

Operations and Administrative Support Services

External Services

I. Human Resource-related Services

1. Pre-employment Assessment and Selection (Rank and File)

Administration of the Bank's pre-employment examination to applicants who meet minimum qualifications and referral of applicants to various vacancies of the Bank upon qualifying in the exam.

Office or Division:	PAD HR Planning and Staffing Unit	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Job Applicants	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Pre-Exam Requirements: <ul style="list-style-type: none"> • Application for Employment Form • Transcript of Records (Original and Photocopy) • Proof of Civil Service Professional or Equivalent Eligibility • One 1x1 Recent ID picture Pre-employment requirements (1 original copy each) <ul style="list-style-type: none"> • Authenticated Copy of Eligibility • Medical Test Results (original) • Civil Service Commission (CSC) Form 211 (must be original) • Copy of Persons with Disabilities (PWD) ID Card (if applicable) • National Bureau of Investigation (NBI) Clearance (must be original) • Regional/Municipal Trial Court (RTC and MTC) (must be original) • Police Clearance (must be original) • Certificate of Employment • Philippine Statistics Authority (PSA) Birth Certificate (must be original) • Copy of Certificate of Attendance to Trainings/Seminars • Affidavit of No Delinquent Financial Obligation (must be original) • Consent for Credit Information (CI) Report 	Applicant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements	1.1 Receive the complete requirements and evaluation of submitted pre-exam requirements	None	1 Banking Day	<i>Human Resource Management (HRM) Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, Recruitment Division (RD)</i> <i>Assistant Department Manager (ADM), Department Head (DH), PAD</i>
	1.2 Scheduling of pre-employment examination			
	1.3 Conduct of the pre-employment examination		1 Banking Day	
	1.4 Evaluation of exam result versus the Bank's exam parameters and encoding of exam result on test register		3 Banking Days	
	1.5 Release of examination results to applicants via email and endorsing units via memo		1 Banking Day	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Conduct of Competency-Based Behavioral Interview and Preparation of Candidate Matrix	None	3 Banking Days	<i>HRM Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, RD</i> <i>ADM, DH, PAD</i>
	1.7 Preparation and forwarding of Memo Endorsement with attachments to various units of the Bank		1 Banking Day	
2. Hiring Unit to submit Proposal for Hiring to PAD	2.1 Validate proposal based on Hiring Unit's (HU's) plantilla	None	2 Banking Days	<i>HRM Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, ADM, DH, Headcount Management and Manpower Planning Division (HMMPD), PAD</i>
	2.2 Forward validated proposal to SPD		1 Banking Day	
	2.3 Liaise submission of Pre-Employment Requirements with Applicants /1	None	1 Banking Day	<i>HRM Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, ADM, DH, Selection and Promotion Division (SPD), PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Qualified applicants to submit complete pre-employment requirements to PAD	3.1 PAD to submit request/s for the following: <ul style="list-style-type: none"> • Conduct of Background Investigation (BI) from Security Department (SD) or the Third Party Service Provider (TPSP) • Medical Evaluation and Clearance from Employee Relations Department (ERD) • Credit Information Report (CIR) of the qualified applicant/s from Property Valuation Services Department (PVSD) 	None	3 Banking Days	<i>HRM Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, ADM, DH, Selection and Promotion Division (SPD), PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> <li data-bbox="591 289 813 720">• Audit Clearance from the Internal Audit Group (IAG) if qualified applicant is an existing OSS (Office Support Staff) deployed in the bank 			
TOTAL:		None	17 Banking Days	

/1 – Dependent to the applicant's compliance and submission of requirements

/2 - Excludes TAT of a.) ERD for medical clearances and additional medical examinations that may be required from candidate for hiring; b.) SD/TPSP for the conduct of BI; c.) IAG for audit clearance, if existing OSS; d.) PVSD for the CI Report

2. Request for Service Record and Other Document/Record of Separated Employees (with Records On-Site and Archived at Antipolo Warehouse)

Request for Service Record (SR) being issued to LBP employees who separated from the Bank and other document/record which are now stored at the LBP Antipolo Warehouse which are also requested by former employees of LBP to facilitate and cater their personal transactions with other agencies.

Office or Division:	Personnel Administration Department (PAD) - Separation and Records Division (SRD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	LANDBANK Separated/Inactive Employees LANDBANK Units Other government agencies such as GSIS, Ombudsman, PAG-IBIG, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request for various documents indicating the purpose of the request (1 original copy/scanned/email)		201 File Personal Data Card (PD Card) IDRARS Separation Folders Files archived at Antipolo Warehouse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for various documents through email, parcel/courier or personal appearance	1.1 Receive request letter from inactive employee/Units concerned/agencies	None	1 Minute	<i>Human Resource Management (HRM) Assistant SRD, PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Evaluate/locate the requested document/s from 201 File, PD Card separation folders, IDRARS, etc.; determine whether records are onsite or at warehouse	None	1 Hour	<i>HRM Assistant</i> SRD, PAD
None	1.3 If record is onsite: a. Retrieve PD Card and other source record b. Prepare request, encode and print SR from SAP-HRIS c. Proceed to Step 1.6	None	6 Hours and 59 Minutes	<i>HRM Assistant</i> SRD, PAD
None	1.4 If record is at Antipolo Warehouse: a. prepare the Retrieval Request Form (RRF) in four (4) copies	None	3 Hours	<i>HRM Assistant</i> SRD, PAD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	b. Forward RRF for review and affix signature/ e-signature	None	3 Hours and 59 Minutes	<i>HRM Assistant, Assistant Division Chief (ADC), DC, SRD,</i>
None	c. Forward the signed/ e-signed RRF to Facilities Mngt. Dept. (FMD) through email or hard copy for processing of the request	None	1 Hour	<i>HRM Assistant SRD, PAD</i>
None	1.5 Retrieve files/documents in the warehouse and forward to PAD	None	3 Banking Days	FMD
None	1.6 Prepare request of separated employee a. Encode and print SR from SAP-HRIS b. If documents are found, photocopy the same	None	5 Banking Days	<i>HRM Assistant SRD, PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.7 Forward the document/s to the DC/ADC for review, to be certified, affix signature/e-signature	None	1 Banking Day	<i>ADC or DC, SRD, PAD</i>
None	1.8 Prepare the Property Transmittal Slip in four (4) copies to return the box to FMD	None	1 Hour	<i>HRM Assistant, SRD, PAD</i>
None	1.9 Return the box to FMD with the signed PTS	None	1 Banking Day	<i>HRM Assistant, SRD, PAD</i>
None	1.10 Scan the document/s prior to release	None	2 Hours	<i>HRM Assistant, SRD, PAD</i>
2. If for pick-up, proceed to PAD for the release of requested document; or receive certified or scanned copy/ies of requested document	a. Route/send/release the document/s to the requesting party or email scanned copy	None	4 Hours	<i>HRM Assistant, SRD, PAD</i>
	b. Log the document released and/or update SR's monitoring file	None		
	TOTAL	None	7 Banking Days <i>(record is onsite)</i> 13 Banking Days <i>(record is at warehouse)</i>	

3. Request for Replacement of Lost, Old/Outdated or Damaged Alumni IDs

For proper identification and security purposes, Separation and Records Division of Personnel Administration Department issues replacement of lost, old or damaged alumni IDs.

Office or Division:	Personnel Administration Department (PAD) - Separation and Records Division (SRD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Alumni Personal Data Sheet (1 original copy) ➤ For lost Alumni ID – Notarized Affidavit of Loss (1 original copy) ➤ For Old/outdated or Damaged Alumni ID – surrendered ID card (original copy) ➤ 1X1 picture (1 original copy/digital copy) 		LANDBANK Alumni		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Alumni Personal Data Sheet together with other requirements through email, parcel/courier, personal appearance	1.1 Receive request for the issuance or replacement of lost and damaged Alumni ID cards	None	1 Banking Day	<i>Human Resource Management Assistant (HRMA), SRD, PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Validate submitted Personal Data Sheet against HR records	None	3 Banking Days	<i>Human Resource Management Assistant (HRMA), SRD, PAD</i>
None	1.3 Scan signature and picture from the Data Sheet			
None	1.4 Input details of Alumni in the ID template and attach scanned copy of picture and signature			
None	1.5 Print Alumni ID card			
None	1.6 Review and affix initial/e-initial on memo request prior to release of printed Alumni ID	None	2 Banking Days	<i>Division Chief (DC), SRD-PAD</i>
2. Proceed to PAD for the release of Alumni ID	2.1 Release printed Alumni ID 2.2 Log the ID release in receiving logbook and/or the monitoring database	None	1 Banking Day	<i>HRMA SRD, PAD</i>
	TOTAL	None	7 Banking Days	

4. Sourcing/Talent Acquisition

Accommodation and receipt of job applications from various sourcing channels (i.e Walk -in, Next-of-kin, LANDBANK Website, Employee/Unit/Department Referral, Academe/University Partnerships and Online Recruitment portals)

Office or Division:		Recruitment Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Job Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated Resume/Personal Data Sheet (1 original copy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Resume/Personal Data Sheet	1.1 Post job ad and/or source applicants through various recruitment platform 1.2 Receive the Resume/ Personal Data Sheet	None	6 Banking Days	<i>HRM Assistant, HRM Analyst, HRM Specialist I / II, Division Chief, Recruitment Division (RD)</i>
None	1.3 Conduct preliminary Screening (minimum qualification)	None	1 Banking Day	
	1.4 Request applicant to submit/prepare pre-examination requirements			
TOTAL:		None	7 Banking Days	

II. Handling of Whistleblowing Reports (WBR) / Referral

This service covers the handling of whistleblowing reports against the LANDBANK Board of Directors and employees, whether permanent, temporary, co-terminus or directly hired contractual.

Office or Division:	Office of the General Counsel (OGC) Human Resource Management Group (HRMG) Employee Relations Department (ERD)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government	
Who may avail:	All stakeholders: The general public, other government agencies	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Written Complaint and/or complaint submitted through other reporting channels ((whistleblowing web portal, face-to-face, e-mail, telephone, fax) (1 original copy or 1 soft copy)	<p>For written, face-to-face, e-mail, telephone and fax: Created by the Complainant/Whistleblower/Government Agency</p> <p>For whistleblowing web portal: Created by the Complainant/Whistleblower/Government Agency in https://whistleblowing.gcg.gov.ph/, with an online link through the LANDBANK official website, www.landbank.com</p>	
Supporting documents to the complaint / report as may be deemed necessary by the complainant (1 photocopy or 1 soft copy)	Complainant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the complaint (WBR) from the complainant or referral from other government agencies to LANDBANK via:</p> <p>a. Written Letter</p> <p>b. ERD's Email lbperd@mail.landbank.com</p> <p>c. Telephone:</p> <ul style="list-style-type: none"> • Ethics Hotline - (02) 405-7660 or local 7660 through trunkline numbers (02) 405-7000 • Legal Services Group (LSG) - (02) 450-7001 • HRMG – (02) 405-7391 • ERD – (02) 405-7225 <p>d. Fax number: (02) 528-8416</p> <p>e. Whistleblowing Portal: www.whistleblowing.gcg.gov.ph, which has an online link through the LANDBANK's official website, www.landbank.com</p>	<p>Via Written Letter, E-mail, Telephone, Fax</p> <p>1.1 Issue official acknowledgment letter/memo</p> <hr/> <p>Via Whistleblowing Portal</p> <p>1.1 Issue official acknowledgment letter/memo to GCG</p>	None	20 Minutes	<i>Information Staff, LANDBANK Reception Desk</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
f. Face-to-Face - Approach the Information Staff at the LANDBANK Reception Desk	<i>Via Face-to-Face</i> 1.1 Log the complainant's information			
	1.2 Endorse the WBR to the Executive Assistant of ERD	None	1 Hour, 30 Minutes	<i>Information Staff, LANDBANK Reception Desk</i>
	1.3 Endorse the WBR to the Head of ERD	None	20 Minutes	<i>Executive Assistant, ERD</i>
	1.4 Skim & route the WBR to the Head of Management & Employee Relations Unit (MERU)	None	20 Minutes	<i>Head, ERD</i>
	1.5 Skim & route the WBR to the Head of Industrial Relations Division (IRD)	None	20 Minutes	<i>Asst. Department Manager, MERU</i>
	1.6 Evaluate and assess the WBR as to sufficiency and adequacy <u>If with basis:</u> a. Draft a Reply Letter to the complainant	None	2 Banking Days	<i>HR Management Specialist I, IRD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>b. Require the evaluation of the WBR by the Administrative Legal Department (ALD) or other duly designated Department/ Unit or officer as to whether or not it qualifies as a protected disclosure</p> <p><i>Note: Proceed to succeeding actions but simultaneously, perform Agency Actions 1.13 and onwards.</i></p> <p><u>If found without merit:</u> Draft a reply to the complainant stating inadequacy and/or request for supporting documents</p> <p><i>Note: Proceed to succeeding actions until 1.12 only.</i></p>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Review the letter/s and send it to the Head of MERU for review	None	1 Banking Day	<i>Division Chief, IRD</i>
	1.8 Review the letter/s and route to the Head of ERD for approval and signature	None	1 Banking Day	<i>Asst. Department Manager, MERU</i>
	1.9 Review and sign the letter/s	None	1 Banking Day, 35 Minutes	<i>Head, ERD</i>
	1.10 Route the signed letter/s to the Head of IRD for sending out	None	30 Minutes	<i>Executive Assistant, ERD</i>
	1.11 Submit the signed letter/s and receiving copies to the Facilities Management Department (FMD) and log the same for transmittal	None	30 Minutes	<i>HR Management Specialist I, IRD</i>
	1.12 Deliver the letter/s to the concerned recipient	None	1 Banking Day	<i>Messenger, FMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If found meritorious, follow Agency Actions below from Agency Action 1.6:				
	1.13 Prepare the memo and send it to the Head of MERU for review	None	1 Banking Day	<i>Division Chief, IRD</i>
	1.14 Review the memo and route to the Head of ERD for approval and signature	None	1 Banking Day	<i>Asst. Department Manager, MERU</i>
	1.15 Review and sign the memo	None	1 Banking Day & 35 Minutes	<i>Head, ERD</i>
	1.16 Route the signed memo to the Head of IRD for sending out	None	30 minutes	<i>Executive Assistant, ERD</i>
	1.17 Submit the signed memo and receiving copies to the ALD	None	30 Minutes	<i>HR Management Specialist I, IRD</i>
	1.18 Evaluate the WBR and provide recommendations	None	30 Banking Days	<i>Vice President, ALD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.19 Submit the evaluation report and recommendation to the Bank's Corporate Governance Committee (CGCom) or OGC	None	2 Hours	<i>Executive Assistant, ALD</i>
	1.20 Evaluate and approve the report	None	5 Banking Days	<i>Handling Lawyer, OGC</i>
	TOTAL	None	<u>If found without merit:</u> 6 Banking Days, 4 Hours, 25 Minutes <u>If found meritorious:</u> 45 Banking Days*	

