



PHILIPPINE CHARITY SWEEPSTAKES OFFICE

CITIZEN'S CHARTER
2025 Edition
02 January 2025



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

By 2025, PCSO shall be an excellent government agency for sustainable fund generation for the Filipino people through the conduct of globally competitive gaming products.

III. Mission

- We hold and conduct transparent sweepstakes races, lotteries and other similar activities;
- We provide responsive assistance to eligible recipients and beneficiaries;
- We continuously develop our people and improve & communicate our products & services; and
- We establish strong partnerships with responsible agents and stakeholders.

IV. Service Pledge

The officials and employees of the Philippine Charity Sweepstakes Office (PCSO) commit the following:

- To provide quality, responsive, and transparent services to our clients;
- To uphold compassion, integrity, patriotism, professionalism, and transparency in all our dealings with our clients;
- To ensure the availability of staff from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon breaks; and
- To give utmost importance to positive or negative feedback regarding our products, services, and personnel.



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MULTI-STAGE PROCESSES



1. 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:	Simple		
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN		
Who May Avail:	Patient or his/her duly authorized representative (Immediate Family Member/s) <ul style="list-style-type: none">• In-Patients (confined in the Charity Ward / Private Ward)• Out patients (Charity/Private)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<u>GENERAL REQUIREMENTS:</u> 1. Government-issued ID of the patient 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		 1. DFA, GSIS, SSS, PRC, PSA, COMELEC, PhilHealth, OSCA, DSWD, NGAs, Educational Institution where the student is currently enrolled 2. 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 2. If Discharged: Validly-executed Promissory Note duly signed by the hospital representative or Certification with remaining balance from the hospital		 1. Hospital or PHF where patient is presently confined 2. Billing/Credit and Collection Office of Hospital or Other PHF where patient is confined	



<p>3. For Medico-Legal Cases: Copy of the Vehicular/Police Report</p> <p>B. CHEMOTHERAPY</p> <ol style="list-style-type: none"> 1. Original prescription with printed full name, signature and license number of oncologist/ attending physician 2. Original copy of treatment protocol with signature, name, and license number of oncologist/attending physician <p>C. HEMODIALYSIS</p> <ol style="list-style-type: none"> 1. Endorsement/Acceptance Letter by the Dialysis Center/ Hospital of Guarantee Letter from PCSO 2. Official Quotation from the Dialysis Center/ Hospital 3. For PhilHealth Members: <ol style="list-style-type: none"> a. Certification on the number of benefits availed <p>D. MEDICINES (Erythropoietin, Hemophilia and Post-transplant)</p> <ol style="list-style-type: none"> 1. Original Prescription with printed full name, signature, and license number of the attending physician 2. Official quotation from the dialysis center/ hospital for Erythropoietin Injection only 		<p>3. Police Precinct where the incident was reported</p> <ol style="list-style-type: none"> 1. Oncologist/Attending Physician of the patient 2. Oncologist/Attending Physician of the patient 1. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment 2. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment 3. PhilHealth / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment 1. Attending Physician of the patient 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 Account (SOA) and other complete documents including	1.1 Check number and name of patients against the transmittal submitted by partner health facility (PHF).	None	1 working day	CAD (Receiving Personnel)
	1.2 Check and review the completeness of data			



Guarantee Letter (GL)/claim slips	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	None	2 working days	CAD Supervisor
	3.1 In case of any discrepancy disapprove by clicking "REJECT" button, indicate comment and return 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 of Transmittal and forward to the CAD Liaison Personnel for submission to ABD.			
	6. Bundle Summary of MAP Availment with RFPs per batch.			
	6.1. Inspect Summary of MAP Availment and RFPs, if complete			
	6.2 Transmit to the ABD the bundled Transmittal Sheets with RFPs.	None		ICAD (Liaison Officer)
	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			
	7.2 Monitor and track monthly accomplishment.			
Sub-total			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:	Simple/Complex
Type of Transaction:	G2G
Who May Avail:	CAD
NATURE OF REQUEST FOR PAYMENT	CHECKLIST OF REQUIREMENTS



<p>1. Medical Assistance Program (MAP) including Malasakit Centers</p>	<p>1. Confinement:</p> <ol style="list-style-type: none"> 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 <p>2. Chemotherapy:</p> <ol style="list-style-type: none"> 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 <p>3. Dialysis:</p> <ol style="list-style-type: none"> 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 <p>4. Specific Medicines:</p> <ol style="list-style-type: none"> 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 <p>5. Laboratory/Diagnostic Procedures (including development assessment)</p> <ol style="list-style-type: none"> 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
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	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	RESPONSIBLE PERSON	
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) <ul style="list-style-type: none">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. (Maximum of 30 GLs per bundle) (Note: DV for manual transactions and RFP for CAS transactions).	None	1 working day	Receiving Personnel /Accounting Clerk	
			3 working days	Fiscal Controller	



	2. Pre-Audit and process the DVs/RFP <ul style="list-style-type: none"> 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) <ul style="list-style-type: none"> Review the Disbursement Voucher and certify availability of funds if in order, otherwise Reject and return to the Financial Analyst/Fiscal Controller/ABD Personnel with the attached return slip for rectification of deficiencies/errors. <p>Note: <i>Division Chief – signs for and in behalf of the DM if within the level of</i></p>	None	6 days	Division Chief / Department Manager



	<i>authority (P300,000.00 and below), otherwise, initials;</i> <i>Department Manager – signs/approves the DV (above P300,000.00)</i> <ul style="list-style-type: none"> • Forward to Releasing Personnel 			
	4. Prepare transmittal (for AGM/GM) of all processed DVs and print BIR Form 2307. <ul style="list-style-type: none"> • 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 P1,000,000.00); GM (above P1,000,000.00)	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:	Complex			
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			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly Approved DVs/RFPs with complete documentary requirements: A. MAP-General B. MAP-Malasakit	<ul style="list-style-type: none"> - 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	RESPONSIBLE PERSON
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: <ul style="list-style-type: none"> • Check the number of DVs/RFPs submitted versus transmittal list. • Stamp individual DV/RFP "Received" and affix initials, date and time; 	None	One (1) working day	Cash Clerk / Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Voucher Number Date and Time Amount Initials <p>1.2. Checking of individual DVs/RFPs:</p> <p>A. For CAS Transactions:</p> <ul style="list-style-type: none"> 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. <p>B. For Manual Transactions (when applicable,</p>			Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>in case of connectivity loss or inavailability of CAS):</p> <ul style="list-style-type: none"> • 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 			
	<p>2. Review pre-audited DVs/RFPs.</p> <ul style="list-style-type: none"> • 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 	None	Four (4) working hours	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	Cashier for check preparation.			
	<p>3. Prepare check and print Disbursement Vouchers</p> <p>A. Assign check</p> <p>For CAS Transactions:</p> <ul style="list-style-type: none"> • Assign Check (Note: CAS automatically generates check number). • Preview the Check and verify the following details: <ul style="list-style-type: none"> ○ Name of Payee ○ Amount ○ Date ○ Signatories • In case of inaccuracies in check entries, click "VOID" and prepare another Check; <p>For Manual Transactions (when applicable, in case of connectivity loss or unavailability of CAS:</p> <ul style="list-style-type: none"> • Encode the following details of the check in the TD MS Excel Check Printing File: <ul style="list-style-type: none"> ○ Name of Payee ○ Date of Check ○ Amount ○ Nature of Payment 	None	Four (4) working hours	Cashier



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<ul style="list-style-type: none"> ○ 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 			
	<p>4. Review the check.</p> <p>4.1 Review and verify correctness of data encoded in the charity check vs DV.</p> <p>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;</p>	None	One (1) working day	Cashier IV and Cashier III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<p>otherwise, stamp check as "Spoiled" or "Cancelled".</p> <p>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.</p>			DC/ Designated alternate
	<p>5. Approve and sign check as co-signatory</p> <ul style="list-style-type: none"> 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 the principal signatory. 	None	Two (2) working days	<p>Division Chief/Designated alternate; DM and/or AGM for Administrative Sector</p> <p>DM/Designated alternate and/or AGM for Administrative Sector</p>
Staff of OAGM for Charity Sector/ OAGM for Administrative Sector / OGM receive checks	<p>6. Approve and sign manually the check, when applicable</p> <ul style="list-style-type: none"> Digitized signature of the 	None	Four (4) working hours	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
(with complete attachments) for signature as principal signatory	<p>principal signatory is automatically attached to checks amounting to Php500,000.00 and below</p> <ul style="list-style-type: none"> 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. 			<p>AGM for Charity Sector/Designated alternate or AGM for Administrative Sector (as alternate signatory)</p> <p>General Manager</p>
	<p>7. Fully signed checks (with complete documents) are recorded in the logbook of Check Disbursement Register.</p> <ul style="list-style-type: none"> 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	One (1) working day	Cashier



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

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.



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

To define the step by step process of MAP (GLs utilized) and ensure timely payment of the Branch Office's MAP payables within 45 working days from receipt of the SOA with complete documentary requirements.

Office/Department/Division:	Branch Offices
Classification:	Complex
Type of Transaction:	Government to Citizens (G2C)
Who May Avail:	Patient or duly authorized representative
Availability of Service	Mondays to Fridays, 8:00am to 5:00pm
CHECKLIST OF REQUIREMENTS <ul style="list-style-type: none"> Original Statement of Account Documentary Requirements: Confinement <ul style="list-style-type: none"> Updated and Original/Certified True Copy of the Clinical / Medical Abstract/ Discharge Summary Copy of the Valid ID of the patient and representative, if applicable PCSO MAP Application Form Unified Intake Sheet (for Malasakit Center Patients) Chemotherapy Medicines <ul style="list-style-type: none"> Medical Certificate and Prescription (issued by the same doctor) Updated and Original/Certified True Copy of the Clinical / Medical Abstract Original/Certified True Copy of the Treatment Protocol (<i>for chemotherapy</i>) Original copy of Quotation from three(3) qualified suppliers Photocopy of Valid ID (patient and claimant) PCSO MAP Application Form Dialysis Medicines <ul style="list-style-type: none"> Medical Certificate and Prescription (issued by the same doctor) Original copy of Quotation from three(3) qualified suppliers 	WHERE TO SECURE <ul style="list-style-type: none"> PCSO Medical Facilities / Institutions Attending Physician Suppliers



- Updated and Original/Certified True Copy of the Clinical / Medical Abstract
- Photocopy of Valid ID (patient and claimant)
- PCSO MAP Application Form
- Unified Intake Sheet (for Malasakit Center Patients)
- Copy of certification on the number of sessions availed from Philhealth

