Office, Sac-angan, Upper Callutit, Bontoc, Mountain Province 09474002768 mountainprovince@pcso.gov.ph
Pangasinan (A)	**Christopher L. Pacalso** OIC-Asst. Branch Manager	National Government Office, Casiano Jimenez St., Barangay Poblacion, Lingayen, Pangasinan 09399371156 pangasinan@pcso.gov.ph
Quirino (C)	**Jesusa S. Avena** Branch Head	1st Floor Commercial Building, Capitol Grounds, Brgy. San Marcos, Cabarroguis, Quirino 09068216327 I 09681577563 quirino@pcso.gov.ph

CENTRAL LUZON		
Aurora (C)	**Marites S. Dela Cruz** OIC-Administrative Officer III	Old Hospital Building, San Luis St., Brgy. 5, Baler, Aurora (042) 724-0165 I 09659400023 aurora@pcso.gov.ph
Bataan (A)	**Erlinda T. Yano** Branch Manager	Provincial Capitol Compound, San Jose, Balanga City, Bataan (047)240-4144 bataan@pcso.gov.ph
Bulacan (A)	**Rolando B. Bugnot, Jr.** OIC- Branch Manager	Provincial Capitol Compound, Malolos City, Bulacan (044)794-2731 I 09675615218 bulacan@pcso.gov.ph
Nueva Ecija (A)	**Lalaine F. Martos** Branch Manager	Old Capitol Compound, Burgos Ave., Cabanatuan City, Nueva Ecija (044) 311-2237 I 09282205654 nuevaecija@pcso.gov.ph

Nueva Vizcaya (B)	**Zenaida T. Domingo** Branch Head	Ground Floor, Municipal Hall Bldg., Bayombong, Nueva Vizcaya 09666446918 nuevavizcaya@pcso.gov.ph
Pampanga (A)	**Ma. Lourdes S. Soliman** Branch Manager	Government Center, Maimpis, City of San Fernando, Pampanga (045)6493873 pampanga@pcso.gov.ph
Tarlac (A)	**Caroline Y. Zablan** Branch Manager	Marcos Type Bldg., Hospital Drive, Brgy. San Vicente, Tarlac City, Tarlac (045)982-7199 I 09205261285 tarlac@pcso.gov.ph
Zambales (A)	**Damarie A. Gonzales** Branch Manager	2nd Floor, Pag-asa Market and Mall, Pag-asa, Olongapo City, Zambales (047)222-0797 zambales@pcso.gov.ph

Southern Tagalog and Bicol Region

OFFICE OF THE DEPARTMENT MANAGER	
Irma S. Guemo Department Manager	2F Shaw Plaza One Building, 561 Shaw Boulevard, Brgy. Wack Wack, Mandaluyong City 1552 (02)8706-7753 stbr@pcso.gov.ph

SOUTHERN TAGALOG		
Batangas (A)	**Brenda de Guzman** OIC- Branch Manager	Int B., Morada St., Brgy. I, Lipa City, Batangas 09178077115 batangas@pcso.gov.ph
Cavite (A)	**Victor D. Amutan Jr.** Branch Manager	PCSO Cavite Building, Blk B Lot 6, Progressive Village, Molino Road, Bacoor City, Cavite (046) 417-9225 cavite@pcso.gov.ph
Laguna (A)	**Flora L. Obina** Branch Manager	East Gate, Alonte Sports Arena, Brgy. Zapote, Biñan City, Laguna (049)513-5252 | 09285055278 laguna@pcso.gov.ph
Marinduque (B)	**John Bernard Luna** Branch Head	New Admin. Bldg., Capitol Compound, Brgy. Santol, Boac, Marinduque