**Note: The matter may be further referred to the Internal Audit Group (IAG) and/or ALD for further evaluation in case of need or be referred to the LSG for prosecution.*

Operations and Administrative Support Services
Internal Services

**Corporate Services Sector – Property Valuation Services Department
and Property Valuation and Field Operations Group**

1. Credit Investigation/Background Investigation Services

Request for Credit Investigation (CI) of employees for regularization/promotion

Office or Division:		Property Valuation Services Department (PVSD)/Field Services Support Center (FSSC)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		LANDBANK Officers and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum Consent Re: Request for Credit Information Report (CIR)		Personnel/Officer concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Credit Investigation Request Form	1.1 Check completeness of documents; Input request in the Negative Files Information System (NFIS) and generate result	None	1 Banking Day (cut-off at 11:00 AM)	<i>Team Head, Administrative Services Unit-PVSD/ Agrarian Services and Administrative Unit-FSSC</i>
None	1.2 Evaluate and assign request	None	4 Hours	<i>Team Head, Credit Investigation Unit (CIU) Team-PVSD/ Credit Investigation Team (CIT)-FSSC</i>
None	1.3 Validate NFIS result against the information indicated in the Request for CI and prepare CIR	None	4 Hours	<i>Credit Investigation Analyst/Credit Investigation Specialist PVSD/FSSC</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Review and check CIR	None	4 Hours	<i>Team Head, CIU-PVSD/ CIT-FSSC</i>
None	1.5 Transmit CIR to concerned personnel/ LANDBANK Unit/Branches	None	4 Hours	<i>Administrative Assistant, PVSD/FSSC</i>
	TOTAL	None	3 Banking Days	

2. Securing Certified True Electronic Copy (CTEC) of Title

Request for CTEC of title thru the LBP-LRA Kiosk by private individuals (LBP employees' personal request)

Office or Division:	Property Valuation Services Department (PVSD)/Field Services Support Center (FSSC)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any LBP Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for CTEC (Personal request) (1 original copy)		Client-provided		
Title/s (all pages) (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and copies of title for verification	1.1 Evaluate and assign request	None	2 Hours	<i>Executive Assistant and Department Head, PVSD/FSSC</i>
None	1.2 Encode request in the monitoring system and monitor CTEC/ traceback, (if any) on the LRA-PHILARIS	None	1 Banking Day	<i>Administrative Specialist, PVSD/ Property Valuation Specialist, FSSC</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Print "Certified True Electronic Copy (CTEC)" of title and the Electronic Primary Entry Book (EPEB) to generate its cost	PHP 872.36 for 2 pages (minimum) PHP 918.17 for 3 pages PHP 964.02 for 4 pages PHP 1,009.84 for 5 pages PHP 1,055.67 for 6 pages	1 Banking Day	<i>Administrative Specialist, PVSD/ Property Valuation Specialist, FSSC</i>
None	1.4 Tag release of EPEB & CTEC corresponding to the request in the monitoring system of LBP-LRA Kiosk	None	4 Hours	<i>Administrative Specialist, PVSD/ Property Valuation Specialist, FSSC</i>
2. Pay On-Coll Deposit Slip and provide 2 copies to the LBP LRA-Kiosk	1.5 Check/verify machine validation and stamps on the ON-COLL deposit slips and release CTEC and copy of the On-Coll Slip	None	2 Hours	<i>Administrative Assistant, PVSD/ Property Valuation Specialist, FSSC</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	PHP 872.36 for 2 pages (minimum) PHP 918.17 for 3 pages PHP 964.02 for 4 pages PHP 1,009.84 for 5 pages PHP 1,055.67 for 6 pages	3 Banking Days	

Corporate Services Sector – Provident Fund Department
2. Motor Vehicle (MV) Lease Purchase Plan – Reimbursement of 50% Registration Cost and Third-Party Liability (TPL) – Per Account

Office or Division:	Motor Vehicle Loan Division - Provident Fund Department (PFD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PF Member – Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for reimbursement (1 original copy)		PF Member		
Official Receipt (OR) of Registration (1 photocopy)		PF Member		
TPL of Insurance Policy (1 original copy)		PF Member		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and copy of OR of registration and TPL insurance	1.1 Compute 50% bank share and prepare Disbursement Order (DO)	None	5 Minutes	<i>Loans Specialist/ Chief of Division (COD), PFD</i>
None	1.2 Check computations and DO	None	3 Minutes	<i>Loans Specialist/COD, PFD</i>
None	1.3 Sign/approve DO	None	10 Minutes	<i>Loan Officer/Head, PFD</i>
	TOTAL	None	18 Minutes	

3. Motor Vehicle (MV) and Motorcycle (MC) Loan

Provides Motor Vehicle (MV) and Motorcycle (MC) Loan to Provident Fund (PF) members for the acquisition of vehicles in order to carry out their official function with efficiency.

Office or Division:	Motor Vehicle Loan Division - Provident Fund Department (PFD)			
Classification:	Highly Technical			
Type of Transaction:	GCG - Government to Government			
Who may avail:	PF Member – Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MV Loan Application (1 original copy)	LBP Notes/Inotes			
Data Privacy Consent Form (1 original copy)	LBP Notes/Inotes			
Mortgage Redemption Insurance (MRI) Application (2 original copies; if with spouse) / Motorcycle Information Sheet (1 original copy)	LBP Notes/Inotes			
Letter request re: Clearance to release the MV to borrower and release of proceeds of MV Loan pending acceptance of MRI application (1 original copy)	LBP Notes/Inotes			
Certification of No Other Pending Loan Application (1 original copy)	LBP Notes/Inotes			
MV Dealer's Quotation (1 original copy/ 1 scanned copy)	Authorized MV Dealer			
<i>If Pre-owned for MV Loan:</i>				
1. Appraisal Report (1 original copy)	Any registered appraiser			
2. Contract to Sell (1 original copy)	Borrower/Seller			
3. OR/COR (1 certified true copy)	Borrower/Seller			
4. Statement of Account (SOA), if applicable (1 original/ 1 scanned copy)	Original mortgagee/financing institution			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit MV/MC Loan Application and supporting documents to PFD	1.1 Evaluate completeness and accuracy of Application and supporting documents	None	5 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Generate SOA and Loan Evaluation Sheet and retrieve borrower's Loan Record	None	5 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	1.3 Determine eligibility of the borrower and check other pending loan availments	None	10 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	1.4 Compute for insurance premiums and input the loan data/ information into the system	None	20 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	1.5 Prepare memo informing the borrower regarding the approval of application and the amount of equity share to be paid	None	3 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6 Review as to completeness and accuracy of loan application and pre-processing documents, computations and memo	None	22 Minutes	<i>Chief of Division (COD), PFD</i>
None	1.7 Approve the application	None	5 Minutes	<i>Loan Officer/Head, PFD</i>
2. Submit proof of payment of equity share to PFD <i>Note: Must comply within 22 banking days upon receipt of memo</i>	2.1 Validate equity share made, prepare letter of guarantee (LOG) and certificate of undertaking	5% of unit cost+ Estimated Interest for the month, Mortgage Redemption Insurance, Comprehensive Car Insurance, and Loan Guarantee Reserve Fund premium	22 Banking Days, 10 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	2.2 Check equity share made and LOG		5 Minutes	<i>COD, PFD</i>
None	2.3 Sign LOG		5 Minutes	<i>Loan Officer/Head, PFD</i>
3. Submit duly signed LOG/MV Information Sheet to PFD (subject to availability of MV unit)	3.1 Prepare loan documents/ Authority to Deliver (ATD)	None	20 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.2 Check loan documents/ ATD	None	15 Minutes	COD, PFD
None	3.3 Check and sign loan documents/ ATD	None	10 Minutes	Loan Officer/Head, PFD
4. Submit Signed and Notarized Loan Documents to PFD	4. Evaluate submitted documents and issue ATD	None	5 Minutes	Loans Analyst/ Loans Specialist, PFD
5. Submit Official Receipt/Certificate of Recognition, Delivery Receipt and Sales Invoice of client/dealer to PFD <i>Note: Must comply within 66 banking days upon receipt of memo</i>	5.1 Evaluate pre-release documents, prepare computation, input in the SAP system and generate loan voucher	None	66 Banking Days, 50 Minutes	Loans Analyst/ Loans Specialist, PFD
None	5.2 Check completeness and accuracy of pre-release documents, computations, post in the Systems Applications and Products in Data Processing System and generate SOA	None	30 Minutes	ACOD/COD, PFD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	5.5 Check and sign loan voucher for release of proceeds	None	5 Minutes	<i>Loan Officer/Head, PFD</i>
None	5.6 Release proceeds thru Check	None	10 Minutes	<i>Fund Management Division, PFD</i>
	TOTAL	5% of unit cost + Estimated Interest for the month, Mortgage Redemption Insurance, Comprehensive Car Insurance, and Loan Guarantee Reserve Fund premium	88 Banking Days, 3 Hours, 55 Minutes	

Note: Includes 88 banking days for client to comply/complete the requirements.