Radiation Procedure

- Medical Certificate and Prescription (issued by the same doctor)
- Original copy of Quotation from qualified suppliers
- Copy of Certification on the number of sessions availed from Philhealth (*for hemodialysis and radiation*)
- Photocopy of Valid ID (patient and claimant)
- PCSO MAP Application Form
- Unified Intake Sheet (for Malasakit Center Patients)

Laboratory, Diagnostic & Imaging Procedures

- Medical Certificate and Prescription/doctor's request (issued by the same doctor)
- Original copy of Quotation from facility/qualified suppliers
- Photocopy of Valid ID (patient and claimant)
- PCSO MAP Application Form
- Unified Intake Sheet (for Malasakit Center Patients)

Orthopedic (bone) implant and Medical Devices

- Medical Certificate and Prescription/doctor's request (issued by the same doctor)
- Original copy of Quotation from three (3) different suppliers that accept PCSO GL
- Schedule of operation as certified by the attending physician
- Photocopy of Valid ID (patient and claimant)



<ul style="list-style-type: none">PCSO MAP Application FormUnified Intake Sheet (for Malasakit Center Patients) <p>Catastrophic Illness</p> <ul style="list-style-type: none">Original or Certified True Copy of the Clinical or Medical abstractCertification that patient is due for translant (for kidney and liver transplant)Certification that patient did not qualify for pHilhealth Z-benefit (for kidney transplant / Coronary Artery Bypass Graft)Valid ID of the patient and valid ID of next of kin, if applicable.PCSO MAP Application FormUnified Intake Sheet (for Malasakit Center Patients)								
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON				
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				
	<ul style="list-style-type: none">Receives SOA from the SWO / designated personnel.Checks the completeness of the documentary requirements attached to the SOA.Prepares the Disbursement Voucher (DV)Endorses the DV to the following: <table><tr><td>Branch A</td><td>Branch Accountant</td></tr><tr><td>Branch B and C</td><td>ODM Accountant</td></tr></table>	Branch A	Branch Accountant	Branch B and C	ODM Accountant	None	30 minutes (Branch A)	Bookkeeper/ Designated personnel
		Branch A	Branch Accountant					
		Branch B and C	ODM Accountant					
14 working days (Branch B and C)								



	Branch A <ul style="list-style-type: none"> 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 50,000.00 and below, certifies the availability of fund (with authority from the ODM Budget Officer) endorses to the Branch Manager for approval. If above Php 50,000.00, endorses to the ODM for processing of DV 	None	1 hour	Branch A - Branch Accountant
	Branches B and C <ul style="list-style-type: none"> 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)
	For Branch B and C <ul style="list-style-type: none"> Prepares Budget Utilization Slip (BUS) for the Certifies fund availability Endorses DV for approval 	None	2 hours	ODM Budget Officer



	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>Department Manager</td></tr><tr><td>Up to ₱50K</td><td>Branch Manager / Heads</td></tr></table>	Amount	Approver of DV	Up to Php 1 Million Pesos	Assistant General Manager	Up to ₱100K	Department Manager	Up to ₱50K	Branch Manager / Heads	None	1 working day	<ul style="list-style-type: none">• Assistant General Manager• Department Managers• Branch Managers / Heads
Amount	Approver of DV											
Up to Php 1 Million Pesos	Assistant General Manager											
Up to ₱100K	Department Manager											
Up to ₱50K	Branch Manager / Heads											
	<ul style="list-style-type: none">• 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	None	14 working days (including transit time)	ODM Designated Personnel								
	<ul style="list-style-type: none">• Prepares check for payment to the concerned hospitals / medical facilities or institutions• Endorses check to the Branch Manager / Branch Head for signature	None	2 hours	Branch Cashier / Designated Personnel								
	Signs the check for payment to the concerned hospitals / medical facilities or institutions	None	1 hour	Branch Manager/ Branch Head/ Designated Officer								
	Notifies the hospital / medical facilities or institutions of the availability of check through the following mode of service: (1) Text message or other messaging application (Viber, messenger, WhatsApp etc) (2) Email	None	1 working day	Branch Cashier / Designated Personnel								

	(3) Personal service of notice			
Receives check from PCSO and issues Official Receipt	Releases check to the representative from the hospital, health facilities / institutions	None	2 hours	Cashier
TOTAL		None	45 working days	



3. PROCESSING OF PAYMENT OF PRIZE CLAIM FOR JACKPOT PRIZES

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

Processing and Preparation of Disbursement Voucher

This involves the procedural steps in processing of disbursement vouchers (DVs) of prize claim for jackpot until the 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	
Who may avail:	Winners of PCSO games for Jackpot.	
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)	<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 11. NBI ID/Clearance 12. OWWA 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 11. National Bureau of Investigation office 12. OWWA office
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; and 4. SPA (Special Power of Attorney) or LOA (Letter of Authority)		
Note: All requirements should be original.		



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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Fill up Winner's Profile Form located outside the validation window with the following details: (window #1) ✓ Name ✓ Address ✓ Date of Birth ✓ Occupation ✓ TIN	1.1. 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	None	10 minutes	Guard on duty on duty at the 2 nd Floor Sun Plaza Bldg.
1.2. Write full name and affixes signature at the back of the original winning	1.2. Instruct the claimant to write his/her full name and affix signature at the back of the ticket/s.			



ticket. (window # 1);				
<p>2. Present the ticket/s and two (2) valid IDs together with the Winner's Profile Form to the staff at the window #1.</p>	<p>2.1. Accept the winning ticket/s.</p> <p>2.2. Assign queueing number for the transaction (to be collected by Treasury Department; Prioritize Senior Citizen, Pregnant Women, PWDs).</p> <p>2.3. Check ticket for any signs of non-compliance:</p> <ul style="list-style-type: none"> ✓ Mutilation (torn tickets, signs that it has been exposed to heat, water, oil). ✓ Tampering ✓ Illegibility <p>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 tickets.</p> <p>If compliant: Secure two valid ID's from claimants for comparison of signature vis-à-vis ID's and Winner's Profile Form presented.</p> <p>2.4 Proceed with ticket validation procedure by inserting the winning ticket in the</p>	None	15 minutes	Staff/Personnel Prize Fund Division



	validation machine. Validation can be done mechanically or manually;			
	2.5 Endorse validated winning tickets to Division Chief / Assistant Division Chief together with the Jackpot winner inside the department. (for security reason).			
3. Proceed to the Division Chief.	<p>3.1 Encode winner/claimant's personal information and prize claim details and prepare the Disbursement Voucher (DV).</p> <p>3.2 Photocopy the winning ticket, prize claim receipt and IDs.</p> <p>3.3 Submit complete documents together with the winning ticket, prize claim receipt and photocopy of IDs to the Department Manager for approval of DV (Box A and B).</p>	None	35 minutes	Division Chief/ Assistant DC Prize Fund Division
4. Proceed to the Department Manager, as escorted by Prize Fund Division DC/Staff.	<p>4.1 Review transmitted data vis-a vis validated ticket/s, valid ID's and winner's profile form.</p> <p>4.2 Approve Disbursement Voucher (Box A & B).</p>	None	30 minutes	Department Manager (ABD)



5.1. Receive/accept two (2) valid ID's.	5.1. Return two (2) ID's of the winner.	None	5 minutes	Division Chief/ Assistant DC Prize Fund Division
5.2. Accept chips for Customer Satisfaction Survey (CSS).	5.2. Provide chips (happy or sad) for services availed after completed transaction. The chips for happy or sad together with the form for comments and suggestions if any will be collected by Treasury Dept. before the start of the next business day			
5.3. Affix signature on the photocopies of prize claim document.	5.3. Request the winner to affix signature on the photocopies of prize claim documents. 5.4. Provide winner photocopies of original documents with original copy of 2306.			
6. Await approval of DV.	6.1. Print transmittal report. 6.2. Forward original prize claim documents to authorized signatories for approval of Disbursement Voucher (Box C).	None	10 minutes	Division Chief/ Assistant DC Prize Fund Division
7. Await approval of DV.	7. Approve/sign processed DV.	None	1 hour	General Manager/ Alternate signatory as follows: ➤ AGM for GPDMS ➤ AGM for BOS ➤ AGM for MSS



				<ul style="list-style-type: none"> ➤ AGM for Admin Sector ➤ AGM for Charity
8. Proceed to Treasury Department	8. Forward documents in a sealed envelope to Treasury Department together with the jackpot winner for check processing.	None	5 minutes	Division Chief/ Assistant DC Prize Fund Division
	Sub - Total	None	2 hours and 50 minutes	

DISCLOSURE STATEMENTS:

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 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 (4 hours)

Payment of Prize Claim for Jackpot Prize

This process starts from the time the ABD staff forwarded the approved Disbursement Voucher with complete documents up to the release of check for the payment of prize claim for Jackpot Prize/s of PCSO Games.

Office/Department/Division:	Administrative Sector, Treasury Department, Prize Fund Division	
Classification:	Simple	
Type of Transaction:	Government to Client (G2C)	
Who May Avail:	PCSO Jackpot Prize Winners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>(Received in sealed envelope)</i> 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		Accounting and Budget Department (ABD)



<ul style="list-style-type: none"> ✓ 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 <p>4. Declaration of Validated Winning Ticket/Confirmation from VisMin Data Center, if applicable, (original copy)</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Division Chief of the Prize Payment Division as escorted by the ABD Division Chief.	<p>1.1. Receive documents in a sealed envelope from the Division Chief (DC) of Accounting and Budget Department (ABD).</p> <p>1.2. Check the presence of the following:</p> <ul style="list-style-type: none"> ➤ Duly processed and signed Disbursement Voucher (DV). ➤ Supporting documents: 	None	10 minutes	Division Chief



	<ul style="list-style-type: none"> ○ Validated winning tickets duly signed at the back by the winner; ○ Prize Claim receipt; ○ Declaration of Validated Winning Ticket/Confirmation from Vismin Data Center (if applicable); ○ 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 Jackpot Winner must be submitted. 			
2. Answer the profile questions and sign the profile form after the interview.	<p>2.1. Interview the Jackpot winner for profiling.</p> <p>2.2. Accomplish Winner's Profile Form.</p> <p>2.3. Sign accomplished Winner's Profile Form.</p> <p>2.4. Forward Winner's Profile Form to Technical Assistant of Treasury Department (TD) for safekeeping.</p>	None	30 minutes	Division Chief



3. Await while the document is being processed.	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 (reject transaction if there are corrections), record the rejected documents in the logbook and return to the originating department (ABD); 3.2. Assign check number; 3.3. Print Disbursement Voucher; 3.4. Review the encoded details on check. Print prize check with the following: ➤ Date of check; ➤ Name of payee (winner) ➤ Amount of prize	None	30 minutes	Cashier II
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4. Await while the document is being processed.	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. Await while the document is being processed.	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. 6.2. Escort the winner to the Office of the General Manager or his/her alternate signatory.	None	10 minutes	Division Chief Department Manager
7. Proceed to the Office of the General Manager or his/her alternate signatory as escorted by the Treasury Department Division Chief.	7. Sign the check manually as principal signatory	None	1 hour 30 minutes	General Manager/ Alternate Signatories: 1. AGM-GPDMS 2. AGM-BOS 3. AGM-MSS 4. AGM-ADMIN 5. AGM- CHARITY
8.1. Photo opportunity with the General Manager/or his alternate signatory.	8.1. Take the photo of the winner with the GM/or his alternate signatory.	None	15 minutes	General Manager/ Alternate Signatories: 1. AGM-GPDMS 2. AGM-BOS 3. AGM-MSS 4. AGM-ADMIN 5. AGM- CHARITY Division Chief/



8.2. Receive the prize check	8.2. Release the prize check.			Designated alternate of the DC
9.1 Drop the chip to "Happy-Sad Face" box for CSS.	9.1 Collect the chips from the "Happy-Sad Face" box for CSS.	None	5 minutes	Division Chief
9.2 The claimant takes the CSM survey.	9.2 Request the claimant to take the CSM survey.			
	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 Friday.