		09175592076 marinduque@pcso.gov.ph
Occidental Mindoro (C)	**Ma. Elizabeth C. Alasaas** Asst. Branch Manager	National Road, Brgy. Central, San Jose, Occidental Mindoro 09686303053 occidentalmindoro@pcso.gov.ph
Oriental Mindoro (A)	**Augusto B. Tordillos** Branch Manager	Centro ng Kabataan Compound, Brgy. Sta. Isabel, Calapan City 09686303053 orientalmindoro@pcso.gov.ph
Palawan (A)	**Rolando G. Batislaong** Branch Manager	2nd Floor, Edward S. Hagedorn Coliseum, Brgy. San Pedro, Puerto Princesa 09473181296 palawan@pcso.gov.ph
Quezon (A)	**Maricris P. Villapando** Branch Manager	Provincial Capitol Compound, Belen Drive Brgy. 10, Lucena City, Quezon 09778323217 quezon@pcso.gov.ph
Rizal (A)	**Dania Caissa Bonggon** Branch Manager	G/F GSO Bldg. Cainta Municipal Hall compound, Cainta, Rizal 09614041962 rizal@pcso.gov.ph
Romblon (C)	**Kristy B. Fetalver** Branch Head	2nd Flr., Bldg. 1, Romblon Provincial Hospital, Brgy. Liwanag, Odiongan Romblon 09695242744 I 09190004613 romblon@pcso.gov.ph

BICOL REGION		
Albay (A)	**Nelly B. Loyola** Branch Manager	G/F of Capitol Annex Bldg., Legaspi City 09205144376 albay@pcso.gov.ph
Camarines Norte (B)	**Jobet Z. Ramos** Branch Head	Provincial Capitol Compound, F. Pimentel St. Daet, Camarines Norte 09190683725 camnorte@pcso.gov.ph
Camarines Sur (A)	**Tito L. Aycardo Jr.** Asst. Branch Manager	Jesse M. Robredo Coliseum, Naga City 09158178932 camsur@pcso.gov.ph
Catanduanes (C)	**Nelly B. Loyola** Concurrent Branch Head	Eastern Bicol Medical Center, San Isidro, Virac, Catanduanes 03205144376

		catanduanes@pcso.gov.ph
Masbate (C)	**Margie A. Pecson** Administrative Officer	Masbate Provincial Hospital Compound, Masbate Road, Masbate City 09129165015 masbate@pcso.gov.ph
Sorsogon (B)	**Arjon H. Noga** Branch Head	Sorsogon National Government Agency, Provincial Capitol Compound, Brhy., Burabod, Sorsogon City, Sorsogon 09463019530 sorsogon@pcso.gov.ph

Visayas Department

OFFICE OF THE DEPARTMENT MANAGER	
Atty. Eufracio J. Fufugal Jr. Department Manager	Ground Floor PCSO Bldg., Osmeña St., North Reclamation Area, Cebu (032) 3455903 visayas@pcso.gov.ph

BRANCHES		
Aklan (B)	**Meghan U. Chavez** OIC-Branch Head	Capitol Subdivision, Estancia, Kalibo, Aklan (036)500-7406 aklan@pcso.gov.ph
Antique (B)	**William P. Centina, Jr.** Branch Head	2nd Floor Naval Mall, Funda-Dalipe, San Jose, Antique 09178514712 antique@pcso.gov.ph
Biliran (C)	**Gypsy A. Yu** Branch Head	2nd Floor, Naval Mall, Brgy. Santissimo Rosario, Naval, Biliran 09053260981 biliran@pcso.gov.ph
Bohol (A)	**Algy Romy Castañeda** OIC-Branch Manager	New Capitol Compound, C. Marapao St., Tagbilaran City, Bohol (038)4173694 bohol@pcso.gov.ph
Capiz (B)	**Rogelio J. Tubongbanua. Jr.** Branch Head	Provincial Capitol of Capiz, Roxas City (036)620-2194 capiz@pcso.gov.ph
Cebu (A)	**Atty. Madel Hyacinth H. Herrera-Ramos** OIC-Branch Manager	Ground Floor, PCSO Bldg., Osmeña St., North Reclamation Area, Cebu City (032)2547079 | (032)345-4730