4. Provident Fund (PF) Loans

Provides PF loans in response to various financial needs of PF members

Office or Division:	Loan Division - Provident Fund Department (PFD)
Classification:	Simple; except for Small Business Loan (Complex)
Type of Transaction:	G2G - Government to Government
Who may avail:	PF Member – Employee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PF Loan Application	LBP Notes/Inotes
Additional Requirements (as applicable):	
1. Calamity Loan: 1.1. Barangay Certificate (1 original copy/ 1 scanned copy) 1.2. Certification of Estimated Cost of Damages (1 original copy/ 1 scanned copy)	Office of the Barangay Chairman Borrower; noted by Head
2. Medical & Funeral Loan: 2.1. Letter request noted by Head (1 original copy) 2.2. Deed of Undertaking (1 original copy/ 1 scanned copy) 2.3. Information Sheet (1 original copy/ 1 scanned copy) 2.4. Billing Statement (1 original copy/ 1 scanned copy) 2.5. Medical/Death Certificate (1 certified true copy/1 scanned copy)	PF Member – Employee LBP Notes/Inotes LBP Notes/Inotes Hospital Hospital/Borrower
3. Educational Loan: 3.1. For borrower’s qualified dependents/extended family members i. School Assessment, registration or proof of enrolment (1 photocopy/ 1 scanned copy) ii. Official Receipt (1 photocopy/1 scanned copy)	School/University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3.2. Self-Educational Advancement Loan:</p> <ul style="list-style-type: none"> i. List of approved enrollees; (1 photocopy) or ii. School's / review center's assessment or Billing Statement/ Statement of Account (SOA) (1 certified true copy) 	<p>Organization Development Department</p> <p>School/University/Review Center</p>
<p>4. Loan Refinancing Facility:</p> <ul style="list-style-type: none"> 4.1. Affidavit with Deed of Undertaking, as applicable (1 original copy/ 1 scanned copy) 4.2. SOA (1 photocopy) 	<p>LBP Notes/Inotes</p> <p>Credit card company, Government Service Insurance System, LANDBANKOOP and/or any LANDBANK cooperatives duly registered with Cooperative Development Authority</p>
<p>5. Investment/Insurance Loan:</p> <ul style="list-style-type: none"> 5.1. Franchising: <ul style="list-style-type: none"> 5.1.1. Quotation of franchise package (1 original copy/ 1 scanned copy) 5.1.2. 3-year Projected Sales (1 original copy/ 1 scanned copy) 5.1.3. 3-year Projected Financial Statements (1 original copy/ 1 scanned copy) 5.1.4. Feasibility Study (1 original copy/ 1 scanned copy) 5.1.5. Project Balance Sheet (1 original copy/ 1 scanned copy) 5.1.6. Projected Income Statement (1 original copy/ 1 scanned copy) 5.2. Additional Capital for existing business: <ul style="list-style-type: none"> 5.2.1. Latest picture of existing business (1 original copy/ 1 scanned copy) 	<p>Franchise Company</p> <p>PF Member – Employee</p> <p>PF Member – Employee</p> <p>PF Member – Employee</p> <p>PF Member – Employee</p> <p>PF Member – Employee</p> <p>PF Member – Employee</p> <p>PF Member – Employee</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5.2.2. Franchise Endorsement/ Contract (1 certified true copy) 5.2.3. Lease Contract of location/proposed location (1 certified true copy/ 1 scanned copy) 5.2.4. Sanitary permit (food business) (1 certified true copy/ 1 scanned copy) 5.2.5. Business permit and such other permits necessary to operate that business (1 certified true copy/ 1 scanned copy) 5.3. Purchase of business equipment/materials: 5.3.1. Sales Invoice (1 photocopy) 5.3.2. Delivery Receipt, if applicable (1 photocopy) 5.3.3. Duly accomplished and notarized loan agreement and chattel mortgage (if purchasing a motor vehicle) (1 original copy) 5.4. Investment/Insurance Loan: 5.1.1 Investment/Insurance proposal (1 original copy) 5.1.2 Certificate of Investment/Stock / Insurance Policy (1 original copy)		Franchise Company Lessor Local Government Department of Trade and Industry, Food and Drug Administration, Local Government, etc. Seller/Dealer Seller/Dealer LBP Notes/Inotes Investment company/Financial firm/Insurance provider Investment company/Financial firm/Insurance provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PF Loan Application and other requirements to PFD	1.1 Accept and check completeness and accuracy of PF Loan Application and requirements	None	7 Minutes	<i>Loans Analyst/ Loan Specialist, PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Generate SOA and Loan Evaluation Sheet and verify employee's other accountabilities/payables	None	5 Minutes	<i>Loans Analyst/ Loan Specialist, PFD</i>
None	1.3 Input loan data/information into the system and generate loan voucher	None	5 Minutes	<i>Loans Analyst/ Loan Specialist, PFD</i>
None	1.4 Check computations and documents and post member's loan record	None	15 Minutes	<i>Assistant Chief of Division/COD, PFD</i>
None	1.5 Approve and credit loan proceeds	None	10 Minutes	<i>Loan Officer/ Head, PFD</i>
None	1.6 Credit Loan Proceeds thru FINDES and WeAccess	None	1 Hour	<i>Fund Management Division, PFD</i>
	TOTAL	None	1 Hour, 42 Minutes	

5. Real Estate Loan (REL) – Processing, Evaluation and Approval

Provides REL to Provident Fund (PF) Members for the acquisition of real estate property

Office or Division:	Loan Division - Provident Fund Department (PFD)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PF Member – Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please see <i>Annex AF</i>		Please see <i>Annex AF</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished REL Application Form and other requirements to PFD	1.1 Accept and check completeness of REL Application Form and requirements	None	2 Hours, 30 Minutes (may vary depending on the purpose loan and complexity of the documents submitted)	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	1.2 Generate Statement of Account and Loan Evaluation Sheet	None	2 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	1.3 Evaluate the loan application for eligibility	None	5 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	1.4 Input loan data/ information into the system	None	1 Hour	<i>Loans Analyst/ Loans Specialist, PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5 Prepare memoranda to borrower and Legal Counsel	None	10 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	1.6 Check pre-processing requirement and accuracy of computation	None	1 Hour	<i>Assistant Chief of Division (ACOD)/COD, PFD</i>
None	1.7 Approve documents and sign the memoranda	None	5 Minutes	<i>Loan Officer/Head, PFD</i>
None	1.8 Forward the memo with attachments to PF Legal Counsel, and send memo to the borrower for the equity share, if applicable	None	5 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.9 Check Legal Sufficiency of the REL Application	None	5 Banking Days	<i>Legal Counsel, PF</i>
None	1.10 Receive and file the documents reviewed by the Legal Counsel	None	10 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	1.11 Prepare Schedule of REL Application for PF Housing Loan Committee Approval	None	1 Hour	<i>Loans Assistant, PFD</i>
None	1.12 Approve the Schedule of REL Application for PF Housing Loan Committee	None	1 Hour	<i>Housing Loan Committee</i>
None	1.13 Deliberation on the REL applications	None	1 Hour	<i>Housing Loan Committee</i>
None	1.14 Book the approved loan applications	None	1 Hour	<i>Loans Analyst/ Loans Specialist, PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	6 Banking Days, 1 Hour, 7 Minutes	

6. Real Estate Loan (REL) – Documentation and Releasing of Loan Proceeds

Provides REL to Provident Fund (PF) Members for the acquisition of real estate property

Office or Division:	Real Estate Loan Division - Provident Fund Department (PFD)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	PF Member – Employee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original owner’s duplicate copy of Condominium Certificate of Title/Original Certificate of Title/Transfer Certificate of Title registered in the name(s) of the borrower(s) free from liens and encumbrances, and with the Real Estate Mortgage (REM) in favor of LBP PF duly annotated thereon (1 original copy)	Registry of Deeds - Registration Information Officer (ROD-RIO)
Tax Declaration(s) of the real properties in the name(s) of the borrower(s) (1 photocopy)	City/Municipal Assessor’s Office - Assessment Records Management Division
At least current year real property tax payment receipt(s) for the real property(ies) (1 photocopy)	Treasurer’s Office - Cashier
Mortgage Redemption Insurance (MRI) Coverage (2 original copies; if with spouse)	Workplace
Fire insurance coverage (if applicable) (1 original copy)	PFD- Loans Desk
REM Contract duly received/stamped by the ROD (1 original copy)	ROD-RIO
Loan Agreement, Promissory Note, and Disclosure Statement (1 original copy)	PFD- Loans Desk
Building Permit (if applicable) (1 certified true copy)	Office of the Building Official of the Local Government Unit
Proof of application of the required equity share, if there is any (1 photocopy)	PF Member – Employee
Deed of Absolute Sale (indicating the actual purchase price) (1 original copy)	Seller/Developer
Certificate Authorizing Registration (1 photocopy)	Revenue District Office – Revenue Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Prepare, check and sign the loan documents	None	3 Hours	<i>Loans Assistant/ Chief of Division (COD)/ Loan Officer/ Head, PFD</i>
None	1.2 Forward the housing loan documents to the client/s thru mail/ courier	None	2 Banking Days	<i>Loans Analyst/ Loans Specialist, PFD</i>
2. Submit pre-release requirements <i>Note: Must comply/ submit all pre-release requirements within 132 banking days</i>	2. Check completeness of pre-release requirements	None	132 Banking Days 25 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>
3. Submit original title and duly signed and notarized loan documents to PFD	3.1 Accept and check completeness of duly signed and notarized loan documents	None	30 Minutes (may vary depending on the purpose of loan)	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	3.2 Accept and check validity of original title	None	30 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME*	PERSON RESPONSIBLE
None	3.3 Compute for the net proceeds and insurance premiums	MRI and Fire Insurance Premiums + 10% equity (if applying for Special Financing Program)	30 Minutes	<i>Loans Analyst/ Loans Specialist, PFD</i>
None	3.4 Check computations and generate loan voucher	MRI and Fire Insurance Premiums + 10% equity (if applying for Special Financing Program)	20 Minutes	<i>Assistant COD (ACOD)/COD, PFD</i>
None	3.5 Record and post loan released	None	10 Minutes	<i>ACOD/COD, PFD</i>
None	3.6 Approve loan voucher	None	10 Minutes	<i>Loan Officer/ Head, PFD</i>
None	3.7 Release the Proceeds	None	1 Hour	<i>Fund Management Division, PFD</i>
	TOTAL	MRI and Fire Insurance Premiums + 10% equity (if applying for Special Financing Program)	134 Banking Days, 6 Hours, 35 Minutes	

Note: Includes 132 banking days for client to comply with the pre-release requirements.

7. Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Processing of Refundable Equity

Releasing of entitled amount equivalent to member's length of service with the Bank upon secession from the Bank, separation for cause or withdrawal of membership.

Office or Division:	Billing and Collection Division - Provident Fund Department (PFD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former PF Member – Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Bankwide Clearance of Seceded Employee (1 original copy)		Personnel Administration Department – (PAD) Separation and Records Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Accept, check completeness, and log the received bankwide clearances from PAD	None	1 Hour	<i>Accounts Specialist I, PFD</i>
	1.2 Retrieve the loan records of the seceded employees with complete bankwide clearance.	None	1 Banking Day	<i>Accounts Analyst, PFD</i>
	1.3 Prepare individual folders for the received bankwide clearance	None	30 Minutes	<i>Accounts Analyst, PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Communicate with other department/s or unit/s for the final computation of Accounts Receivable	None	1 Banking Day	<i>Accounts Specialist I, PFD</i>
	1.5 Compute for Refundable Equity of the separated employees	None	5 Banking Days	<i>Accounts Specialist I, Accounts Analyst, PFD</i>
	1.6 Input the equity contributions and loan balances for computer adjustments on system	None	2 Hours	<i>Accounts Specialist I, Accounts Analyst, PFD</i>
	1.7 Book, post and approve computed Refundable Equity	None	7 Hours, 30 Minutes	<i>Chief of Division/ Accounts Officer/ Head, PFD</i>
	1.8 Credit the net refundable equity	None	5 Hours	<i>Finance Management Division, PFD</i>
	TOTAL	None	9 Banking Days	

8. Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Release of Mutual Aid Benefit Fund (MABF) Claim

Provides financial assistance for the death of a principal member or his/her qualified enrollee/s

Office or Division:	Billing and Collection Division - Provident Fund Department (PFD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PF Member – Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for the release of MABF claim (1 original copy/ 1 electronic copy)		PF Member – Employee		
Registered Death Certificate (1 photocopy)		PF Member – Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and copy of death certificate to PFD	1.1 Accept letter request and verify eligibility for the release of claim	None	2 Minutes	<i>Accounts Assistant, PFD</i>
None	1.2 Process the request/claim	None	10 Minutes	<i>Accounts Assistant, PFD</i>
None	1.3 Book, post, and approve the request/claim	None	15 Minutes	<i>Chief of Division/ Accounts Officer/ Head, PFD</i>
None	1.4 Credit the claim	None	10 Minutes	<i>Fund Management Division, PFD</i>
	TOTAL	None	37 Minutes	

9. Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Release of Loss of Life and Disability Benefit Program (LLDBP) Claim

Indemnifies Landbankers in case of death or disability

Office or Division:	Billing and Collection Division - Provident Fund Department (PFD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Seceded Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement regarding the release of LLDBF claim (1 original copy)		PAD – Separation and Records Division		
Extra Judicial Settlement (1 certified true copy)		PAD – Separation and Records Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1.1 Accept endorsement from PAD and validate documents for the release of claim	None	20 Minutes	<i>Accounts Assistant, PFD</i>
None	1.2 Process the request/claim	None	10 Minutes	<i>Accounts Assistant, PFD</i>
None	1.3 Book, post and approve the request/claim	None	10 Minutes	<i>Chief of Division/ Accounts Officer/ Head, PFD</i>
None	1.4 Credit the claim	None	10 Minutes	<i>Fund Management Division, PFD</i>
	TOTAL	None	50 Minutes	

10. Release of Claims/Benefits, Statement of Accounts (SOA/ Certifications and Loan Documents – Release of Mutual Medical Emergency Assistance Fund (MMEAF) Financial Assistance

Provides medical emergency financial assistance (FA) to qualified Provident Fund (PF) members on a yearly basis

Office or Division:	Billing and Collection Division - Provident Fund Department (PFD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PF Member – Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for FA under MMEAF (1 original)		PF Member – Employee		
Statement of account (1 photocopy)		Hospital		
Certification that Health Maintenance Organization (HMO) benefits are fully exhausted or disease not covered (1 original/1 photocopy)		HMO Provider		
Medical Bills (1 photocopy)		Hospital		
Medical Certificate (1 original/1 photocopy)		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and complete requirements to PFD	1.1 Accept letter request, verify eligibility and validate requirements	None	2 Banking Days	<i>Accounts Assistant, PFD</i>
None	1.2 Process the FA	None	5 Minutes	<i>Accounts Assistant, PFD</i>
None	1.3 Book, post and approve the FA	None	10 Minutes	<i>Chief of Division/ Accounts Officer/ Head, PFD</i>
None	1.4 Credit the FA	None	10 Minutes	<i>Fund Management Division, PFD</i>
	TOTAL	None	2 Banking Days, 25 Minutes	

11. Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Request of SOA/ Certification of Equity Contributions and Loan Balance

Provides a copy of SOA or certification of equity contributions and loan balances to be used by the Provident Fund (PF) member for any legal purposes (e.g., travel purposes)

Office or Division:	Billing and Collection Division - Provident Fund Department (PFD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PF Member – Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PF Member's Request Form		Billing and Collection Division-PFD/ LBP Notes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PF Member's Request Form and proof of payment of service fee to PFD	1.1 Accept duly accomplished PF Member's Request Form	Service Fee – PHP 100.00	1 Minute	<i>Accounts Assistant, PFD</i>
None	1.2 Prepare SOA or certification of equity contributions and loan balances	None	3 Minutes	<i>Accounts Assistant, PFD</i>
None	1.3 Check/review information/ data and sign the SOA or certification of equity contributions and loan balances	None	11 Minutes	<i>Chief of Division/ Accounts Officer/ Head, PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	Service Fee – PHP 100.00	15 Minutes	

**12. Release of Claims/Benefits, Statement of Accounts (SOA)/
Certifications and Loan Documents – Release of
Original/Transfer Certificate of Title (OCT/TCT) for Real Estate
Mortgage (REM) and Certificate of Registration (CR) for Motor
Vehicle (MV) Loan**

Releasing of OCT/TCT for REM and CR for MV Loan to borrower upon full payment of loan

Office or Division:	Billing and Collection Division - Provident Fund Department (PFD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government; G2C – Government to Citizen			
Who may avail:	PF Member – Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of payment/ Endorsement of fully amortized loan (1 photocopy)		PF Member – Employee/Accounting Division, PFD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proof of payment to PFD	1.1 Accept proof of payment/ endorsement of fully amortized loan	None	1 Minute	<i>Accounts Analyst, PFD</i>
None	1.2 Retrieve and prepare loan documents for notarization	None	6 Banking Days	<i>Chief of Division (COD), Accounts Officer, PFD</i>
None	1.3 Release the notarized loan documents	None	15 Minutes	<i>Accounts Analyst, PFD</i>
	TOTAL	None	6 Banking Days, 16 Minutes	

13. Request for Statement of Processing and Release of Insurance Claim

Borrower's outstanding loan obligation will be fully settled/paid in case of his/her or spouse's death (for the Mortgage Redemption Insurance [MRI]; and that the property/ies subject of the loan will be repaired or replaced in case the same will be damaged/ destroyed by fire or any fortuitous events such as, but not limited to, earthquake, typhoon, flood, etc.

Office or Division:	Motor Vehicle Loan Division (MVLD)/Real Estate Loan Division (RELD) - Provident Fund Department (PFD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PF Member – Borrower			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Claimant Form (1 original)		PFD – MVLD/RELD/Billing and Collection Division (BCD)		
Certificate of Attending Physician – MRI (1 original)		PFD – MVLD/RELD/BCD		
Death Certificate – MRI (1 certified true copy)		PF Member - Borrower		
Letter of Request – Comprehensive Car Insurance (CCI)/ Fire Loss Insurance (1 original)		PF Member - Borrower		
Estimated cost of damage/loss - CCI/ Fire Loss Insurance (1 original)		PF Member - Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Certificate of Claimant Form and other requirements – PFD	1.1 Accept and check completeness of Certificate of Claimant Form and other requirements	None	1 Banking Day	<i>Loan Analyst/Specialist, MVLD/RELD-PFD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Note: For CCI and Fire Loss Insurance, PFD is just limited to acceptance of the Certificate of Claimant Form and other requirements from the borrower and endorsement of the same to LBP Insurance Brokerage, Inc.</i>			
None	1.2 Retrieve the loan records	None	3 Minutes	<i>Loan Analyst/Specialist, MVLD/RELD-PFD, Accounts Assistant, BCD-PFD</i>
None	1.3 Prepare certification of the member-borrower's outstanding Housing Loan and/or MV Loan/Lease balance/s and endorsement letter to insurance provider	None	1 Banking Day	<i>Loan Analyst/Specialist, MVLD/RELD-PFD,</i>
None	1.4 Accept and verify details of the check from Insurance Provider	None	1 Banking Day	<i>Loan Analyst/Specialist, MVLD/RELD-PFD,</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5 Deposit the check	None	1 Banking Day	<i>Accounts Analyst,</i> Fund Management Division-PFD
None	1.6 Process the claim and credit the proceeds	None	1 Banking Day	<i>Accounts Analyst,</i> Accounting Division- PFD
None	1.7 Release the loan documents in accordance with Item 12 (Release of OCT/TCT) of this document	None	6 Banking Days, 16 Minutes	<i>Accounts Analyst,</i> BCD-PFD
	TOTAL	None	11 Banking Days, 19 Minutes	

Corporate Services Sector – Facilities and Engineering Services Group

1. Function Room Reservation

This service is availed by LBP employees for their seminars and events to be held at the 10th floor or other common areas.

Office or Division:	Service Contract Management Division (SCMD) – Facilities Management Department (FMD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Government			
Who may avail:	LBP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Facilities Reservation Form (1 original copy)		FMD-SCMD/LBP Notes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify with FMD if the desired date is available and submit the form	1.1 Receive duly accomplished Facilities Reservation Form	None	3 Minutes	<i>Project Development Assistant (PDA), SCMD-Facilities Services Unit (FSU)</i>
None	1.2 Verify 10 th floor schedule for availability	None	2 Minutes	<i>PDA, SCMD-FSU</i>
None	1.3 Seek proper approval depending on the room requested	None	1 Banking Day	<i>PDA and Division Chief, SCMD-FMD</i> <i>Head, FSU</i> <i>Head, FMD</i> <i>Head, Facilities and Procurement Services Group</i>

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Notify client of the approval of request	None	1 Banking Day	<i>PDA</i> , SCMD-FSU
	TOTAL	None	2 Banking Days, 5 Minutes	

2. Parking Car Pass

This service is availed by LBP employees for their access/use of the parking facility.

Office or Division:	Service Contract Management Division (SCMD) – Facilities Management Department (FMD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LBP Employees including Service Contract Worker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Motor Vehicle Registration Form, if requesting party is a Service Contract Worker, form shall have a notation from supervisor (1 original copy) 2. Copy of Original Receipt (1 photocopy) 3. Certificate of Registration (1 photocopy) 4. LBP ID for regular employees (1 photocopy) 5. Agency ID for SCWs (1 photocopy) 6. Deed of Sale/Donation/Transfer, if motor vehicle is not under the name of the applicant (1 photocopy)		SCMD-FMD/ LBP Notes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the Motor Vehicle Registration Form	1.1 Verify the documents submitted	None	5 Minutes	<i>Office Aide,</i> SCMD-Facilities Services Unit (FSU)-FMD
None	1.2 Forward the form to FMD Head for approval	None	10 Minutes	<i>Office Aide,</i> SCMD-FSU-FMD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Approval of FMD authorized signatory	None	1 Banking Day	<i>Division Chief, SCMD-FSU-FMD,</i> <i>Head, FSU-FMD,</i> <i>Head, FMD</i>
None	1.4 Issue the car pass sticker	None	1 Banking Day	<i>Office Aide, SCMD-FSU-FMD</i>
	TOTAL	None	2 Banking Days, 15 Minutes	

3. Request for Service Vehicle

This service is availed by LBP employees for request of service vehicle for the unit's continuity of service such as marketing and administrative and for outside office activity such as planning, team building and volunteerific activities.

Office or Division:	Service Contract Management Division (SCMD) – Facilities Management Department (FMD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LBP Units/Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request for Service Vehicle (RSV) Form (1 original copy)		FMD-SCMD/LBP Notes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish RSV Form and submit to FMD	1.1 Receive duly approved RSV Form	Variable (Based on the total no. of Hours rendered and cost of service per Hour)	5 Minutes	<i>Administrative Service Officer I, SCMD-Facilities Services Unit (FSU)-FMD</i>
None	1.2 Approval of request by FMD authorized signatory		5 Banking Days	<i>Division Chief SCMD-FSU-FMD, Head, FSU-FMD</i>
None	1.3 Forward to LBP Leasing and Finance Corporation (LLFC) Fleet Supervisor for assignment of vehicle and driver			<i>Head, FMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Forward to LLFC Dispatcher at 7th floor parking area for the assignment of vehicle and chauffeur	None	None		
	TOTAL	Variable (Based on the total no. of Hours rendered and cost of service per Hour)	5 Banking Days, 5 Minutes	

Corporate Services Sector – Human Resource Management Group

1. Authority to Travel Abroad

The Authority to Travel Abroad (ATA) is issued to LANDBANK employees who intend to travel abroad at his/her personal expense pursuant to Executive Order No. 459 dated September 1, 2005 re: Procedures in the Disposition of Requests of Government Officials and Employees for Authority to Travel Abroad and in accordance with LANDBANK Codified Approving and Signing Authorities (CASA).

Office or Division:	Separation and Records Division (SRD) - Personnel Administration Department (PAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo request for Authority to Travel Abroad indicating the duration and destination of travel (1 original copy or 1 photocopy/e-copy)		Personnel concerned		
Clearance (1 photocopy)		Administrative Legal Department (ALD)		
Approved application for leave (1 photocopy)		Personnel concerned		
Unit Clearance for more than 30 calendar days (1 photocopy)		Personnel concerned		
Signed Deed of Undertaking for employees with pending administrative case (1 original copy or 1 photocopy)		Personnel concerned		
Signed Deed of Consent and Undertaking for Quarantine (1 original copy or 1 photocopy)		Personnel concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo request for an Authority to Travel Abroad (ATA) through e-mail, parcel/courier, personal appearance	1.1 Receive memo request with complete requirements	None	1 Hour	<i>Human Resource Management Assistant (HRMA), SRD-PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Prepare ATA	None	3 Banking Days	<i>HRMA, SRD-PAD</i>
None	1.3 Review/affix initial/e-initial on the ATA prior to signing of PAD Head	None	1 Banking Day	<i>Assistant Division Chief, SRD-PAD</i> <i>Division Chief, SRD-PAD</i> <i>Assistant Department Manager, Human Resource Administration Unit-PAD</i>
None	1.4 Sign/e-sign/ approve ATA 1.5 Attach LBP's seal to ATA 1.6 Update ATA's monitoring list / file	None	2 Banking Days	<i>Head, PAD</i>
None	1.7 Send ATA according to the preference of the employee (i.e., pick-up, courier or e-mail)	None	7 Hours	<i>HRMA, SRD-PAD</i>
	TOTAL	None	7 Banking Days*	

* Depends on the number of requests received

2. Availment of Leave Benefits (Magna Carta for Women/ Rehabilitation Leave/Study Leave)

Processing of employees' request on the availment of the leave benefits offered by the Bank.

Office or Division:	Centralized Officers' Payroll Unit (COPU) - Personnel Administration Department (PAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request from LBP employees/Other units of LBP (1 original copy)		PAD – Benefits Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Magna Carta for Women and Rehabilitation Leave				
1. Submit request and the complete requirements for the Magna Carta for Women and Rehabilitation Leave to ERD through personal delivery, mail or e-mail	1.1 Upon receipt of the approval/disapproval Memorandum from ERD, prepare memo addressed to concerned employee	None	7 Banking Days	<i>Human Resource Management Analyst/ Specialist (HRMA/ HRMS), COPU-PAD</i>
None	1.2 Check the correctness of the data in the memo request	None		<i>Assistant Division Chief COPU-PAD</i>
None	1.3 Sign the memo	None		<i>Division Chief/ COPU Head COPU-PAD</i>
None	1.4 Send Memo to employee (i.e., e-mail, pick-up, courier)	None		<i>HRMA/HRMS COPU-PAD</i>
	TOTAL	None	7 Banking Days	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Study Leave				
1. Submit request to PAD through personal delivery, mail or e-mail	1.1 Upon receipt of request, validate if the employee is eligible to avail the said benefit	None	7 Banking Days	<i>Human Resource Management Analyst/ Specialist (HRMA/ HRMS), COPU-PAD</i>
None	1.2 If eligible, prepare memo request addressed to concerned units of the Bank	None		<i>HRMA/HRMS, COPU-PAD</i>
None	1.3 Check the correctness of the data in the memo request	None		<i>Division Chief, COPU-PAD</i>
None	1.4 Sign the memo request	None		<i>Head COPU-PAD</i>
None	1.5 Submit to approving authorities (per CASA)	None		<i>Head COPU-PAD</i>
None	1.6 Inform the employee through memo/ letter if his/her request has been approved or not	None		<i>HRMA/HRMS, COPU-PAD</i>
	TOTAL	None		7 Banking Days

3. Bank-wide Clearance

A service provided to outgoing Bank personnel to clear them of any service obligation they may have incurred in connection with their attendance to training programs.