4. PROCESSING OF PAYMENT OF PRIZE CLAIM ABOVE ₱10,000.00 UP TO ₱60,000.00 (GROSS PRIZE)

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

Processing and Preparation of Cash Payment

This involves the procedural steps in processing of prize claim above P10, 000.00 up to Php 60,000.00 to Treasury Department for cash payment.

Office/Dept./Division:	Management Services Sector, Accounting and Budget Department (ABD)/Prize Fund Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Winners of PCSO games with prizes above Php 10,000.00 up to Php 60,000.00.	
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)	<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	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
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)		



<p>or LOA (Letter of Authority)</p> <p>Note: All requirements should be original.</p>	8. Pag-IBIG Loyalty Card	8. Home and Development Mutual Fund (PAG-IBIG) office
	9. GSIS e-card	9. Government Service Insurance System (GSIS) office
	10. IBP ID	10. Integrated Bar of the Philippines office
	11. NBI ID/Clearance	11. National Bureau of Investigation office
	12. OWWA ID	12. OWWA office
	13. Phil Health card	13. Phil Health office
	14. Police Clearance Certificate	14. City Hall
	15. Postal ID	15. Post Office
	16. PRC ID	16. Professional Regulation Commission (PRC) office
	17. Senior Citizen's Card	17. Senior Citizen's Affairs Office/Barangay hall
	18. SSS ID Card	18. Social Security System office
	19. TIN ID (BIR)	19. Bureau of Internal Revenue Offices
	20. UMID	20. Government Service Insurance System/SSS
	21. Passport-Philippine or Foreign	21. Department of Foreign Affairs office (DFA)
	22. Voter's ID	22. Commission on Election (COMELEC) Office
	23. NCWDP ID	23. National Council for Welfare of Disabled Person (NCWDP) office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Fill up Winner's Profile Form located outside the validation window with the following details: (window #1) ✓ Name ✓ Address ✓ Date of Birth ✓ Occupation ✓ TIN 1.2. Write full name and affixes signature at the back of the original winning ticket. (window # 1);	1.1. 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 1.2. Instruct the claimant to write his/her full name and affix signature at the back of the ticket/s.	None	20 minutes	Guard on duty at the 2 nd Floor Sun Plaza Bldg.
2. Present the ticket/s and two (2) valid IDs together with the Winner's Profile Form to the staff, at the window #1.	2.1. Accept the winning ticket. 2.2. Assign queueing number for the transaction to be collected by the Treasury Department upon cash payment. (Give priority to Senior Citizen, Pregnant Women, PWDs) 2.3. Check ticket for any signs of non-compliance: ✓ Mutilation (torn tickets, signs that it has been exposed to heat, water, oil).	None	15 minutes	Staff/Personnel PRIZE FUND DIVISION



	<p>✓ Tampering ✓ Illegibility</p> <p>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.</p> <p>If compliant: Secure two valid ID's from 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.</p> <p>2.4. Proceed with ticket validation procedure by inserting the winning ticket in the validation machine.</p> <p>2.5. Instruct the winner/claimant to sit at the designated waiting area.</p> <p>2.6. Forward the complete documents to assigned personnel for processing.</p>			
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<p>3. Remain seated at the designated waiting area while the prize claim is being processed.</p>	<p>3.1 Review the correctness and validity of claims for ticket presented vis-vis prize claim receipt, ID's and Winners Profile form.</p> <p>3.2 Encode winner/claimant's personal information and prize claim details in the database.</p> <p>3.3 Sign the reviewed ticket/s as a proof of approval for payment and label with letter in the lower right of the ticket/s</p> <p>3.4 Print BIR Form 2306 for 20% Final tax for claimant signature. Forward the copy to Treasury Department.</p> <p>3.5 Return the complete documents to the assigned personnel.</p>	None	10 minutes	Division Chief/ Asst. Division Chief PRIZE FUND DIVISION
<p>4.1. Sign logbook.</p> <p>4.2. Receives the following: ✓ Validated winning ticket/s ✓ 2 valid ID's</p>	<p>4.1. Record transaction in a logbook and instruct the claimant/winner to sign.</p> <p>4.2. Return the following documents and instruct the claimant/winner to check the</p>	None	4 minutes	Staff/Personnel Prize Fund Division



4.3 Accepts Chips (for happy/sad comments) for Customer Satisfaction Survey (CSS).	completeness of documents before leaving the window: ✓ Validated winning ticket/s ✓ 2 valid ID's			
4.3 Provide chips of CSS for services availed after completed transaction. The chips will be collected and tabulated by Treasury Dept. at the start of the next business day.				
5 Proceed to Treasury Department (window 5).	5. Instruct the claimant/winner to proceed to window 5 of Treasury Dept. for cash payment.	None	1 minute	Staff/Personnel Prize Fund Division
	Sub – total	None	50 minutes	

DISCLOSURE STATEMENTS:

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 P60,000.00 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 (25 minutes)

Payment in Cash of Prize Claims of High Tier Prizes above Php10,000.00 up to Php 60,000.00

Prize/s of PCSO Games above Php 10,000.00 up to Php 60,000.00 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:	Government to Client (G2C)
Who May Avail:	PCSO Games High Tier Prize Winners (above P10,000.00 up to Php 60,000.00)
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. 2 valid IDs (original and photocopies) <ul style="list-style-type: none"> ✓ 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 	Claimant and ABD



<ul style="list-style-type: none"> ✓ SSS ID Card ✓ 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
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. Receive validated winning ticket from the claimant and check the presence of the following: <ul style="list-style-type: none"> a. Validated winning ticket/s duly signed at the back by the winner; b. Prize claim receipt duly signed at the back by ABD staff; c. Valid IDs. 	None	5 minutes	Disbursing Officer
2.1. Receive cash prize payment from Disbursing Officer. 2.2. Count the money before leaving the counter. 2.3. Sign the Log Book as proof of payment.	2.1. Pay the winner if all items under Item no.1 above are in order. 2.2. Request the winner to count the money before leaving the counter. 2.3 Request the winner to sign the logbook to acknowledge	None	10 minutes	Disbursing Officer



	receipt of payment and release the BIR form 2306.			
3.1 Drop the chip to "Happy-Sad Face" box for CSS.	3.1 Collect the chips from the "Happy-Sad Face" box for CSS.	None	10 minutes	Disbursing Officer
3.2 The claimant takes the CSM survey.	3.2 Request the claimant to take the CSM survey.			
	Sub - total	None	25 minutes	
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS			1 HOUR 15 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.



5.PROCESSING OF PAYMENT OF PRIZE CLAIM ABOVE ₱60,000.00 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 P60, 000.00 except jackpot until the 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	
Who may avail:	Winners of PCSO games with prizes above Php 60,000.00 except Jackpot.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal-holder/owner: 1. Winning ticket/s in good condition and; 3. Two (2) Valid Identification Documents (ID's) Representative: 5. Winning ticket/s in good condition; 6. Two (2) valid ID's of person being represented; 7. Two (2) valid ID's of authorized representative; 8. SPA (Special Power of Attorney)	<u>Any two (2) of the following acceptable valid Identification Documents (ID's)</u> 24. National ID 25. Alien Certificate of Registration 26. Barangay ID 27. Employment ID 28. Driver's License 29. DSWD-4Ps 30. AFP/PNP	24. Philippine Statistics Authority (PSA) 25. Department of Foreign Affairs (DFA) office 26. Barangay Hall/offices 27. Office/Company where employed 28. Land Transportation Office (LTO) 29. Department of Social Welfare and Development (DSWD) office 30. AFP/PNP office



or LOA (Letter of Authority) Note: All requirements should be original.	31. Pag-IBIG Loyalty Card	31. Home and Development Mutual Fund (PAG-IBIG) office
	32. GSIS e-card	32. Government Service Insurance System (GSIS) office
	33. IBP ID	33. Integrated Bar of the Philippines office
	34. NBI ID/Clearance	34. National Bureau of Investigation office
	35. OWWA ID	35. OWWA office
	36. Phil Health card	36. Phil Health office
	37. Police Clearance Certificate	37. City Hall
	38. Postal ID	38. Post Office
	39. PRC ID	39. Professional Regulation Commission (PRC) office
	40. Senior Citizen's Card	40. Senior Citizen's Affairs Office/Barangay hall
	41. SSS ID Card	41. Social Security System office
	42. TIN ID (BIR)	42. Bureau of Internal Revenue Offices
	43. UMID	43. Government Service Insurance System/SSS
	44. Passport-Philippine or Foreign	44. Department of Foreign Affairs office (DFA)
	45. Voter's ID	45. Commission on Election (COMELEC) Office
	46. NCWDP ID	46. National Council for Welfare of Disabled Person (NCWDP) office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3. Fill up Winner's Profile Form located outside the validation window with the following details: (window #1) ✓ Name ✓ Address ✓ Date of Birth ✓ Occupation ✓ TIN	2.7. 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	None	20 minutes	Guard on duty at the 2 nd Floor Sun Plaza Bldg.
1.4. Write full name and affixes signature at the back of the original winning ticket. (window # 1);	2.8. Instruct the claimant to write his/her full name and affix signature at the back of the ticket/s.			
3. Present the ticket/s and two (2) valid IDs together with the Winner's Profile Form to the staff, at the window #1.	3.1. Accept the winning ticket. 3.2. Assign queueing number for the transaction to be collected by the Treasury Department upon release of check. (Give priority to Senior Citizen, Pregnant Women, PWDs) 3.3. Check ticket for any signs of non-compliances: ✓ Mutilation (torn tickets, signs that it has been exposed to heat, water, oil).	None	15 minutes	Staff/Personnel PRIZE FUND DIVISION