		cebu@pcso.gov.ph
Eastern Samar (C)	**Annania P. Erroba** Branch Head	Ground Floor East Wing, Provincial Legislative Bldg., Brgy. Alangalag, Borongan, Eastern Samar (055)560-9042 I (055) 855-6482 easternsamar@pcso.gov.ph
Guimaras (C)	**Arnes Duran** OIC-Branch Head	Provincial Covered Gymnasium Side, San Miguel, Jordan, Guimaras (633)322-3137 guimaras@pcso.gov.ph
Iloilo (A)	**Glenn S. Hiponia** OIC- Branch Manager	Iloilo Sports Complex, Magsaysay Village, La Paz, Iloilo City (033)327-6871 09974338885 iloilo@pcso.gov.ph
Leyte (A)	**Genciano C. Creer** OIC-Branch Manager	PSWDO Bldg., Justice Romualdez St., Brgy. 6, Tacloban City, Leyte (053) 8321371 09974338885 leyte@pcso.gov.ph
Northern Samar (B)	**Lester P. Trongcoso** Branch Head	Provincial Capitol Brgy. Dalakit, Catarman, Northern Samar (055)500-9644 northernsamar@pcso.gov.ph
Negros Occidental (A)	**Belena E. Alvarez** Branch Manager	Natalio Velez Gym, A. Bonifacio Street, Silay City (034)435-1883 negrosoccidental@pcso.gov.ph
Negros Oriental (A)	**Jose Manuel M. Villagracia** Branch Manager	Provincial Capitol Complex, J.N Frigillana St., Dalakit, Catarman, Northern Samar (055) 500-9644 negrosoriental@pcso.gov.ph
Siquijor (C)	**Melvy V. Trumata** OIC- Branch Head	Provincial Capitol Building, Pulanyuta, Siquijor (035) 480-0234 siquijor@pcso.gov.ph
Southern Leyte (B)	**Ignacio U. Cabauatan** Branch Head	City Wharf Bldg. Demetrio Abgao, Maasin City, Southern Leyte (053)862-0026 southernleyte@pcso.gov.ph
Western Samar (A)	**Lester P. Trongcoso** Concurrent Branch Manager	Calbayog Convention Center, Calbayog City, Samar (055)209-1574

		09064980919 westernsamar@pcso.gov.ph

Mindanao Department

OFFICE OF THE DEPARTMENT MANAGER	
Ellyn A. Ostan OIC-Department Manager	Mezzanine Floor, Maharlika Center, J. P. Cabaguio St., Davao City (082) 282-0305 mindanao@pcso.gov.ph

BRANCHES		
Agusan del Norte (A)	**Divina M. Salvacion** OIC-Branch Manager	Basement Floor, Butuan City Hall Building, Jose P.Rosales Avenue, Barangay Doongan 8600 Butuan City, Agusan del Norte (0961-456-7676 / 085-817-8040 agusandelnorte@pcso.gov.ph
Agusan del Sur (C)	**Ghina A. Jala** Branch Head	Capitol Compound, Barangay Patin-y, Prosperidad, Agusan del Sur 8500 (085)839-0322 | 09177037930 agusandelsur@pcso.gov.ph
Bukidnon (A)	**Cedric L. Recamara** Branch Manager	Provincial Capitol Compound, Malaybalay City, Bukidnon (088)813-5290 0960-9009265 pcsobukidnon@yahoo.com
Davao de Oro (C)	**Kenny B. Granada** Branch Head	2nd Floor Provincial Capitol Buidling. Cabidianan, Nabunturan, Davao de Oro (084) 829-2929 I 0917-306-1083 davaodeoro@pcso.gov.ph
Davao del Norte (B)	**Virgilio Enrique E. Abanilla** Branch Head	Grand Arena Bldg., J.V. Ayala Ave., New Tagum City Hall, Barangay Apokon, Tagum City 8100 (084) 218-9383 I 09279253552 pcsodavaodelnorte@yahoo.com
Davao del Sur (A)	**Matias S. Ponlawon** OIC-Branch Manager	G/F Maharlika Center, J. P. Cabaguio St., Davao City (082)282-2445 | 0922-861-1103 pcsodavao@yahoo.com.ph
Davao Oriental (C)	**John Y. Sison** Administrative Officer III	Capitol Hill, Brgy, Central, Mati City, Davao Oriental