Office or Division:	Organization Development Department (ODD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Outgoing LANDBANK Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee Clearance Form (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Employee Clearance Form to ODD Receiving Area	1.1 Check pending service obligation and post-training requirements and submit to ODD Head	None	30 Minutes	<i>Executive Assistant, ODD</i>
None	1.2 Sign employee clearance	None	30 Minutes	<i>Head, ODD</i>
	TOTAL	None	1 Hour	

4. Certificate of Employment (COE) for Officers

Issuance of COE with data on tenure, position title and compensation, etc.

Office or Division:	Centralized Officers' Payroll Unit (COPU) - Personnel Administration Department (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LBP Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request from LBP Officers (1 original copy)		Officers' Payroll Division, COPU-PAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to PAD through personal delivery, mail or e-mail	1.1 Receive memo-request for COE	None	1 Minute	<i>Human Resource Management Analyst/ Specialist (HRMA/ HRMS), COPU-PAD</i>
None	1.2 Prepare the COE based on Bank records	None	1 Banking Day	<i>HRMA/HRMS, COPU-PAD</i>
None	1.3 Review COE	None	1 Banking Day	<i>Division Chief, COPU-PAD</i>
None	1.4 Sign/e-sign/ approve COE	None	7 Hours	<i>Head, COPU-PAD</i>
None	1.5 Send/release the COE according to the preference of the Officer (i.e., pick-up, courier or e-mail) or through the authorized representative	None	59 Minutes	<i>HRMA/HRMS, COPU-PAD</i>
	TOTAL	None	3 Banking Days	

5. Certificate of Employment (COE) for Rank-and-File

Issuance of COE with data on tenure, position title and compensation, etc.

Office or Division:	Separation and Records Division (SRD) - Personnel Administration Department (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo/Letter request for a COE indicating the purpose of request (1 original copy)		Personnel Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo-request for COE indicating the purpose of request through e-mail, parcel/courier, personal appearance	1.1 Receive memo-request for COE	None	1 Minute	<i>Human Resource Management Assistant (HRMA), SRD-PAD</i>
	1.2 Prepare COE	None	1 Banking Day	<i>HRMA, SRD-PAD</i>
None	1.3 Review COE	None	1 Banking Day	<i>Assistant Division Chief, SRD-PAD</i>
None	1.4 Sign/e-sign/ approve the COE	None	7 Hours	<i>Division Chief, SRD-PAD</i>
None	1.5 Send/release the COE according to the preference of the employee (i.e., pick-up, courier or e-mail)	None	59 Minutes	<i>HRMA, SRD-PAD</i>
	TOTAL	None	3 Banking Days	

6. Certificate of Employment (COE) with Job Description

Issuance of COE with job description for every personnel movement such as promotion, designation/change in position title.

Office or Division:	Separation and Records Division (SRD) - Personnel Administration Department (PAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo/Letter-request for COE with job description indicating the purpose of request (1 original copy)		Personnel Concerned		
Position Description Form (1 original copy)		201 File of the Personnel Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo/letter-request for COE indicating the purpose of request through e-mail, parcel/courier, personal appearance	1.1 Receive memo/letter-request for COE	None	1 Minute	<i>Human Resource Management Assistant (HRMA), SRD-PAD</i>
None	1.2 Retrieve Position Description Form (PDF) from 201 File/ Individual Performance Commitment Review (IPCR) Form	None	2 Banking Days	<i>HRMA, SRD-PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Prepare COE and input manually the job description/actual functions for each personnel movement such as promotion, designation/change in position title	None	1 Banking Day, 4 Hours	<i>HRMA, SRD-PAD</i>
None	1.4 Review the COE	None	2 Banking Days	<i>Assistant Division Chief, SRD-PAD</i>
None	1.5 Sign/e-sign/approve the COE	None	1 Banking Day, 3 Hours	<i>Division Chief, SRD-PAD</i>
None	1.6 Send/release the COE according to the preference of the employee (i.e., pick-up, courier or e-mail)	None	59 Minutes	<i>HRMA, SRD-PAD</i>
	TOTAL	None	7 Banking Days	

7. Certificate of Last Salary/Other Allowances, Bonuses and Incentives

Issuance of Certificate of last salary/other allowances, bonuses, and incentives received by employee.

Office or Division:	Centralized Officers' Payroll Unit (COPU) - Personnel Administration Department (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request from LBP Employee (1 original copy)		Officers' Payroll Division, COPU-PAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to PAD through personal delivery, mail or e-mail	1.1 Prepare the requested certification	None	3 Banking Days	<i>Human Resource Management Analyst/ Specialist (HRMA / HRMS),</i> COPU-PAD
None	1.2 Check the correctness of the data in the Certification	None		<i>Division Chief,</i> COPU-PAD
None	1.3 Sign the Certification	None		<i>Head,</i> COPU-PAD
None	1.4 Release the document to client/ authorized representative	None		<i>HRMA/HRMS,</i> COPU-PAD
	TOTAL	None	3 Banking Days	

8. Certificate of Leave without Pay or Unused Leave Credits

Issuance of Certificate of Leave without Pay or Unused Leave Credits to LBP Employees//Authorized representative and/or LBP Bank units/Other Government Agencies.

Office or Division:	Centralized Officers' Payroll Unit (COPU) - Personnel Administration Department (PAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request from LBP Officers/Other Government Agencies (1 original copy)		Benefits Division, PAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to PAD through personal delivery, mail or e-mail	1.1 Prepare certification based on Employee Leave Card (ELC)	None	6 Banking Days	<i>Human Resource Management Analyst/ Specialist (HRMA/HRMS), COPU-PAD</i>
None	1.2 If ELC is not available/complete, check other available Bank records: a. request SRD for the retrieval of 201 files of separated personnel and/or b. coordinate with unit/employee concern	None		<i>HRMA/HRMS, COPU-PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Check the completeness and correctness of the data in the Certification	None		<i>Division Chief,</i> COPU-PAD
None	1.4 Sign the Certification	None		<i>Head,</i> COPU-PAD
None	1.5 Release the document to client/ authorized representative	None		<i>HRMA/HRMS,</i> COPU-PAD
	TOTAL	None	6 Banking Days	

9. Certificate of Premium/Loan Payments

Issuance of Certificate of Premium/Loan Payments to Employees.

Office or Division:	Centralized Officers' Payroll Unit (COPU) - Personnel Administration Department (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original copy)		Officers' Payroll Division - PAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to PAD through personal delivery, mail or e-mail	1.1 Prepare the requested certification	None	3 Banking Days	<i>Human Resource Management Analyst/ Specialist (HRMA/HRMS), COPU-PAD</i>
None	1.2 Check the correctness of the data in the Certification	None		<i>Division Chief, COPU-PAD</i>
None	1.3 Sign the Certification	None		<i>Head, COPU-PAD</i>
None	1.4 Release the document to client/ authorized representative	None		<i>HRMA/HRMS, COPU-PAD</i>
	TOTAL	None	3 Banking Days	

10. Certification of Performance Rating

The Certification of Performance Rating is requested by employees for various reasons such as, but not limited to: proposal for promotion, application for certain programs of the Bank, misplacement of employee's copy, reimbursement of expenses incurred in certain programs of the Bank.

Office or Division:	Performance Management Division (PMD) - Personnel Administration Department (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/Memo/e-mail-request addressed to the Head of PAD (1 photocopy)		Employee Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the letter/ memo/ e-mail-request for certification of performance rating to PMD of PAD	1.1 Receive the letter/ memo/ e-mail- request from the employee and validate data	None	1 Banking Day	<i>Human Resource Management Assistant (HRMA), PMD-PAD</i>
None	1.2 Prepare the Certification draft	None	4 Hours	<i>HRMA, PMD-PAD</i>
None	1.3 Finalize the Certification	None	4 Hours	<i>Asst. Division Chief, PMD-PAD</i>
None	1.4 Sign the Certification	None	4 Hours	<i>Division Chief, PMD-PAD</i>
None	1.5 Send a copy of Certification via e-mail address, if requested by employee	None	4 Hours	<i>HRMA, PMD-PAD</i>
	TOTAL	None	3 Banking Days	

11. Deployment of Outsourced Manpower Services (OMS)

Processing of endorsement for deployment of candidates, Utility Workers Janitors/Messenger, Technician, Driver and Manpower Service Support (Office Support Staff, Project-based personnel, Reliever, Non-core/Continuing (Non-Permanent) in coordination with the Third-Party Service Provider (TPSP).

Office or Division:	Personnel Administration Department (PAD) - Manpower Service Contract Management Division (MSCMD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government / Government to Business			
Who may avail:	LANDBANK Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo request from Hiring Unit addressed to PAD with complete attachment/s: ➤ Updated Resume Other Supporting Documents, if necessary		LANDBANK Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the signed memo request to lbpoms@landbank.com	1.1 Receive the signed memo request with attachment/s from the Hiring Unit, encode in monitoring sheet for future reference	None	7 Banking Days	<i>Human Resource Management (HRM) Specialist, Assistant Division Chief (ADC), Division Chief (DC), Assistant Department Manager (ADM), Manpower Service Contract Management Division (MSCMD), PAD</i>
None	1.2 Evaluate request for deployment – request necessary documents to the Hiring Unit	None		
None	1.3 Endorse the request of Hiring Unit to PAD Head for approval	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Endorse candidate considered for deployment to TPSP for pre-employment requirements	None	2 Banking Days	<i>HRM Specialist, ADC, DC, ADM, MSCMD, PAD</i>
None	1.5 Assumption of the candidate to the requesting unit*	None		<i>HRM Specialist, ADC, DC, ADM, MSCMD, PAD</i>
	TOTAL	None	9 Banking Days**	

*Subject to the evaluation of the TPSP; Service Level Agreement with TPSP is TAT of 10 Banking Days from receipt of request from PAD.

**Excluding dependencies to the TPSP, candidate, and requesting unit

12. Employment Verification and Other Queries

Issuance of employment verification and other queries.

Office or Division:	Separation and Records Division (SRD) - Personnel Administration Department (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for employment verification through email (1 original copy)		Various offices/companies; Employee Concerned		
Authorization letter to conduct employment verification (1 original copy)		Employee Concerned		
Valid ID (1 photocopy)		Employee Concerned		
Specimen Signature (1 original copy)		Verifier from various offices/companies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for employment verification	1.1 Receive request for employment verification	None	1 Minute	<i>Human Resource Management Assistant (HRMA), SRD-PAD</i>
None	1.2 Validate data through SAP-HRIS	None	2 Banking days	<i>HRMA, SRD-PAD</i>
None	1.3 Review and affix initial	None	7 Hours	<i>Asst. Division Chief, SRD-PAD</i> <i>Division Chief, SRD-PAD</i>
None	1.4 Send reply through e-mail	None	59 Minutes	<i>HRMA, SRD-PAD</i>
	TOTAL	None	3 Banking Days	

13. Enhanced Recruitment, Selection and Placement

Filling of validated vacancies not covered by the General Banking Law (Non-GBL), rank and file entry-level positions (PG 4 to 6) while ensuring placement of quality applicants

Office or Division:	Recruitment Division (RD) – Personnel Administration Department (PAD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Government			
Who may avail:	LANDBANK Departments/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Proposal based on the allocated headcount of the requesting unit (1 original and scanned copy)		Headcount Management and Manpower Planning Division (HMMPD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit validated proposal from HMMPD	1.1 Receive the proposal 1.2 Evaluate the proposal received from HMMPD	None	1 Banking Day	Human Resource Management (HRM) Assistant, HRM Analyst, HRM Specialist I/II, Assistant Division Chief (ADC), Division Chief (DC) RD-PAD Head, HR Planning & Staffing Unit (HRPSU) Head, PAD
None	1.3 Source from available pool and prepare applicants vetting matrix	None	3 Banking Days	
None	1.4 Discuss with the Office Support Staff (OSS) the process of deployment and endorse OSS to Outsourced Manpower Support Provider (OMSP) for deployment	None	1 Banking Day	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5 Prepare and forward memo endorsement to requesting units of the Bank to provide guidance on actions to be taken and notification on the deployment of OSS	None	1 Banking Day	<i>HRM Assistant, HRM Analyst, HRM Specialist I/II, ADC, DC RD-PAD</i> <i>Head, HRPSU</i> <i>Head, PAD</i>
None	1.6 Deploy OSS through approved OMSP	None	15 Banking Days	
2. Submit Certificate of Assumption to Duty	2.1 Receive Confirmation of OSS Assumption, prepare and submit confirmation of engagement to OMSP	None	1 Banking Day	<i>HRM Assistant, HRM Analyst, HRM Specialist I/II, ADC, DC RD-PAD</i> <i>Head, HRPSU</i> <i>Head, PAD</i>
None	2.2 Manage and monitor performance of the deployed OSS within three (3) months	None	1 Banking Day	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit Evaluation Form of the deployed OSS to RD and (if applicable) Proposal for Hiring	3.1 Receive and evaluate the form. If proposed for hiring, forward proposal to HMMPD. If not, endorse recall of OSS and request for replacement	None	1 Banking Day	<i>HRM Assistant, HRM Analyst, HRM Specialist I/II, ADC, DC RD-PAD</i> <i>Head, HRPSU</i> <i>Head, PAD</i>
None	3.2 Coordinate with Hiring Unit and OSS regarding submission of pre-employment requirements (Annex AG)	None	10 Banking Days	
None	3.3 Collect and evaluate submitted requirements. Complete requirements will be endorsed to Selection and Promotion Division (SPD) for presentation of qualified applicants to Approving and Confirming Bodies prior to assumption of permanent appointment	None	1 Banking Day	
	TOTAL	None	35 Banking Days	

14. Evaluation of Proposal for Regular Hiring

Evaluate/assess proposals for regular hiring and compliance to Qualification Standards (QS) of the proposed candidate.