	<p>✓ Tampering ✓ Illegibility</p> <p>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.</p> <p>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.</p> <p>3.4. Proceed with ticket validation procedure by inserting the winning ticket in the validation machine.</p> <p>Note: For scratch tickets: Complete documents with validated ticket are submitted for request for payment (RFP) processing of Disbursement Voucher (DV).</p> <p>3.5. Instruct the winner/claimant to sit at the designated waiting area.</p>			
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	3.6. Forward the complete documents to assigned personnel for processing of prize claim Disbursement Voucher (Request for payment-as needed).			
4. 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.	4.1 Review and verify the correctness of the encoded name, prize details, accounting 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). ✓ Above P60,000.00 up to P500,000.00	None	10 minutes	Division Chief/ /Asst. DC.(PFD/ABD) Department Manager-ABD Division Chief/ OIC DC/Asst. DC.(PFD/ABD) Department Manager-ABD



	<p>✓ Above P500, 000.00 including Jackpot.</p> <p>4.2 Approve Disbursement Voucher (A&B)</p>			Department Manager-ABD
<p>5.1. Await for the queuing number/name of the claimant to be called;</p> <p>5.2. Receive/accept two (2) valid ID's;</p> <p>5.3. Accept chips for CSS (Customer Satisfaction Survey).</p> <p>5.4. Affix signature on the photocopies of prize claim documents (Window # 2). Remain seated at the designated waiting area.</p>	<p>5.1. Photocopy the winning ticket, prize claim receipt and IDs;</p> <p>5.2. Return two (2) ID's of the winner;</p> <p>5.3. Provide chips for CSS (happy or sad) for services availed after completed transaction. The chips will be collected and tabulated by the Treasury Department at the start of the next business day.</p> <p>5.4. Request the winner to affix signature on the photocopies of prize claim documents. Advise claimant to remain seated at the designated waiting area.</p>	None	10 minutes	Staff/Personnel Prize Fund Division
<p>6. Remain seated at the designated waiting area and await for the</p>	<p>6.1. Print transmittal report.</p>	None	10 minutes	Staff/Personnel Prize Fund Division



Queueing Number to be called.	6.2. Forward original prize claim documents to authorized signatories for approval of DV (Box C).			
7. Remain seated at the designated waiting area and await for the Queueing Number to be called.	7. Approve/sign processed DV. ✓ Above P500, 000.00 including Jackpot.	None	30 minutes	ABD Department Manager / Assistant General Manager – MSS or his alternate signatory
8. Remain seated at the designated waiting area and await for the Queueing Number to be called.	8.1 Forward complete documents to Treasury Department for processing of check. 8.2 Inform the winner that his/her prize claim documents are already forwarded to Treasury Department for check processing.	None	5 minutes	Staff/Personnel Prize Fund Division
	Sub - total	None	2 hours and 10 minutes	

DISCLOSURE STATEMENTS:

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 P60,000.00 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 one 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.
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 then claimant up to the preparation of Transmittal of Processed DVs (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 (High-Tier)

This process starts from the time the ABD staff forwarded the approved Disbursement Voucher with complete documents up to the release of check for the payment of prize claim.

Office/Department/Division:	Treasury Department (TD) / Prize Payment Division		
Classification:	Simple		
Type of Transaction:	Government to Client (G2C)		
Who May Avail:	PCSO Games High Tier Prize Winners (above Php60,000.00 except Jackpot)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
5. Prize Claim Processing Slip (original copy)		Accounting and Budget Department (ABD)	
6. Validated tickets (original copy and 1 photocopy)		Accounting and Budget Department (ABD)	
7. Disbursement Voucher (DV)		To be printed by TD from the Computerized Accounting System (CAS)	
8. 2 valid IDs (original and photocopies)		Claimant and ABD	
✓ National ID			
✓ Alien Certificate of Registration			
✓ Barangay ID			
✓ Employment ID			
✓ Driver's License			
✓ DSWD-4Ps			
✓ AFP/PNP			



<ul style="list-style-type: none"> ✓ 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 	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Remain seated at the designated waiting area and await for the Queueing Number to be called.	1. Receive the original and complete prize claim documents from ABD Staff and check the presence of the following: <ul style="list-style-type: none"> ○ 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 	None	10 minutes	Designated Prize Payment Staff



	<p>representative, submit a notarized Special Power of Attorney and 2 valid IDs of the authorized representative.</p> <p>Note: Write the Queueing Number (QN) given by the ABD and the time of receipt in the monitoring slip. Give priorities to Senior Citizen, Person with Disability (PWD) and Pregnant women.</p>			
2. Remain seated at the designated waiting area and await for the Queueing Number to be called.	<p>2. Print disbursement voucher/Print Check</p> <p>3.1. Review DV by comparing details vs supporting documents against the data encoded by ABD.</p> <p>➤ Review and approve transaction in the system for check assignment (reject transaction if there are corrections), record the reviewed</p>	None	1 hour	Cashier II



	<p>documents in the logbook and return to the originating department (ABD);</p> <p>3.2. Assign check number;</p> <p>3.3. Print DV;</p> <p>3.4. Encode and print prize check with the following:</p> <ul style="list-style-type: none"> ➤ Date of check ➤ Name of payee (winner) ➤ Amount of prize 			
<p>3. Remain seated at the designated waiting area and await for the Queueing Number to be called.</p>	<p>3. Review the prize check</p> <p>3.1. Review and verify correctness of data encoded in the prize check vs DV.</p> <p>3.2. A. Affix initial in the payment detail portion of the check voucher for checks amounting to Php 300,000.00 and below and forward to the Division</p>	None	15 minutes	Cashier II / Cashier III



	<p>Chief/Designated alternate.</p> <p>3.2.B. Affix initial in the payment detail portion of the check voucher for checks above Php 300,000.00 and forward to the Department Manager/Designated alternate.</p>			DC/ Designated alternate
4. Remain seated at the designated waiting area and await for the Queueing Number to be called.	<p>8.1.A. Sign and approve prize check amounting to Php 300,000.00 and below as co-signatory.</p> <p>4.1. B. Sign and approve prize check amounting to Php 300,000.01 and above as co-signatory.</p> <p>8.2. Forward check to principal signatory.</p>	None	30 minutes	<p>DC / Designated alternate / Department Manager and AGM for AS as alternate signatory</p> <p>Department Manager/Designated alternate and AGM for AS as alternate signatory</p>
5. Remain seated at the designated waiting area and await for the Queueing Number to be called.	<p>5.1 Sign and approve prize check as principal signatory.</p> <p>For prizes Php 60,000.00 to Php 500,000.00</p>	None	1 hour	<p>Assistant General Manager-MSS/ Designated OIC-AGM MSS, or all other AGMs in the ff. order:</p> <p>1.AGM-GPDMS, 2.AGM-BOS, 3.AGM-Admin, 4.AGM-Charity</p>



	<ul style="list-style-type: none"> Digitized signature is attached to the check <p>For prizes above P500,000.00</p> <p>Sign manually the prize check</p> <p>Return signed check to Treasury Department for release.</p>			
6. Remain seated at the designated waiting area and await for the Queueing Number to be called.	6. Scan check and DV before releasing the check.	None	10 minutes	Disbursing Officer
<p>7.1. Approach the window when called.</p> <p>7.2. Return the QN issued by the ABD staff.</p> <p>7.3. Sign in the following:</p> <ul style="list-style-type: none"> ➤ Disbursement Book; ➤ DV; ➤ Acknowledgment receipt portion of the prize check. <p>7.4. Receive the prize check.</p>	<p>7.1. Call claimant for check releasing.</p> <p>7.2. Retrieve QN issued by the ABD from the claimant.</p> <p>7.3. Have the winner sign in the following:</p> <ul style="list-style-type: none"> ➤ Disbursement Book ➤ DV ➤ Acknowledgment receipt portion of the prize check. <p>7.4. Release the prize check.</p>	None	15 minutes	Disbursing Officer



8.1 Drop the chip to "Happy-Sad Face" box for CSS.	8.1 Collect the chips from the "Happy-Sad Face" box for CSS.	None	5 minutes	Disbursing Officer
8.2 The claimant takes the CSM survey.	8.2 Request the claimant to take the CSM survey.			
	Sub - total		3 hours 25 minutes	
TOTAL NO. OF HOURS FOR THE WHOLE PROCESS			5 HOURS AND 35 MINUTES	

DISCLOSURE STATEMENT:

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



6. PROCESSING OF LOTTO AGENT APPLICATION

To provide and maintain high quality service standards as frontline to potential Lotto and Keno 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:	NCR and Branch Offices	
Classification:	Complex	
Type of Transaction:	Government to Citizens (G2C) and Government to Business (G2B)	
Who May Avail:	For Individual Applicant <ul style="list-style-type: none"> ➤ Filipino Citizen and at least 18 years old In case of Partnership Applicant: <ul style="list-style-type: none"> ➤ Partners must be Filipino Citizen; and ➤ Partnership Applicant must be duly registered and existing under Philippine Laws. In case of Corporation Applicant: <ul style="list-style-type: none"> ➤ 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		NCR Department, 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 / Keno Outlet/s <ol style="list-style-type: none"> 1. Provinces - 200 meters 2. National Capital Region (NCR) – 100 meters (minimum distance only) B. School <ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> • <u>For National Capital Region (NCR) applicants within Metro Manila</u>, submission of accomplished application form at the Technical Evaluation & Monitoring Division located at the PCSO Main Office, 3/F Sun Plaza Bldg., Shaw Boulevard, Mandaluyong OR send via e – mail to nrc@pcso.gov.ph for National Capital Region (NCR) • <u>For applicants outside Metro Manila</u>, submission of application form is at the nearest PCSO Branch Office covering the proposed outlet location. 		Applicant



ADDITIONAL REQUIREMENTS FOR INDIVIDUAL APPLICANT (UPON SITE APPROVAL):	
1. Any two (2) valid identification cards with at least one (1) Government issued ID: <ul style="list-style-type: none"> ➤ 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
2. Two (2) latest 2x2 ID picture of applicant	Applicant
3. In case the proposed site is: <ul style="list-style-type: none"> a. <i>Residential building and owned by applicant or his / her immediate family:</i> <u>Barangay Certification</u> showing that the applicant resides in the proposed site. b. <i>Commercial and owned by applicant or his / her immediate family:</i> <u>Business permit</u> issued by the city or provincial government. c. <i>Leased property:</i> <ul style="list-style-type: none"> ➤ <u>Duly notarized Letter of Agreement</u> between the owner of the establishment and applicant showing that the proposed site will be leased to the applicant for the Lotto / Keno outlet; OR ➤ If currently leased, <u>duly notarized Contract of Lease</u>. 	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 2x2 ID pictures 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: <ul style="list-style-type: none"> a. <i>Residential building and owned by applicant or his / her immediate family:</i> <u>Barangay Certification</u> showing that the applicant resides in the proposed site. b. <i>Commercial and owned by applicant or his / her immediate family:</i> <u>Business permit</u> issued by the city or provincial government. c. <i>Leased property:</i> 	Lessor/ Building Owner