		(087)811-7274 | 09177198302 pcsomatioriental@yahoo.com
Dinagat Island (C)	**Constancio Cempron Jr.** Branch Head	Civil Security Unit Building, Provincial Capitol Compund, Cuarinta, San Jose, Dinagat Islands 09517601858 dinagatisland@pcso.gov.ph
Lanao del Norte (B)	**Chilbeth Jean B. Saya-ang** OIC- Branch Head	Office of the Senior Citizen Affair Building, Del Carmen, Iligan City, Lanao del Norte (063)224-5508 | 09176300983 | 0916-578-9393 pcsolanaodelnorte@gmail.com
Misamis Occidental (B)	**Kristine B. Bernaldez** OIC- Financial and Management Officer I	Agora Bus Terminal Complex, Ozamiz City, Misamis Occidental 7200 (088)545-1734 | 0778407646 | 09190683766 pcso.ozamis2017@gmail.com
Misamis Oriental (A)	**Maricon L. Jaranilla** Branch Manager	Amateur Boxers Association of the Philippines Bldg., corner Corales and Mabuhay St., Cagayan de Oro City (088)857-1556 | 09176300983 misamisoriental@pcso.gov.ph
North Cotabato (B)	**Mark A. Tan** Branch Head	Provincial Capitol Compound, Amas, Kidapawan City (064)572-6185 | 09171830575 pcsonorthcotbranch@yahoo.com
Saranggani CB)	**Aldwin John M. Hornido** Concurrent Branch Head	Back of Alabel Birthing Home,Mun. Cultural Center Compound Brgy. Pob. Alabel Saranggani 083-5082461 I 09171790295 saranggani@pcso.gov.ph
South Cotabato (A)	**Misael A. Hamak** Branch Manager	General Santos City Hospital Compound, E. Fernandez St., Lagao, General Santos City (083) 5001763 I 09177120002 pcso_gsc@yahoo.com | pcsogsc@gmail.com
Sultan Kudarat (C)	**Kahlil C. Genota** Concurrent Branch Head	CDRRM Bldg., Bonifacio Street, City Hall Compound, Poblacion 9800 City of Tacurong, Sultan Kudarat (064) 4715522 I 09485770821 sultankudarat@pcso.gov.ph
Surigao del Norte (B)	**Eric B. Napil** OIC-Branch Head	Surigao del Norte Sports Complex, Rizal St., Surigao City 8400

		(086)826-1848 | 09178789094 pcsosurigao@yahoo.com.ph | pcsosurigaodelnorte13@gmail.com
Surigao del Sur (C)	**Sonia Eliza N. Alauya** Branch Head	Bislig City Skills Training Center National Highway, Poblacion, Bislig City, Surigao del Sur 086-853-7110 I 09625873602 surigaodelsur@pcso.gov.ph
Zamboanga del Norte (B)	**Jonathan A. Redillas** OIC-Branch Head	Old Provincial Hospital Bldg., PDRRMO Compound, Brgy. Biasong, Dipolog City (065)908-1565 | 0917) 325 2756 pcsozdnbr2018@gmail.com
Zamboanga del Sur (A)	**Pilarcita M. Florantes** OIC- Branch Manager	CGHR Bldg., Villalobos St.,Zone IV, Zamboanga City (062) 99111877 I 09778407646 zamboangadelsur@pcso.gov.ph
Zamboanga Sibugay (B)	**Latifa B. Tandih** Branch Head	Imelda Gymnasium, Titay, Zamboanga Sibugay 062-9577486 I 0917-702-1061 zamboangasibugay@pcso.gov.ph