Office or Division:	Personnel Administration Department (PAD) - HR Planning and Staffing Unit (HRPSU)	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	LANDBANK Units	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>1. Original copy of memo-proposal for regular hiring addressed to PAD with complete attachments (1 original copy each):</p> <ul style="list-style-type: none"> ➤ Interview Sheet and Certificate of Competency ➤ Pre-employment requirements (Updated LBP Application Form, Authenticated Copy of Eligibility, Transcript of Records, Medical Test Results, Civil Service Commission (CSC) Form 211, Persons with Disabilities (PWD) ID Card (if applicable), National Bureau of Investigation (NBI) Clearance, Regional/Municipal Trial Court (RTC and MTC), Police Clearance, Certificate of Employment, Philippine Statistics Authority (PSA) Birth Certificate, Certificate/s of Attendance to Trainings/Seminars (if applicable), Affidavit of No Delinquent Financial Obligation, Consent for Credit Information (CI) Report) 	LANDBANK – Hiring Policies and Procedures	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send proposal for regular hiring with complete attachments to PAD	1.1 Receive the proposal for regular hiring from the requesting unit and encode in monitoring system and attach tracking sheet	None	1 Banking Day	PAD – Receiving
None	1.2 Evaluate and assess compliance to QS of the proposed position and completeness of requirements	None	2 Banking Days	<i>Human Resource Management (HRM) Assistant, HRM Analyst, HRM Specialist I/II, Assistant Division Chief (ADC), DC, Selection and Promotion Division, (SPD), Head, HRPSU, Head, PAD, Head, Human Resource Management Group (HRMG)</i>
None	1.3 Request for conduct of Background Investigation, Audit Clearance, CI Report, and training certification (if applicable)	None	2 Banking Days	
None	1.4 Send pre-employment requirements to the proposed candidate for compliance	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5 Receive and evaluate authenticity/ completeness of submitted documents from qualified applicants	None	1 Banking Day	<i>HRM Assistant, HRM Analyst, HRM Specialist I/II, ADC, DC, SPD, Head, HRPSU, Head, PAD, Head, HRMG</i>
None	1.6 Forward medical results to Employee Relations Department (ERD) – Medical Division for clearance	None		
None	1.7 Final Interview of qualified applicant	None	1 Banking Day	
	TOTAL	None	7 Banking Days*	

**Excludes Turnaround Time of a.) ERD for medical clearances and additional medical examinations that may be required from candidate for hiring; b.) Administrative Legal Department/TPSP for the conduct of background investigation; c.) Internal Audit Group for audit clearance, if existing Service Company Worker; d.) Property Valuation Services Department/Field Services Support Center for the CI Report*

**Excludes further the compliance of the candidate to the deadline set for the submission of requirements and other delays caused from the part of the candidate and/or other concerned departments*

15. Issuance of Certificate of Trainings Attended

A service provided to Bank personnel requesting for the list and/or certification of trainings attended as generated from the HRIS-Training and Event Module (TEM).

Office or Division:	Change Management Unit (CMU) - Organization Development Department (ODD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Bank Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email Request or Memo Request (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request to LBP Notes or Memo Request to ODD Receiving Area	1.1 Generate Employee Training Index through HRIS	None	30 Minutes	<i>Human Resource Management Specialist, CMU-ODD</i>
None	1.2 Forward Certificate of Trainings Attended	None		
	TOTAL	None	30 Minutes	

16. Issuance of Certification for IPCR Rating

A service provided to Management and Leadership Development Program (MLDP) graduates certifying their IPCR Rating during MLDP training.

Office or Division:	Talent Management Unit (TMU) - Organization Development Department (ODD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	MLDP Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send email request via LBP Notes	1.1 Prepare Certification for IPCR Rating and submit for ODD Head's approval	None	2 Hours	<i>Human Resource Management Assistant/Analyst/Specialist, TMU- ODD</i>
None	1.2 Forward to personnel concerned	None	10 Minutes	
	TOTAL	None	2 Hours, 10 Minutes	

17. Issuance of Medical Certificate for Training, Gym Clearance, Wellness Participation, Uniform Exemption, Studies, etc.

Evaluation of employees' medical results and issuance of clearance for participation to training, wellness activities and availment of gym facilities/services.

Office or Division:	Medical Division – Employee Relations Department (ERD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All LBP employees including service company employees, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APE results and/or medical certificate and laboratory/diagnostic test results (1 original copy or certified true copy)		Clinic; Hospital; Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo-request to ERD together with the documentary requirements	1.1 Receive memo-request addressed to ERD Head from employee/unit concerned	None	1 Banking Day	<i>Human Resource Management Specialist (HRMS), ERD</i>
None	1.2 Review request and check for availability of recent medical records (i.e., APE results, laboratory/ diagnostic test results, and medical certificate)	None	1 Banking Day	<i>HRMS, ERD</i>
None	1.3 Schedule employee concerned for consultation with Physician	None	1 Banking Day	<i>Nurse, ERD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Conduct assessment (via medical history taking, review of APE results, laboratory results and physical examination, etc.) which may be done via face-to-face or telemedicine mode	None	20 Minutes	<i>Physician, ERD</i>
None	1.5 Prepare medical certificate for signature of attending physician	None	15 Minutes	<i>HRMS, ERD</i>
None	1.6 Sign medical certificate	None	15 Minutes	<i>Physician, ERD</i>
None	1.7 Issue medical certificate	None	1 Banking Day	<i>Nurse, ERD</i>
	TOTAL	None	4 Banking Days, 50 Minutes	

18. Processing of Letter of Intent to Separate from Service

Receiving and acknowledgement of letter of intent to separate from service, communicating checklist of requirements to separating employee with monitoring and acknowledgement of submission of requirements, endorse and secure preliminary clearances from Security Department (SD), Internal Audit Group (IAG) and Administrative Legal Department (ALD) for the separating employee, endorsement of separation for approval by Sector Heads, preparation and sending of Bankwide Employee Clearance (BEC) to concerned units of the Bank

Office or Division:		Personnel Administration Department (PAD) - Separation and Records Division (SRD)		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		LANDBANK Separating Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to Separate (1 original copy)		Separating Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent to separate to PAD duly endorsed by the Department/ Group/Sector Heads, as applicable	1.1 Upon receipt of the letter of intent to separate with endorsement of PAD Head, SRD validate/ check completeness on signatures and proper endorsement	None	3 Banking Days	<i>Human Resource Management (HRM) Analyst/HRM Specialist SRD Head Human Resource Information System Administration Unit (HRISAU) Head, PAD</i>
None	1.2 Acknowledge receipt of letter of intent via email and send with the checklist of requirements (Annex AH)	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Prepare request for preliminary clearances to IAG, SD and ALD; to use prescribed template for IAD	None		<i>HRM Analyst/ HRM Specialist SRD Head HRISAU Head, PAD</i>
None	1.4 Send request to IAG, SD and ALD	None		
None	1.5 Upon receipt of the Preliminary Clearances from IAG, SD and ALD, prepare Memo for the approval of Sector Head/ CSS Head of the separation	None	3 Banking Days	<i>HRM Analyst/HRM Specialist SRD Head HRISAU Head, PAD PAD Head HRMG Head Sector Head</i>
None	1.6 Endorse Memo for checking and signature PAD Head then HRMG Head	None	7 Banking Days	<i>HRM Analyst/HRM Specialist SRD Head, PAD PAD Head HRMG Head Sector Head</i>
None	1.7 Forward signed Memo to concerned Sector for final approval			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.8 Upon receipt of the approved/ signed Memo, notify separating employee of the approval via email	None		<i>HRM Analyst/ HRM Specialist SRD Head, PAD PAD Head HRMG Head Sector Head</i>
None	1.9 Resend the Checklist of Requirements	None		
None	1.10 Prepare template of Bankwide Employee Clearance (BEC) for various units of the Bank with details of separating employee	None		
None	1.1 Upload BECs to the shared folder (every Monday)	None		
	TOTAL	None		

19. Processing and Release of Terminal Pay to Employees Separated from Service

Monitoring and completion of the BECs of separating employee, maintenance and updating of database on BECs and separation, secure approval and preparation of endorsement to PFD for the release of PF refundable equity if any, monitoring of the submission and completion of all separation documents, coordination with concerned employee and/or other units as necessary, preparation of disbursement order to COPU with endorsement of completed separation documents for computation and release of Terminal Pay.

Office or Division:	Personnel Administration Department (PAD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Separating Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Bankwide Employee Clearance (BEC) from various units of the Bank (1 original copy) Payment Instruction Form (1 original copy) List of Requirements (Annex AH)		Various Units of the Bank SRD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issue Payment Instruction on the release of benefits and authorization to release of loan collaterals, if applicable and submit together with all requirements	1.1 Upon receipt of the complete BECs and/or uploaded in the shared folder, print the same and check the completeness (cleared/not cleared, signed)	None	3 Banking Days	<i>Human Resource Management (HRM) Analyst/HRM Specialist SRD Head Human Resource Information System Administration Unit (HRISAU) Head, PAD Human Resource Management Group (HRMG) Head</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Collate all BECs (Page 1-3) then endorse to PAD Head (for initial) then to HRMG Head for approval (BEC Page 1)	None		<i>HRM Analyst/ HRM Specialist SRD Head HRISAU Head, PAD PAD Head HRMG Head</i>
None	1.3 Prepare Memo to Provident Fund Department (PFD) for the release of the PF/HF Refundable Equity	None		
None	1.4 Endorse to PAD Head for signature/ approval of the Memo	None		
None	1.5 Once signed, endorse Memo to PFD together with a copy of complete BECs and payment instruction/ authorization, as applicable	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6 Update monitoring shared database for newly approved separating/ separated employees	None	1 Banking Day	<i>HRM Analyst/ HRM Specialist SRD Head, PAD</i>
None	1.7 Notify Benefits Division of the added list in the database for the request of CLWOP and/or Unused Leave Credits	None		
None	1.8 Upon receipt of approved separation, prepare Service Record (SR) in four (4) copies	None	3 Banking Days	
None	1.9 Check details of separating employee; update manually as necessary if not reflected in SAP System	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.10 Endorse to SRD Head for checking/ validation	None		<i>HRM Analyst/ HRM Specialist SRD Head, PAD</i>
None	1.11 Once in order, print SRs in 4 copies for signature of SRD Head	None		
None	1.12 Prepare the Letter request to OMB	PHP 150.00 <i>*Amount may be subjected to change but upon advise by OMB</i>	3 Banking Days	<i>HRM Analyst/ HRM Specialist SRD Head HRISAU Head, PAD PAD Head</i>
None	1.13 Endorse Letter Request to PAD Head for approval/ signature			
None	1.14 Transmit Letter Request form to Ombudsman together with OMB Forms, attachments and Payment			
None	1.15 Endorse to the Liaison Officer for transmittal to GSIS <i>Note: Release of Clearance subject GSIS service level agreement/CC.</i>	None	1 Banking Day	<i>HRM Analyst/ HRM Specialist, PAD-SRD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.16 Check completeness of all submitted required documents	None	2 Banking Days	<i>HRM Analyst/ HRM Specialist SRD Head HRISAU Head, PAD</i>
None	1.17 Prepare the Memo to COPU-Payroll for the endorsement of payment	None		
None	1.18 Endorse the Memo for review/signing/ approval	None		
None	1.19 Forward signed Memo and attachments to COPU-Payroll	None		
None	1.20 Upon receipt of list of approved separated employees (shared folder), prepare initial Statement of Benefits and Accountabilities (SBA), and endorse to AAD for tax computation, updates of Accounts Receivable/ Payable (AR/AP)	None	2 Banking Days	<i>HRM Assistant/Analyst/ Specialist PAD-COPU</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.21 Upon receipt of Memo from SRD, check completeness of documents then forward BEC to PFD for AR updates	None	1 Banking Day	<i>HRM Assistant/Analyst/ Specialist PAD-COPU</i>
None	1.22 Upon receipt of updated BEC from PFD and validated SBA from AAD, prepare the final SBA, and Disbursement Order (DO)	None	2 Banking Days	
None	1.23 Check/review SBA and DO together with the mandatory documents	None	1 Banking Day	<i>Assistant Division Chief (ADC)/Division Chief (DC) PAD-COPU</i>
None	1.24 Forward DO to COPU Head and PAD Head, for approval	None	1 Banking Day	
None	1.25 Endorse the approved DO to PFD Head for approval. <i>Note: The PFD will endorse the DO to AAD for approval/release of Terminal Pay.</i>	None	1 Banking Day	<i>HRM Analyst/HRM Specialist/ADC/DC PAD-COPU</i>
	TOTAL	PHP 150.00	21 Banking Days	

20. Request for Biometric Device Access (RBDA)

Process LBP employees request for Biometric Device for the Enrollment, Re-enrollment, Deletion, and Transfer of Access.