<p>➤ <u>Duly notarized Letter of Agreement</u> between the owner of the establishment and applicant showing that the proposed site will be leased to the applicant for the Lotto / Keno outlet; OR</p> <p>➤ If currently leased, <u>duly notarized Contract of Lease</u>.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
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	Technical Evaluation and Monitoring Division- For NCR applicants ECET for applicants in the Branch Offices
2. Payment of Application Fee	Prepares and approves the Order of Payment to be issued to Applicant for payment to Window 4 of the Treasury Department	₱2,500.00 (Lotto)	15 minutes	Technical Evaluation and Monitoring Division (TEMMD)- For NCR applicants ECET/ Branch Managers for applicants in the Branch Offices
	Accepts payment and issuance of Official Receipt to the Applicant (Window 4 of the Treasury Department for Main Office and Cashier of concerned Branch Offices)	None	30 minutes	Treasury Department- For NCR applicants Cashier for Branch Offices
	Inspects the proposed lotto site of the applicant	None	1 working day (Upon receipt of the copy of the OR)	ECET
	Endorses the application for approval based on the completeness of documents and site inspection evaluation	None	1 hour	Division Chief of TEMMD for NCR applicants Branch Manager for Branch Offices
	Recommends the approval of Lotto and Keno application	None	1 working day	Department Manager
	Approves the Lotto and Keno application	None	2 working days	Assistant General Manager for Branch Operations Sector



3. Submission of additional requirements for approved applications	Informs the applicant on the approval of Lotto/Keno application and to request compliance with the submission of post-approval requirements	None	1 working day	Department Manager
POST APPROVAL REQUIREMENTS				
4. Construction of Booth	Provides the approved applicant of the required standard specification of booth and lighted signage.	None	30 minutes	TEMD- For NCR applicants ECET/ Branch Managers for applicants in the Branch Offices
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)	TEMD- For NCR applicants ECET/ Branch Managers for applicants in the Branch Offices
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 at Window 4 of the Treasury Department	<i>Cash Bond</i> <ul style="list-style-type: none"> • NCR - ₱300,000.00 • Cities Outside NCR - ₱200,000.00 • Municipalities Outside NCR - ₱100,000.00 	30 minutes	TEMD-For NCR applicants ECET for applicants in the Branch Offices 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	30 minutes	
	<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	TEMD- For NCR applicants ECET for applicants in the Branch Offices GSIS



7. Signing of Agency Agreement	Prepares the Agency Agreement for the signature of the Agent and his/her Witness	None	2 working days	Division Chief / Department Manager
8. Bond Processing a. Surety Bond – submits to GSIS the notarized AA b. Cash Bond – presents to the Treasury Department the Order of Payment	If Cash Bond- Accepts OR of payment from the applicant If Surety Bond- Accepts Contract Policy from GSIS	None	30 minutes	TEMD- For NCR applicants ECET for applicants in the Branch Offices
9. Submits a copy of the Policy Contract and OR	Receives the copy of the policy and OR. Issue training request form and gaming paper supplies.		1 working day	Technical Evaluation and Monitoring Division- For NCR applicants
10. Training of Lotto Agents	Conducts training of new Lotto Agents	None	For scheduling- PSDD	Training Division, PSDD ECET/ Branch Managers for Branch Offices
	Conducts site inspection of the Lotto outlet	None	Within 3 working days after submission of post-approval requirements	ECET
	Prepares the request for terminal installation (RFTI) and On-line order	None	One (1) hour	Division Chief for NCR Branch Manager for Branch Offices
	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		₱26,362.32 for Lotto Agents (if the agent opted to pay the premium for the Surety Bond) Or	21 working days & 5 hours <i>*provided that all documentary requirements are complied by the applicants on time.</i>	



	<p>For Cash Bond: ₱312,500.00 for NCR Agents ₱212,500.00 for Cities outside NCR</p> <p>₱112,500.00 for Municipalities outside NCR</p>		
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EXTERNAL SERVICES



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

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:		Lotto/Keno/Sweepstakes Winners		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Winning Ticket			Claimant	
2. Valid Identification Card (Government issued ID – Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Gives the winning ticket	1.1 Validates the ticket at the lotto terminal/machine	None	3 minutes	Cash Clerk IV
	1.2 Sweepstakes – verifies the authenticity of the winning ticket			
	1.3 If the amount of winnings is below ₱10,000 the claimant is immediately paid			
	1.4 If the winnings if more than ₱10,000 but less than ₱300,000, a Prize Claim Form and valid ID with picture are required	None	10 minutes	Clerk
	1.5 Sweepstakes – minor prizes will be immediately paid, major prizes will be processed and paid by the Head Office			
	1.6 Verifies the authenticity of the ticket and the claimant	None	5 minutes	Accountant
	1.7 Prepares the check	None	5 minutes	Cashier
	1.8 Approves the payment	None	5 minutes	Branch Manager or the Authorized Officer
2. Receives payment for the winning ticket	1. Issue the corresponding check to the claimant	None	2 minutes	Cashier
Total		None	30 minutes	



2. APPLICATION FOR MEDICAL ASSISTANCE PROGRAM (MAP) - MAIN OFFICE

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

Classification:	Simple
Type of Transaction:	G2C- GOVERNMENT TO CITIZEN
Who may Avail:	Patient or his/her duly authorized representative (Immediate Family Member/s) <ul style="list-style-type: none"> • In-Patients (confined in the Charity Ward / Private Ward) • Out patients (Charity/Private)
CHECKLIST OF REQUIREMENTS FOR FILLING OF APPLICATION	WHERE TO SECURE
<p><u>GENERAL REQUIREMENTS:</u></p> <ol style="list-style-type: none"> 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 <p><u>SPECIFIC REQUIREMENTS:</u></p> <p>A. CONFINEMENT</p> <ol style="list-style-type: none"> 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 the hospital representative or Certification with remaining balance from the hospital 3. For Medico-Legal Cases: Copy of the Vehicular/Police Report <p>B. CHEMOTHERAPY</p>	<ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 1. Hospital or PHF where patient is presently confined 2. Billing/Credit and Collection Office of Hospital or Other PHF where patient is confined 3. Police Precinct where the incident was reported



<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Oncologist/Attending Physician of the patient 2. Oncologist/Attending Physician of the patient 3. Any three (3) quotations from different retailer/ supplier
<p>C. HEMODIALYSIS</p> <ol style="list-style-type: none"> 1. Official Quotation from the Dialysis Center/ Hospital 2. For Philhealth Members: <ul style="list-style-type: none"> • Certification on the number of benefits availed 	<ol style="list-style-type: none"> 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
<p>D. MEDICINES</p> <ol style="list-style-type: none"> 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 <ul style="list-style-type: none"> • Official quotation from the dialysis center/ hospital 	<ol style="list-style-type: none"> 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
<p>E. Laboratory/ Diagnostic Procedures (including development assessment)</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Official quotation from diagnostic center/ hospital 2. Attending Physician
<p>F. Implants (Bone/ Cochlear) / Medical Devices (Pacemaker, Septal Occluder/ PCI Device/ Valves)</p>	<ol style="list-style-type: none"> 1. Any three (3) quotations from different retailer/ supplier 2. Attending Physician



1. Three (3) official quotation from different supplier	
2. Request for specification of medical devices/prescription of medical device	

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.pcsso.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.			



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

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) <ul style="list-style-type: none"> • 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> <ul style="list-style-type: none"> • Government-issued ID of the patient • 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 <u>SPECIFIC REQUIREMENTS:</u> <p>A. CONFINEMENT</p> <ol style="list-style-type: none"> 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 the hospital representative or Certification with remaining balance from the hospital 3. For Medico-Legal Cases: Copy of the Vehicular/Police Report <p>B. CHEMOTHERAPY</p> <ol style="list-style-type: none"> 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 	<ul style="list-style-type: none"> • 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 • Hospital or Other Partner Health Facility (PHF) where patient is being treated/managed <ol style="list-style-type: none"> 1. Hospital or PHF where patient is presently confined 2. Billing/Credit and Collection Office of Hospital or Other PHF where patient is confined 3. Police Precinct where the incident was reported <ol style="list-style-type: none"> 1. Oncologist/Attending Physician of the patient 2. Oncologist/Attending Physician of the patient



<p>number of oncologist/attending physician</p> <p>3. Three (3) official quotations from different retail/ supplier</p>	<p>3. Any three (3) quotations from different retailer/ supplier</p>
<p>C. HEMODIALYSIS</p> <p>1. Official Quotation from the Dialysis Center/Hospital</p> <p>2. For Philhealth Members: Certification on the number of benefits availed</p>	<p>1. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment</p> <p>2. Phil health / Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment</p>
<p>D. MEDICINES</p> <p>1. Original Prescription with printed full name and signature with license number of the attending physician</p> <p>2. Three (3) quotations from different retailer / supplier</p> <p>3. For Erythropoietin Injection only</p> <ul style="list-style-type: none"> Official quotation from the dialysis center/ hospital 	<p>1. Attending Physician of the patient</p> <p>2. Any three (3) quotations from different Medicine Retailer/Pharmacy/Drugstore where patient will obtain the needed medicines</p> <p>3. Hospital or Other Partner Health Facility (PHF) where patient is undergoing treatment</p>
<p>E. Laboratory/ Diagnostic Procedures (including development assessment)</p> <p>1. Official quotation from the diagnostic center or hospital duly signed by the representative of the diagnostic center or hospital.</p> <p>2. Request for laboratory/ diagnostic/ initial Development assessment from the attending physician with printed full name and signature with license number</p>	<p>1. Official quotation from diagnostic center/ hospital</p> <p>2. Attending Physician</p>
<p>F. Implants (Bone/ Cochlear) / Medical Devices (Pacemaker, Septal Occluder/ PCI Device/ Valves)</p> <p>1. Three (3) official quotation from different supplier</p> <p>2. Request for specification of medical devices/ prescription of medical device</p>	<p>1. Any three (3) quotations from different retailer/ supplier</p> <p>2. Attending Physician</p>

**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		5 minutes/ case	CAD/Branch (Social Worker)



	<p>the request.</p> <p>2.1. Encode the basic information of the patient in the Malasakit Center (MC) System</p> <p>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.</p>			
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. 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:	Government to Citizens (G2C)
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:	
1. PCSO IMAP Application Form	Available for download at www.pcsso.gov.ph or through Branch Offices nationwide
2. Government issued ID of the Patient: <ul style="list-style-type: none"> ➤ 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, Postal ID
3. Original/Certified True Copy of the Clinical Abstract with signature of the Attending Physician and its License No.	Hospital wherein the patient is being treated
Specific Requirements:	
For Hospital Confinement:	
1. Original copy of Statement of Account with printed name and signature of the Billing Officer with PhilHealth, Senior Citizen or HMO deductions.	Hospital wherein the patient is being treated.
2. If discharged: Validly executed Promissory Note by the Hospital Representative indicating the remaining balance from the hospital.	Accounting or Billing Office of the hospital wherein the patient is being treated.
3. For Medico-Legal Cases: Copy of the Vehicular/Police Report.	Police precinct wherein the incident was reported.
For Chemotherapy:	
1. Original prescription with printed full name, signature, and license number of oncologist.	Oncologist/Attending physician of the patient.