Office or Division:	Centralized Officers' Payroll Unit (COPU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-up Request for Biometric Device Access (RBDA) form (1 original copy)		PAD – Benefits Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished RBDA form to email PADBD@mail.lan dbank.com	1.1 Validate the completeness of data in the request	None	3 Banking Days	Human Resource Management Analyst/ Specialist (HRMA / HRMS) Central Officers Payroll Unit (COPU), Personnel Administration Department (PAD)
	1.2 Check the records Biometric Device Management Software (BDMS) and perform the following based on request: a. If Enrollment/Re-enrollment, coordinate with the unit for the scheduled fingerprint enrollment;	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	b. If Transfer/ Deletion, effect directly in the BDMS			<i>HRMA/HRMS COPU, PAD</i>
None	1.3 Update the records in the BDMS and notify unit through email the action taken	None		
None	1.4 Review and sign the RBDA form for file	None		<i>Assistant Division Chief & Division Chief COPU-PAD COPU Head COPU-PAD</i>
	TOTAL	None	3 Banking Days	

21. Request for Document/Record of Active Employees

Various documents from Personnel Administration Department (PAD) are being requested by LBP employees to facilitate and cater their official and personal transactions with other agencies.

- a. A copy of document in the 201 file of Active Employees
- b. Statement of Assets Liabilities and Net Worth (SALN)
- c. Biographical Data

Office or Division:	Separation and Records Division (SRD) - PAD			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter requesting for employee document/ record indicating the purpose of the request (1 original copy)		LANDBANK Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for document/record through e-mail, parcel/courier or personal appearance	1.1 Receive and evaluate request letter	None	1 Minute	<i>Human Resource (HR) Management Assistant/Analyst/ Specialist I, SRD-PAD</i>
None	1.2 Locate the requested document/s from 201 File, IDRARS, Warehouse, etc.	None	2 Banking Days	<i>HR Management Assistant/Analyst/ Specialist I, SRD-PAD</i>
None	1.3 Photocopy the document/s	None	2 Hours	<i>HR Management Assistant/Analyst/ Specialist I, SRD-PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Certify document/s	None	2 Hours	<i>Assistant Division Chief/Division Chief, SRD-PAD</i>
None	1.5 Scan the document/s	None	2 Hours	<i>HR Management Assistant/Analyst/ Specialist I, SRD-PAD</i>
None	1.6 Route/send the document to the requesting party or email scanned copy	None	59 Minutes	<i>HR Management Assistant/Analyst/ Specialist I, SRD-PAD</i>
	TOTAL	None	3 Banking Days	

22. Request for Exemption from Wearing Office Uniform or on Certain Prescribed Dress Code of the Bank

Processing of employees' request on exemption for wearing office uniform or exemption on certain prescribed dress code of the Bank.

Office or Division:	Employee Wellness Unit (EWU) - Employee Relations Department (ERD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to ERD through personal delivery, mail or email	1.1 Process the request of employee	None	1 Banking Day	<i>Human Resource Management Analyst/Specialist (HRMA/HRMS), EWU-ERD</i>
None	1.2 Endorse the request to Medical Division-ERD for health/ medical reasons for evaluation/ approval	None	2 Banking Days	
None	1.3 Endorse request for approval/ disapproval to HRMG Head	None	2 Banking Days	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Inform the employee through memo/letter if his/her request has been approved or not	None	2 Banking Days	<i>HRMA/HRMS, EWU-ERD</i>
	TOTAL	None	7 Banking Days	

23. Process Request for LBP Work-From-Home Reporting Tool (LWRT) and Biometric Device Management Software (BDMS) Access thru User Request/Certification of Access Rights Form (UR/CARF)

Process LBP employees request for access in LWRT and BDMS system. Addition, Change Access, Deletion of system access

Office or Division:	Centralized Officers' Payroll Unit (COPU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-up User Request/Certification of Access Rights Form (UR/CARF) (1 original copy)		PAD – Benefits Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished UR/CARF form to email PADBD@mail.lan dbank.com	1.1 Validate the completeness of data in the UR/CARF 1.2 Check the records in the LWRT/BDMS system 1.3 Endorse to ITSO-Security Administrator the submitted request through the UR/CARF database	None	3 Banking Days	<i>Human Resource Management Analyst/ Specialist (HRMA / HRMS)</i> Central Officers Payroll Unit (COPU), Personnel Administration Department (PAD)

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Once processed, notify unit on the status of request and provide their access credentials through email	None		<i>HRMA/HRMS COPU, PAD</i>
None	1.5 Review and sign the UR/CARF	None		<i>Assistant Division Chief & Division Chief COPU-PAD COPU Head COPU-PAD</i>
	TOTAL	None	3 Banking Days	

24. Request for Replacement of Lost, Old/Outdated or Damaged LANDBANK Employee IDs

Issuance of replacement of LANDBANK ID for lost, old/outdated [i.e., request for updating of ID picture/ID information (e.g., address, contact number, name, etc.)] or damaged IDs for proper identification and security purposes as well as establish accountability in dealing with the customers.

Office or Division:	Separation and Records Division (SRD) – Personnel Administration Department (PAD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Information Sheet (1 original copy/scanned copy)		LANDBANK Employee		
1X1 picture (1 original copy/digital copy)		LANDBANK Employee		
Official Receipt for proof of payment (except for updating of name due to change in civil status) (1 photocopy/scanned copy)		LANDBANK Employee		
For lost IDs – Notarized Affidavit of Loss (1 original copy/scanned copy) For old, damaged or outdated IDs – surrendered ID cards (1 original copy)		LANDBANK Employee		
Authorization letter (as applicable)		Authorized representative of personnel concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish ID Information Sheet and submit together with the requirements through email, parcel/courier, personal appearance	1.1 Receive request for the replacement of lost, old/ outdated or damaged ID Cards	PHP300 (except for updating of name due to change in civil status)	1 Banking Day	<i>Human Resource Management Assistant (HRMA), SRD-PAD</i>
None	1.2 Prepare/Print LANDBANK ID	None	3 Banking Days	<i>Human Resource Management Assistant (HRMA), SRD-PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Review/check and affix initial/e-initial on ID Information Sheet prior to release of printed LANDBANK ID 1.4 Perforate old/damaged IDs surrendered, erroneous printout of replacement IDs	None	2 Banking Days	<i>Division Chief, SRD-PAD</i>
None	1.5 Release the printed LANDBANK ID 1.6 Update ID's monitoring list/file	None	1 Banking Day	<i>HRMA, SRD-PAD</i>
	TOTAL	PHP300 (except for updating of name due to change in civil status)	7 Banking Days*	

* Depends on the number of requests received

25. Request for Service Record (SR) of Officer

The SR shows a detailed documentary of positions held by an Officer in LANDBANK and previous government office [provided, SR from previous work in a government office is submitted to Personnel Administration Department (PAD)], if any, including the salary adjustments.

Office or Division:	Centralized Officers' Payroll Unit (COPU) – PAD			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request from LBP Officers (1 original copy)		Officers' Payroll Division, COPU-PAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to PAD through personal delivery, mail or e-mail	1.1 Prepare Service Records of employee	None	3 Banking Days	<i>Human Resource Management Analyst/ Specialist (HRMA/ HRMS), COPU-PAD</i>
None	1.2 Check the correctness of the data in the Service Records	None		<i>Division Chief, COPU-PAD</i>
None	1.3 Sign the Service Records	None		<i>Unit Head, COPU-PAD</i>
None	1.4 Release the document to client/ authorized representative	None		<i>HRMA/HRMS, COPU-PAD</i>
	TOTAL	None	3 Banking Days	

26. Request for Service Record of Rank-and-File (with records archived in warehouse)

The SR shows a detailed documentary of positions held by an employee in LANDBANK and previous government office [provided, SR from previous work in a government office is submitted to Personnel Administration Department (PAD)], if any, including the salary adjustments.

Office or Division:	Separation and Records Division (SRD) – PAD			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo/Letter request for SR indicating the purpose of request (1 original copy or scanned copy)		LANDBANK employee/s		
SR from previous government employer (1 original copy or scanned copy)		Previous government employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo-request for SR together with a copy of SR from previous government employer, if any through e-mail, parcel/courier, personal appearance indicating the mode of receiving the signed SR such as e-mail, pick-up and mail/courier	1.1 Receive memo-request of client	None	5 Minutes	<i>Human Resource Management Assistant (HRMA), SRD-PAD</i>
	1.2 Prepare Retrieval Request Form (RRF) for the retrieval of 201 Files from warehouse	None	1 Hour	<i>HRMA/ Assistant Division Chief/Division Chief, SRD-PAD</i>
	1.3 Approve RRF	None	7 Hours	<i>Assistant Department Manager, Human Resource Information System Administration Unit-PAD</i>
	1.4 Forward approved RRF to FMD	None	10 Minutes	<i>HRMA, SRD-PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5 Receive the retrieved 201 Files through FMD	None	7 Banking Days	<i>HRMA, SRD-PAD</i>
None	1.6 Create Personal Data (PD) Card and record details such as salary adjustments, inclusive dates, position title per appointment, status of employment and place of assignment based from 201 Files	None	4 Banking Days	<i>HRMA, SRD-PAD</i>
None	1.7 Encode and print Service Record from SAP-HRIS	None	4 Banking Days	<i>HRMA, SRD-PAD</i>
None	1.8 Forward printed SR for review and signature/ e-signature 1.9 Attach LBP's seal to SR 1.10 Update SR's monitoring list/ file	None	3 Banking Days	<i>Assistant Division Chief/Division Chief, SRD-PAD</i>
None	1.11 Return the retrieved 201 Files through FMD	None	1 Banking Day	<i>HRMA, SRD-PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.12 Log the documents according to the preferred mode of receipt of the employee i.e., pick-up, courier or e-mail	None	5 Minutes	HRMA, SRD-PAD
None	1.13 Send the signed/ e-signed SR according to the preference of the employee i.e., pick-up, courier or e-mail	None	40 Minutes	HRMA, SRD-PAD
	TOTAL	None	20 Banking Days, 1 Hour*	

* Depends on the number of requests received.

Note: Waiting time on the retrieval of files in Antipolo Warehouse usually takes 6 – 20 banking days.

27. Request for Service Record (SR) of Rank-and-File (with records on-site)

The SR shows a detailed documentary of positions held by an employee in LANDBANK and previous government office [provided, SR from previous work in a government office is submitted to Personnel Administration Department (PAD)], if any, including the salary adjustments.

Office or Division:	Separation and Records Division (SRD) - PAD			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo/Letter requesting for SR indicating the purpose of the request (1 original copy)		LANDBANK employee/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit memo request for SR through email, parcel/courier, personal appearance indicating the mode of receiving the signed SR such as email, pick-up and mail/courier	1.1 Receive memo-request for SR	None	10 Minutes	<i>Human Resource Management Assistant (HRMA), SRD-PAD</i>
	1.2 Retrieve Personal Data Card (PD Card)	None	4 Hours	<i>HRMA, SRD-PAD</i>
	1.3 Encode and print Service Record from SAP-HRIS	None	3 Banking Days	<i>HRMA, SRD-PAD</i>
	1.4 Forward printed SR for review and signature/ e-signature	None	3 Banking Days	<i>Assistant Division Chief/Division Chief, SRD-PAD</i>
	1.5 Attach LBP's seal to SR			
	1.6 Update SR's monitoring list/file			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.7 Log the documents according to the preferred mode of receipt of the employee, i.e., pick-up, courier or e-mail	None	3 Hours	<i>HRMA, SRD-PAD</i>
None	1.8 Send the signed SR according to the preference of the employee i.e., pick-up, courier or e-mail	None	50 Minutes	<i>HRMA, SRD-PAD</i>
	TOTAL	None	7 Banking Days*	

* Depending on the number of requests received.

28. Request for the Grant of Professional Award

LANDBANK recognizes the personal initiative of Bank personnel in their continuing pursuit of career growth and development through higher learning, thus the grant of the Professional Award. This is also pursuant to CSC Resolution no. 010112, dated January 10, 2001 re: Program on Awards and Incentives for Service Excellence (PRAISE).