2. Original copy of the treatment protocol with printed full name, signature, and license number of oncologist.	Oncologist/Attending physician of the patient.
3. Photocopy of Surgical/ Histopathology or Biopsy Result.	Records Section of the of the hospital wherein the patient is being treated.
<u>For Dialysis:</u>	
1. Acceptance letter from the dialysis center or hospital signifying the acceptance of Guarantee Letter from PCSO	Hospital or dialysis center wherein the patient is being treated
2. Prescription with printed full name, signature, and license number of attending physician (for Epoetin).	Hospital or dialysis center wherein the patient is being treated
3. Official quotation from the dialysis center (for dialysis)	Hospital or dialysis center wherein the patient is being treated
4. Photocopy of laboratory results	Records Section of the of the hospital wherein the patient is being treated
5. PCSO Index Card	PCSO Social Worker
6. For PhilHealth Members:	
a. Copy of Member Data Record	PhilHealth
b. Certification on the number of benefits availed	Hospital or dialysis center wherein the patient is being treated
<u>For Requests for Medicines (Hemophilia and Post-transplant)</u>	
1. Prescription with printed full name, signature, and license number of attending physician.	Attending physician
2. Laboratory results within the last three (3) months.	Records Section of the of the hospital wherein the patient is being treated
3. PCSO Index Card	PCSO Social Worker

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of duly accomplished IMAP application form and requirements.	Receives the request and checks completeness of the requirements. Records the request in the database.	None	1 hour per case	Social Worker



	Evaluates the request and prepares recommendation of the amount of assistance to be extended by PCSO for medical assistance	None	2 hours	Social Worker
	Approves the amount of assistance to be extended by PCSO	None	1 hour	Branch Manager
	Prepares the Guarantee Letter for issuance to the Patient	None	1 hour	Data Encoder/Social Worker
	Approves the Guarantee Letter	None	1 hour	Branch Manager
2. Receipt of Guarantee Letter.	Releases the Guarantee Letter to Patient	None	30 minutes	Social Worker
TOTAL		None	6 hours and 30 minutes	



4. 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 and Branch Offices nationwide.

Office/Department/Division:		NCR and Branch Offices		
Classification:		Simple		
Type of Transaction:		Government to Citizens (G2C) and Government to Business (G2B)		
Who May Avail:		Lotto/Keno 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 (3 rd) degree of consanguinity		Applicant		
3. Documentary requirements for new agent of the transferee		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of duly accomplished request letter to the Technical Evaluation and Monitoring Division- For NCR applicants and ECET/ Branch Managers for applicants in the Branch Offices.	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 for payment to Window 4 of the Treasury Department	₱2,500.00 (Lotto & Keno)	1 hour	ECET/TEMD for NCR ECET/Cashier for Branch Offices
	Accepts payment and issuance of Official Receipt for payment to the Window 4 of the Treasury Department	None	30 minutes	Treasury Department for Main Office Cashier for Branch Offices



Submits the OR for the Transfer of Ownership Fee to the TEMD	Forwards the request with the required documents to the Office of the Department Manager for signature	None	1 working day	Division Chief/ NCR Branch Manager-Branches
	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
	Informs the Agent on the approval of request for transfer	None	1 working day	Division Chief/ NCR Branch Manager-Branches
TOTAL		₱2,500.00	5 working days and 2 hours	



5.REQUEST FOR TRANSFER OF SITE OF LOTTO OUTLET

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

Office/Department/Division:		NCR and Branch Offices		
Classification:		Simple		
Type of Transaction:		Government to Citizens (G2C) and Government to Business (G2B)		
Who May Avail:		Lotto/Keno 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	RESPONSIBLE PERSON
1. Submission of duly accomplished request form	Receives the request and check completeness of the requirements. Recording of the request in the database	None	15 minutes	ECET
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 (Lotto & Keno)	15 minutes	ECET/CEI II Division Chief/ NCR Branch Manager- Branches
	Accepts payment and issuance of Official Receipt	None	30 minutes	Treasury Department for Main Office Cashier for Branch Offices
	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	None	1 working day	ECET Division Chief / Department Manager



	Approves the request for transfer of site	None	1 working day	AGM for Branch Operations Sector
4. Construction of new booth	Informs the agent to facilitate construction of booth upon receipt of approval	None	1 working day	ECET
5. Submission of photo of the newly constructed Booth.	Checks Agent's compliance to the standard booth design	None	1 working day	ECET
	Endorses the request for terminal installation (RFTI) and activation to PGMC/TGTI/POS C	None	1 working day	Branch Manager / Department Manager
	Installs the machine/terminal to the new outlet	None	1 working day	PGMC/POSC/TGTI
TOTAL		₱2,500.00	7 working days and 1 hour	



6 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:		NCR and Branch Offices		
Classification:		Complex		
Type of Transaction:		Government to Citizens (G2C) and Government to Business (G2B)		
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	RESPONSIBLE PERSON
1. Submission of duly accomplished renewal form to the Technical Evaluation and Monitoring Division- For NCR agents and ECET/ Branch Managers for agents in the Branch Offices	Receives the request and check completeness of the requirements. Recording of the request in the database.	None	30 minutes	ECET
2. Secure clearance from Accounts Management Division – For NCR	Secures clearance of Accountabilities from Accounts Management Division	None	1 hour	ECET/TEMD for NCR
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	ECET/TEMD for NCR ECET/Cashier for Branch Offices
4. Signing the Notice of Extension / Renewal of Agency Agreement	Prepares Notice of Extension/ Renewal of Agency Agreement for the signature of the Agent and	None	2 working days	Division Chief / Department Manager / Assistant General Manager - BOS



	his/her Witnesses			
5. Notary of Notice of Extension / Renewal of Agency Agreement	Forwards to Legal Department for notarization	None	1 working day	OAGM for Branch Operations Sector
6. Issuance of documents	Upon receipt of the Notarized Notice of Extension/ Agency Agreement Renewal, the Authority to Operate shall be issued to the Agent	None	2 working days	ECET/TEMD for NCR
TOTAL		₱1,000.00	5 working days 2 hours and 30 minutes	



7. PROVISION OF DENTAL SERVICES

This process illustrates the provision of limited and free dental services to all.

Office/Department/Division:		Philippine Charity Sweepstakes Office/Medical Services Department/Medical and Dental Division		
Classification:		G2C		
Type of Transaction:		Simple		
Who may Avail:		General Public		
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		
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		
5. COVID-19 Vaccination Card / International Certificate of Vaccination or Prophylaxis (ICVP)		LGU, Bureau of Quarantine		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Approaches the Officer of the Day.	1. Receives the document/s and check for completeness 1.1 Issues queuing number 1.2 Advises patient when to proceed to	None	5 Minutes/ patient	Communication Equipment Operator IV



	Dental Treatment Room			
2. Proceeds to Dental Treatment Room and approaches the Dental Receptionist	2. Asks for the issued queuing number and other pertinent documents 2.1 Conducts case history taking on the patient and/or accompanying adult 2.2 Conducts blood pressure examinations on patients for surgical treatments 2.3 Asks patient or accompanying adult to sign pre-intake interview documents	None	6 Minutes	Dental Hygienist
3. Receives the necessary dental service/s	3. Performs pre-treatment and oral examination 3.1 Performs appropriate dental treatment/s 3.2 Conducts dental health teachings 3.3 Issues prescription/s 3.4 Issues dental certificate, whenever necessary 3.5 Issues referrals to and requests for medical and/or dental evaluations or diagnostic tests whenever necessary	None	60 Minutes	Dentist
4. Proceeds to the Pharmacy	4. Dispenses the medicines, if available	None	5 Minutes	Pharmacist
TOTAL:		None	1 Hour 16 Minutes/patient	



8. 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/G2B		
Who May Avail:		General Public		
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	RESPONSIBLE PERSON
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: a. If the request is not approved.	2. Satellite Clinic Division (SCD) a. Writes Regret Letter with reasons.	None		Department Manager (DM) SCD Division Chief Nurses



b. If approved:	b. Informs Requesting Party (RP)	None	1 working day	SCD Division Chief Nurses
	c. Notifies requesting Party on conduct of mission, logistics and preparation of certificates	None	1 working day	
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	



9. 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/G2G		
Who May Avail:		General Public		
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	RESPONSIBLE PERSON
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
1. Receipt of communication from SCD staff: a. If not approved b. If approved	2. Satellite Clinic Division (SCD) a. Writes Regret Letter with reasons.	None	2 working days	SCD-DC Nurses SCD-DC Nurses Nurses



	b. Receives Recommendation Memorandum from GM's office <ul style="list-style-type: none"> 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 			
3. Acceptance of Medicines	3. Release of Medicines to Requesting Party <ul style="list-style-type: none"> 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 	None	1 working day	Nurses Pharmacists Photographer SCD-DC Nurses Branch Manager SCD Staff for MATMO Branch Office Staff for MATBO
4. Signing of Certificate of Acceptance	4. Keep and file Certificate of Acceptance			
	TOTAL	None	6 working days	



10. 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		
Who May Avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Government issued Identification card (1 Photocopy)- On first visit of patient/ representative 2. Guardian for elderly and pediatrics (below 18 years old) patients 3. Birth Certificate for children who are not schooling (1 Photocopy) 4. PCSO Outpatient ID for Old Patient or Affidavit of loss for lost ID 5. COVID-19 Vaccination Card / International Certificate of Vaccination or Prophylaxis (ICVP) 		<p>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG</p> <p>City Hall or PSA</p> <p>LGU, Bureau of Quarantine</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<ol style="list-style-type: none"> 1. Approaches the Officer of the Day (O.D.) at the Registration Area <p>For New patient:</p> <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Asks valid ID card or birth certificate for children not in school including COVID-19 Vaccination Card/Certificate <ol style="list-style-type: none"> 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.)



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



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



	<p>patient thoroughly as necessary to elicit clinical impression or diagnosis</p> <p>e. Reviews and correlates results to clinical impression</p> <p>f. Gives medical instructions or advice</p> <p>g. Issues prescriptions</p> <p>For medicine assistance:</p> <p>a. Re-check completeness of documents.</p> <p>b. Issues prescriptions of available medicines from PCSO Pharmacy</p>			
4. Approaches Pharmacy	Gives prescribed medicines, if available	None	5 minutes	Pharmacist
	TOTAL	None		

11. PHARMACY SECTION

This provides medicines for outpatients, PCSO Employees and their dependents, job orders (JO), confidential agents (CA), contract of service (COS), and retirees.

[illegible]



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.	None	3 minutes per prescription	Pharmacist
	2.2. Dispenses available medicine and gives patient instruction.		3 minutes per prescription	
	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)			
	TOTAL		13 minutes	



12. 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 (<i>Newly Approved Agents Only</i>)	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
<ul style="list-style-type: none"> Confirmed Training Participants List Order of Payment (<i>Additional Operators/Tellers Only</i>) 	Training Division, Product and Standard Department (TD-PSDD)
Official Receipt (<i>Additional Operators/Tellers Only</i>)	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 (<i>Newly Approved Agents Only</i>);	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 records (<i>Additional Operators/Tellers Only</i>)	None	5 minutes	Training Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Payment of Training Fee of Php 300.00 per additional teller/operator to the CMD-TD Window No. 4 (<i>Additional Operators/Tellers Only</i>); 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	Php 300.00 per participant	10 minutes	Training Staff & Division Chief III (TD-PSDD)
4. Present Official Receipt (<i>Additional Operators/Tellers only</i>) 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	



13. 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
<ul style="list-style-type: none"> • Training Certificate (<i>Request for New ID and Replacement of Lost ID</i>) • Unexpired Lotto ID (<i>Request for Renewal of ID</i>) • Authorization Letter and Photocopy of Valid Identification of Lotto Agent (<i>Request for New and/or Additional ID for Transfer of Agent</i>) 	Applicant
<ul style="list-style-type: none"> • 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 (<i>New ID or Replacement of ID</i>); or b. Unexpired Lotto ID (<i>Renewal of ID</i>); or c. Authorization Letter and Photocopy of Agent's Valid ID (<i>New and/or Additional ID for Transfer of Agent</i>);	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
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	



14. 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:	Simple
TYPE OF TRANSACTION:	Government to Client/Government to Government/Government to Business
WHO MAY AVAIL:	Various clients with claims
CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Duly approved Request for Payment (RFP) Disbursement Voucher (DV) together with complete documents for the following: <ul style="list-style-type: none"> ➤ 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	RESPONSIBLE PERSON
1. Transmit duly processed Request For Payment (RFP)/ Disbursement Voucher/s (DV) to Operating Fund Disbursement Division (Window 2)	1.1 Receive approved DV/ RFP. <ul style="list-style-type: none"> Stamp individual RFP/DV "RECEIVED" and affix initial date and time. <ul style="list-style-type: none"> ➤ 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 <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Assign check (Note: CAS automatically generates Check Number) Preview the Check and verify the following details: <ul style="list-style-type: none"> ➤ 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> <ul style="list-style-type: none"> Counter-check the following details of the check with approved DV: <ul style="list-style-type: none"> ➤ Name of Payee ➤ Date of Check ➤ Amount 	None	Within two (2) hours	Cashier



	<ul style="list-style-type: none"> ➤ Digitized signature of co-signatory (AGM-MSS) 			
	<ul style="list-style-type: none"> • 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 <p><u>For Checks Above P300k- 500K</u></p>	None	Within four (4) hours	Cashier III/ Cashier II
	<ul style="list-style-type: none"> • Counter-check the following details of the check with approved DV: <ul style="list-style-type: none"> ➤ 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) <p><u>For Checks Above 500K</u></p>	None	Within one (1) hour	Division Chief (DC)
			Within three (3) hours	Department Manager/ Designated Alternate signatory
	<ul style="list-style-type: none"> • If in order, affix initial in the payment details portion of the Check voucher 		Within one (1) hour	Division Chief (DC)



	<ul style="list-style-type: none"> The DM approve and sign the check (as Co- signatory) Forward the check to the OGM for signature 			DM/ Designated 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:

- 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.
- The duration of activity is under normal circumstances.



15. 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:	Government to Client/Government to Government/Government to Business
WHO MAY AVAIL:	Various clients with claims
CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Valid Government issued ID's of authorized representatives <ul style="list-style-type: none"> ✓ 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 Acknowledgement Receipt (AR)	Claimant/Payee/Authorized Representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
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)	2. Receive and validate the veracity of Cash Invoice and attach the same to the Disbursement Voucher (DV)	None		
<p>➤ 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</p>				
3. Receives check and affixes signature in the following:	3. Releases check and require client to sign the following:	None		
a. Box D of the DV	a. Box D of the DV			
b. Acknowledgement Receipt portion of the check	b. Acknowledgement Receipt portion of the Check			
c. Check Disbursement Registry	c. Check Disbursement Registry			

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	

INTERNAL SERVICES



1. 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:		Government to Client		
Who May Avail:		PCSO Employees (Organic)		
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	FEE S TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Present the following for payment to Operating Fund Disbursement Division (window 2)	1. Receives and reviews the following:	None	10 minutes per transaction	Cash Disbursing Officer/ Cashier
a. Fully processed and audited payrolls	a. Veracity of amount reflected in the submitted payrolls/ documents for payment	None		
b. Inspected Invoice (when applicable)	b. Check the accuracy/validity of details of the submitted Invoice/s			
c. Processed PCV, (when applicable)				
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.	3. Remind the claimant to count the money before			



4. The claimant takes the CSM survey	leaving the counter. 4. Request the claimant to take the CSM survey	None		Cash Disbursing Officer/ Cashier
TOTAL		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.

2. 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:	Government to Client
WHO MAY AVAIL:	Various PCSO employees (Organic & Non organic) with claims
CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Valid Government issued ID's of 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	RESPONSIBLE PERSON
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 3. Request the client to take the CSM survey	None		
3. The client takes the CSM survey				
TOTAL		None	5 minutes per Check transaction	



3. 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
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
CHECKLIST OF REQUIREMENTS	
General Requirement: Request for Certification Form for all certifications needed.	
Specific Requirements: A. CERTIFICATION OF NO CASH ADVANCE <ol style="list-style-type: none"> Employees without existing cash advance <ol style="list-style-type: none"> Complete Name Department and Sector (for verification) Purpose Employees with existing cash advance as per accounting records but already liquidated <ol style="list-style-type: none"> Complete Name Department and Sector (for verification) Purpose Copy of approved liquidation voucher Employees with existing unliquidated cash advance (for renewal of fidelity bond) <ol style="list-style-type: none"> Complete Name Department and Sector (for verification) 	
WHERE TO SECURE	
From General Accounting Division. GAD Personnel/Binder III	



<p>c. Purpose</p> <p>B. CERTIFICATE OF CONTRIBUTIONS FOR PAG-IBIG, PHILHEALTH AND GSIS</p> <p>1. Complete name (if married, please specify maiden name)</p> <p>2. PAG-IBIG/PHILHEALTH/GSIS number (for verification)</p> <p>C. CERTIFICATE OF LOAN PAYMENTS FOR PAG-IBIG AND GSIS</p> <p>1. Complete name (if married, please specify maiden name)</p> <p>2. PAG-IBIG or GSIS number (for verification)</p> <p>3. Date of Loan Granted</p>					From Pag-ibig/ GSIS if the employees are not sure with the date				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON					
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, indicates the initials of GAD	None	30 mins	GAD staff designated to handle the specific type of transactions					



	personnel assigned in the preparation of the certification and submit to the Division Chief.			
	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	



4.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)		
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. 4. Issues ARE/ICS to the concerned employee for signature.	None	1 hour and 15 minutes	Property Appraiser / Assigned Assets Management Division Personnel



	<p>5. Provides duplicate copy of signed ARE/ICS.</p> <p>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:</p> <ul style="list-style-type: none"> • 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. 			
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	<ul style="list-style-type: none"> • 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. <p>7. Provides copy to the GSD for payment purposes.</p> <p>8. Posts the same in the Inventory System.</p> <p>9. Files ARE/ICS to its designated folder.</p>			
TOTAL			1 hour and 15 minutes	



5.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:		Government to Government		
Who may avail:		PCSO Main Office		
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. <ul style="list-style-type: none"> • 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 • 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 	None	15 minutes	Assets Management Division Personnel



	<p>provided to the concerned employee.</p> <p>3. Issues ARE/ICS to the concerned employee for signature.</p> <p>4. Provides duplicate copy of signed ARE/ICS.</p> <p>5. Updates the Inventory system</p>			
TOTAL		None	15 minutes and 30 seconds	



6. 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		
Who may Avail:		PCSO Officials and Employees		
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	RESPONSIBLE PERSON
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 Shaw Plaza Building.	None	Within 2 minutes	Assigned Driver
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.	None	Within 10 minutes	<i>Assigned Driver</i> <i>Security Guard</i>
	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.			
Total		None	37 minutes	



7. 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:		Government to Government		
Who May Avail:		PCSO Officials and Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. CRLD Request Slips			CRLD-GSD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure Request Slip from CRLD				
2. Accomplishes the Request Slip	2.1 Receives the accomplished request slip.	None	1 minute	Records Officer IV/ Records Officer III/ Records Officer II
	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.)			
	2.3 Locates and retrieves records on file.	None	5 minutes when specific and complete information is provided as regards the records being requested	Records Officer IV/ Records Officer III/ Records Officer II
	1.3 Releases the records	None	1 minute	Records Officer IV/ Records Officer III/ Records Officer II
Total		None	6 minutes	



8. 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:		Government to Government (G2G)		
Who May Avail:		PCSO Officials and Employees		
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	RESPONSIBLE PERSON
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, 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	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 or not required – within the day - will go to the PR process if materials and outside	Engineer V/ Section Chiefs/ GSD Technician



Provides feedback, remarks, and acknowledge the job performed.	<p>and building, inform the Section Chiefs.</p> <p>-</p> <p>1.7 Assigned GSD personnel/ technician accomplishes the actual job performed, status, and remarks on the JRF</p> <p>1.8 Request the client (requesting office) to acknowledge the job performed and provide feedback/ remarks.</p> <p>1.9 Submits the duly acknowledged JRF to the respective Section Chief</p>		services are required	
	<p>1.10 Records and files completed JRF</p> <p>1.11 Logs records</p>	None	Within 15 minutes	Administrative Assistant
Total		None	one (1) hour to one (1) day	



9. 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 Official of Employee			
Who May Avail:	PCSO Officials and Employees			
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	RESPONSIBLE PERSON
a. Secure Personnel Information for Office ID/MAP HRD Form No. 2015-02 b. Submit accomplish the form and other requirements for request for new/replacement of ID	a. 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.	None	5 minutes	Administrative Assistant II
	For ID replacement, receive affidavit of loss in case of loss; in case of dilapidation and change in name or change in entries. b. Verify data indicated in the accomplished form and check submitted requirements	None	5 minutes	Administrative Assistant II



	<p>c. Check if the submitted requirements are complete and verify data indicated in the accomplished form</p> <p>d. Create or update employee/personnel database</p> <p>Attach ID picture (emailed by the Corporate Planning Department)</p> <p>For change in name or entries in the ID, update data base</p> <p>e. Print ID</p>	<p>None</p> <p>None</p>	<p>1 hour</p> <p>4 hours</p> <p>30 minutes</p> <p>10 minutes</p>	<p>Administrative Assistant II</p> <p>Administrative Assistant II</p>
c. Sign the logbook as proof of released of ID	a. Release ID	None	10 minutes	Administrative Assistant
TOTAL		None	1 working day	



10. REQUEST AND RELEASE OF CERTIFICATE OF EMPLOYMENT WITH EMOLUMENT

This procedure starts from 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 Official of Employee		
Who May Avail:		PCSO Officials and Employees		
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	RESPONSIBLE PERSON
1. Make a Request for Certificate of Employment with Emolument	a. Receives request	None	30 Minutes	Senior Personnel Specialist
	b. Review/update employee's record of appointment, salary grade, allowances and other benefits	None	45 Minutes	Senior Personnel Specialist
	c. Print Certificate of Employment and check entry details	None	5 Minutes	Senior Personnel Specialist
	d. Sig/certify correctness of the certificate	None	5 minutes	Division Chief III EWBD
2. Sign the logbook as proof of receipt of documents	e. Release Certificate	None	1 Minute	Senior Personnel Specialist
TOTAL		None	1 hour and 26 minutes	



11. 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 Official of Employee		
Who May Avail:		PCSO Officials and Employees		
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	RESPONSIBLE PERSON
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	None	2 days 30 Minutes	Senior Administrative Assistant



	<p>leaves absences without pay, appointment and salary grade if updated.</p> <p>b) If the service record is updated, initial the service record before endorsing the same to Personnel Specialist I.</p> <p>c) If the service record is with correction, revise and return to Senior Administrative Assistant II to update and print.</p> <p>d) Check the Record of leaves and absences without pay</p> <p>For Certificate of Employment</p> <p>a) If the certificate is, updated personnel-in- charge initial the certificate before endorsing the same to the Division Chief lii.</p> <p>b) If the certificate is with correction, revise the certificate and return to the Senior Administrative Assistant II to print and update.</p>		30 Minutes	
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	1.6. Review the Service Record Division Chief will verify the service record	None	30 minutes	Division Chief III
	1.2. Sign/certify service record a) If updated and correct, Division Chief will sign/certify the documents b) If with correction, Division Chief will return the service record to Senior Administrative Assistant II to update and print the documents.		30 Minutes 30 Minutes	Division Chief III, PRSD
2. Sign the logbook as proof of released of documents	2.1. Release Documents 2.2. Release the signed documents to the employee		5 minutes	Senior Administrative Assistant
TOTAL		None	4 working days	



12. 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)			
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.pcsso.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. <i>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</i> 2. <i>Scanned Cotejo Form to be uploaded</i>		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	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



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



13. 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 developed 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			
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.pcsso.gov.ph/) , click “Downloads” tab, then 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.	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
	Access the OHD ticket number to assess the clients’ ICT-hardware related problem details.	None	20 to 30 minutes	ITSD-NATS personnel



	Troubleshoot the reported technical problems ➤ For simple request ➤ For complex request <i>(Note: provided that the parts are available)</i>	None	➤ Within the day ➤ Within 3 working days	ITSD-NATS personnel
	Update the OHD ticket entry details on the diagnosis and solution entries	None	10 to 15 minutes	ITSD-NATS personnel
	Review then close the OHD ticket	None	5 to 10 minutes	ITSD-NATS personnel
	Total	None	Within the day for simple request Within 3 working days for complex technical problem	



14. 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:		Government to Government (G2G)		
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		
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	RESPONSIBLE PERSON
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. 3. After determination of no pending case, draft the certification, affix initials	None	-if requesting employee has no pending administrative case, draft the Certification - 20 to 30 minutes -if requesting employee has pending administrative case, draft letter informing the requesting employee of	Legal Assistant/ Clerk IV Business and Legal Advisory Division Legal Department



	and endorse to the Manager for approval		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	



15. 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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Six (6) sets of documents to be notarized		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	RESPONSIBLE PERSON
3. 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
4. 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
5. 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



6. Proceed to the Clerk IV/Administrative Assistant – JO	<p>4. Release of notarized documents:</p> <p>Ensure that the document/s to be released were properly recorded in the logbook;</p> <p>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.</p>	None	5 minutes (for single transactions)	Clerk IV/Administrative Assistant - JO
TOTAL		None	11 minutes	



16. 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			
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. <ul style="list-style-type: none"> • 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



	<p>2. Evaluates the received printing request.</p> <ul style="list-style-type: none"> 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 supplies and 	None	<p>15 Minutes</p> <p>15 minutes</p> <p>10 minutes</p>	<p>PMD Supply Assistant</p> <p>Supply Officer III</p> <p>PMD Division Chief</p>
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	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 PCO 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 PQCO II for quality checking.	None	1 hour 30 minutes	DPD CAS II or III DPD PQCO II



	<ul style="list-style-type: none"> 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 CAS II or III DPD PPCO IV DPD DC III
7. Prints and produces the requested printing materials (<i>Press activities</i>).	<ul style="list-style-type: none"> 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; Sets offset printer and prints samples 	None	10 minutes 2 hours 2 hours 15 minutes	PBD Chief Pressman/ Division Chief III Paper Cutting Machine Operator or his alternate Head Pressman/ Printing Machine Operator

	<p>output for proofreading;</p> <ul style="list-style-type: none"> • 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; <p>Note: - There shall be periodic monitoring during the printing session to ensure the best quality output.</p> <ul style="list-style-type: none"> • Cuts and trims the printed forms and materials according to the required size. • Forwards the printed forms and materials to the Quality 		<p>2 days</p> <p>6 hours</p> <p>30 minutes</p> <p>30 minutes</p>	<p>PBD Chief Pressman/ Division Chief III/ QCD Division Chief III</p> <p>Head Pressman/ Printing Machine Operator</p> <p>Chief Pressman</p> <p>Paper Cutting Machine Operator or his alternate</p> <p>Chief Pressman</p> <p>PBD Division Chief</p>
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	Control Division; • Accomplishes and signs POF.			
	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. • Accomplishes and signs POF.	None	4 hours 1 hour 4 hours 1 hour 10 minutes	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 QCD Division Chief
3. Receives the requested	9. Releases printed forms/ materials to	None	15 minutes	PMD Supply Officer II or III



forms/printed materials	the requesting office/ department.			
Total		None	7 calendar days	

Disclosure:

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.



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

Office or Division:	Security Printing and Production Department (SPPD)			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
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.	None		



	<ul style="list-style-type: none"> 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 supplies and materials, and endorse the same to the 		15 Minutes	PMD Supply Assistant
			15 minutes	Supply Officer III
			10 minutes	PMD Division Chief

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	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. <ul style="list-style-type: none"> 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 and prints a sample for proofreading; Proofreads the printed sample. 	None	10 minutes	DPD PPCO IV
			30 minutes	Paper Cutting Machine Operator or his alternate
			10 minutes	DPD CAS II or III
			15 minutes	DPD PQCO II



	<p>If corrections are needed, returns it to CAS II or III for necessary revision; otherwise, proceeds with mass production;</p> <ul style="list-style-type: none"> Commences printing for full production. <p>Note: - There shall be periodic monitoring during the printing session to ensure the best quality output.</p> <ul style="list-style-type: none"> 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 to the Quality Control Division; Accomplishes and signs POF. 		<p>4 hours</p> <p>10 minutes</p> <p>30 minutes</p> <p>15 minutes</p> <p>10 minutes</p>	<p>CAS II or III</p> <p>CAS II or III</p> <p>DPD PPCO IV & DPD PQCO II</p> <p>DPD PQCO II</p> <p>Paper Cutting Machine Operator or his alternate</p> <p>Production Planning & Control Officer IV</p> <p>PBD Division Chief</p>
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	<p>7. Conducts post-printing activities.</p> <ul style="list-style-type: none"> 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, if necessary; Conducts quality inspection and packing of the printed forms and materials. If with defective printed forms/materials, returns to DPD for correction. Otherwise, transmits to PMD for release. Accomplishes and signs POF. 	None	<p>3 hours</p> <p>30 minutes</p> <p>3 hours</p> <p>1 hour</p> <p>10 minutes</p>	<p>Binders</p> <p>Paper Cutting Machine Operator or his alternate</p> <p>QCD Sweepstakes Lottery Operations Officer III / Senior Sweepstakes Lottery Operations Officer / Ticket Checkers</p> <p>QCD Production Planning and Control Officer IV</p> <p>QCD Division Chief</p>
3. Receives the requested	8. Releases printed forms/ materials to	None	15 minutes	PMD Supply Officer II or III



forms/printed materials	the requesting office/ department.			
Total		None	3 calendar days	

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.

Disclosure:

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.



18. 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		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1, Present the duly Accomplished Order of Payment to Collection and Monitoring Division (window 4) <ol style="list-style-type: none"> Return unexpended portion of drawn cash advance Overpayment of assistance 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	RESPONSIBLE PERSON
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)	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	Complex (above 100 pcs paper bills)	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	



Feedback

How to send feedback	<p>The feedback from our clients regarding PCSO services is important to us to further improve our processes. You may reach PCSO through the following:</p> <p><i>Facebook:</i> www.facebook.com/pcsoofficialsocialmedia</p> <p><i>Online Customer Feedback at the PCSO Website:</i> www.pcsso.gov.ph</p> <p><i>Public Assistance and Complaints Desk (PACD) at the PCSO Head Office Address:</i> Sun Plaza Building, 1507 Princeton St. corner Shaw Boulevard, Mandaluyong City</p>
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 <i>Online Customer Feedback at the PCSO Website:</i> www.pcsso.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	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 1-ARTA (2782)</p> <p>Presidential Complaints Center (PCC): 8888</p> <p>Civil Service Commission (CSC)</p> <p>CCB: 0908-881-6565 (SMS)</p>



List of Offices

Head Office

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Branch Offices

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CENTRAL LUZON

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