Office or Division:	Performance and Rewards Management Unit - PAD			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter/Memo request for the grant of Professional Award noted by the immediate supervisor (1 original copy)		LANDBANK Employee		
Duly authenticated documents as follows: <ul style="list-style-type: none"> • For Master's/Doctorate Degree- Master's/Doctorate Diploma (as released by the applicant's school), or any of the following: <ul style="list-style-type: none"> - Special Order (as released by CHED) - Official Transcript of Records - Certificate of Graduation (as issued by the University Registrar) • For Board/Bar Passer- Board/Bar Rating (as released by PRC) • For Professional Certification- Certifications issued by legitimate local or global professional organizations 		Department/Unit Head of Employee concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for document/record through e-mail, parcel/courier or personal appearance	1.1 Receive memo request for the grant of Professional Award	None	1 Minute	<i>Human Resource Management Assistant (HRMA)</i> PMRU-PAD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Evaluate received memo/ application; verify performance rating (IPCR) for the last two (2) periods; Validate availment of Graduate Education Program and / or any Bank reimbursement through Organization Development Department (ODD) and if the employee has pending case	None	5 Banking Days	<i>HRMA, PRMU-PAD</i>
None	1.3 Prepare memo request and Congratulatory Letter	None	4 Hours	<i>HRMA, PRMU-PAD</i>
None	1.4 Review/affix initials	None	3 Hours, 59 Minutes	<i>Assistant Division Chief/Division Chief, PRMU-PAD, Unit Head, PRMU-PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5 Sign the memo and letter*	None	1 Banking Day	Head, PAD
	TOTAL	None	7 Banking Days	

* The turnaround time for the signing of the memo proposal and the Congratulatory letter up to the Sector level and LBP President level, respectively, is beyond the Department's control, hence it is excluded from the set of actions above.

29. Request for Updating of Contact Details to avail of the Electronic Salary Loan (ESL)

As part of the procedures in availing of the LANDBANK ESL for Rank-and-File employees, Personnel Administration Department (PAD) is assigned to update the contact details of the employee concerned to facilitate the processing of loan availment.

Office or Division:	Separation and Records Division (SRD) - PAD			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-mail request for updating of contact details to avail of the ESL (1 original copy)		Employee concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit e-mail request for updating of contact details to avail of the ESL	1.1 Receive memo-request for updating of contact details to avail of the ESL	None	1 Minute	<i>Human Resource Management Assistant (HRMA), SRD-PAD</i>
None	1.2 Update and encode mobile number and email address to SAP-HRIS	None	3 Hours, 59 Minutes	<i>HRMA, SRD-PAD</i>
None	1.3 Record the list of request	None	4 Hours	<i>HRMA, SRD-PAD</i>
None	1.4 Provide HRIS-Administration Unit (HRISAU) with list of applicants for ESL whitelist	None	2 Banking Days	<i>HRMA, SRD-PAD</i>
	TOTAL	None	3 Banking Days	

30. Request to Practice Other Profession/Permission to Teach

Employees secures approval to practice profession/permission to teach pursuant to Malacañang Memorandum Circular No. 17 and Section 18, Rule XIII of the Omnibus Civil Service Rules and Regulations that no officer or employee shall engage directly or indirectly in any private business or profession without a written permission from the head of agency.

Office or Division:	Separation and Records Division (SRD) – Personnel Administration Department (PAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LANDBANK Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (1 original copy)		Employee concerned		
Accomplished Permission to Practice Profession/Teach Form (1 original copy)		PAD		
Medical Clearance (1 original copy)		Government Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request for permission to practice profession/teach with complete attachments through email, parcel/courier or personal appearance	1.1 Receive memo/letter-request of permission to teach/practice profession	None	1 Minute	<i>Human Resource Management Assistant (HRMA), SRD-PAD</i>
None	1.2 Prepare approval sheet	None	1 Hour	<i>HRMA, SRD-PAD</i>
None	1.3 Review and affix initial/ e-initial prior to signing/ approval of PAD Head	None	3 Hours	<i>Assistant Division Chief/Division Chief, SRD-PAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Sign/e-sign Approval Template coursed through HRMG Head and Sector Head concerned	None	4 Banking Days	<i>Asst. Department Manager, Human Resource Information Administration Unit-PAD</i> <i>Head, PAD</i> <i>Head, Human Resource Management Group</i> <i>Head, Sector concerned</i>
None	1.5 Prepare memo/notice of the approval	None	1 Hour	<i>HRMA, SRD-PAD</i>
None	1.6 Review and affix initial/ e-initial prior to signing/ approval of PAD Head	None	2 Hours	<i>Asst. Division Chief, SRD-PAD</i>
None	1.7 Sign/e-sign memo/notice of approval	None	2 Banking Days	<i>Division Chief, SRD-PAD</i>
None	1.8 Send the documents to the concern employee through email, pick-up or courier	None	59 Minutes	<i>HRMA, PAD-SRD</i>
	TOTAL	None	7 Banking Days	

Digital Banking Sector

1. Generation of Internet Banking Back-Office MIS Reports

Generation of requested reports from iAccess and weAccess Back-Office.

Office or Division:	Digital Banking Support Department (DBSD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Government			
Who may avail:	LANDBANK Branches, and Other Bank Units Concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memo/e-mail request for generation of Internet Banking Back-Office MIS reports		LANDBANK Branches, and Other Bank Units concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request for generation of Internet Banking Back-Office MIS Reports thru memo/e-mail	1.1 Validate request if applicable	None	1 Minute	<i>e-Products Specialist</i> // DBSD
	1.2 Access the Internet Banking Back-Office	None	2 Minutes	<i>e-Products Assistant</i> DBSD
	1.3 Generate the following: <ul style="list-style-type: none"> • Monthly Internet Banking Back Office MIS Reports • Other Internet Banking Reports as needed/ requested by branches/ units concerned 	None	21 Minutes	<i>e-Products Assistant</i> DBSD

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Summarize the Performance Reports for the Internet Banking Facilities (for monthly generated reports only)	None	20 Minutes	<i>e-Products Assistant</i> DBSD
None	1.5 Send the generated reports to LANDBANK Branches, and other Bank units concerned the thru email	None	5 Minutes	<i>e-Products Assistant</i> DBSD
	TOTAL	None	49 Minutes	

Office of the President – Corporate Affairs Group

1. Request for weAccess Account Maintenance

LANDBANK weAccess is an internet banking facility developed for the Bank's institutional clients, both private corporations and government entities. It allows clients to make selected banking transactions online.

This service covers the handling of client's requests for activation/unlocking of weAccess User ID and resetting of password as endorsed by Branches.

Office or Division:	Customer Care Department – Customer Assistance Management Unit (CuCD – CAMU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request for weAccess Activation of User ID/Resetting of Password (1 original/scanned copy)		Client (Authorized weAccess User)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request thru fax/email/courier	1.1 Receive the request	None	1 Banking Day	<i>Customer Care Analyst/Specialist I/II (weAccess Maker), CuCD - CAMU</i>
	1.2 Process the client's request and forward to weAccess authorizer for approval	None		<i>Customer Care Analyst/Specialist I/II (weAccess Maker), CuCD - CAMU</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review and approve the processed request	None		<i>Senior Customer Care Specialist/Customer Care Specialist III (weAccess Authorizer), CuCD - CAMU</i>
	1.4 Advise the client's Branch of Account of the approved resetting	None		<i>Customer Care Analyst/Specialist I/II (weAccess Maker), CuCD - CAMU</i>
	TOTAL	None	1 Banking Day	

Office of the President – Legal Services Group
1. Processing of Clearances - Pendency/Non-Pendency of Administrative Cases

Request for Administrative Clearances for Travel, Fidelity Bond, application for scholarship programs of the Bank and other clearances that require information regarding pendency/non-pendency of administrative cases

Office or Division:	Administrative Legal Department (ALD) - Administrative Services and Records Management			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government (Internal)			
Who may avail:	LBP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit hard copy/scanned copy (via facsimile or electronic mail) of memorandum/ letter request for clearance to the ALD	1.1 Receive and examine the documents and encode the same in the database	None	6 Hours	<i>Executive Assistant, ALD</i>
None	1.2 Check correctness of information (name, position and department/unit) and whether or not the subject employee has pending administrative case	None	4 Hours	<i>Legal Assistant, ALD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Prepare the clearance	None	1 Banking Day	<i>Legal Assistant/s, ALD</i>
None	1.4 Review/finalize and sign the clearance	None	4 Hours	<i>Legal Assistant/s and Department Head, ALD</i>
None	1.5 Forward/mail the clearance to the Requesting Unit	None	2 Hours	<i>Executive Assistant, ALD</i>
	TOTAL	None	3 Banking Days	

2. Processing of Clearances - Pendency/Non-pendency of Administrative Cases and Evaluation for any Anomaly or Irregularity

Request for Administrative Clearances for Resignation/Transfer, application for training programs of the Bank and other clearances that require information regarding pending administrative case and evaluation involving any anomaly or irregularity

Office or Division:	Administrative Legal Department (ALD) - Administrative Services and Records Management			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government (Internal)			
Who may avail:	LBP employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit hard copy/scanned copy (via facsimile or electronic mail) of memorandum/ letter request for clearance to the ALD	1.1 Receive and examine the documents and encode the same in the database	None	4 Hours	<i>Executive Assistant, ALD</i>
None	1.2 Prepare a routing slip and forward it to ALD lawyers for checking whether there is an on-going evaluation on the subject(s) and/or pending administrative case	None	1 Banking Day	<i>Legal Assistant and Lawyers, ALD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Check inputs from the database and prepare clearance	None	1 Banking Day	<i>Legal Assistant/s, ALD</i>
None	1.4 Review/finalize and sign the clearance	None	2 Hours	<i>Legal Assistant/s and Department Head, ALD</i>
None	1.5 Forward/mail the clearance to the Requesting Unit	None	2 Hours	<i>Executive Assistant ALD</i>
	TOTAL	None	3 Banking Days	

Operations Sector – Banking Services Group

1. Enrollment of Large Taxpayer/Non Large Taxpayer Account in the Electronic Tax Payment System (ETPS) Enrollment Facility

Enrollment of Large/Non-Large Taxpayer in the Electronic Filing Payment System (EFPS) of the Bureau of the Internal Revenue (BIR)

Office or Division:	MDS and Collections Management Department (MCMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen			
Who may avail:	LBP Servicing Branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Memorandum (1 original or scanned copy) 2. e-Tax Payment Enrollment Form (1 original or scanned copy)		All LBP Servicing Branches/Extension Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send duly accurately accomplished ETPS Enrolment Form and Transmittal Memo	1.1 Receive the duly accomplished and verified e-Tax Payment Enrollment Form from the Branch <i>Note:</i> <i>The information in e-Tax Payment Enrollment Form should match with the ETPS requirements</i>	None	3 Banking Days	<i>Document Analyst/ Assistant Division Chief/Division Chief, MDS/MMU, MCMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Validate the completeness of the received e-Tax Payment Enrollment Form and encode in the Monitoring Tool (Excel)	None		<i>Document Specialist/ Assistant Division Chief/Division Chief/ CMD/CMU, MCMD</i>
None	1.3 Forward the validated e-Tax Payment Enrollment Form for verification	None		<i>Document Specialist/ Assistant Division Chief/Division Chief/ CMD/CMU, MCMD</i>
None	1.4 Input the data from the duly accomplished and verified e-Tax Payment Enrollment Form in the ETPS Enrollment Facility	None		<i>Document Specialist/ Assistant Division Chief/Division Chief/ CMD/CMU, MCMD</i>
None	1.5 Generate the Password/Pin Mailer from the ETPS Enrollment Facility and List of Authorized Users/Accounts and prepare Transmittal Memorandum	None		<i>Document Specialist/ Assistant Division Chief/Division Chief/ CMD/CMU, MCMD</i>
None				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6 Forward the e-Tax Payment Enrollment Form, Transmittal Memorandum and List of Authorized Users/ Accounts to the Immediate Supervisor, CMD for checking. If in order, affix signature	None		<i>Document Specialist/ Assistant Division Chief/Division Chief/ CMD/CMU, MCMD</i>
None	1.7 Forward the duly checked e-Tax Payment Enrollment Form, Transmittal Memorandum and List of Authorized Users/ Accounts to ADM/Head, MCMD for approval	None		<i>Document Specialist/ Assistant Division Chief/Division Chief/ CMD/CMU, MCMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>1.8 Send/forward/ release the Transmittal Memorandum together with the System Generated Password/Pin Mailer to the Depository Branch concerned</p> <p><i>Notes:</i></p> <p><i>a. For Provincial Depository Branch, the Transmittal Memorandum and the System Generated Password/Pin Mailer shall be forwarded through FMD</i></p> <p><i>b. For Metro Manila Depository Branch, the Transmittal Memorandum and the System Generated Password/Pin Mailer be shall be forwarded to concerned Branch Group</i></p>	None		<p><i>Document Specialist/ Assistant Division Chief/Division Chief/ CMD/CMU, MCMD</i></p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<i>c. Pick-up of System Generated Password/Pin Mailer shall be supported by an Authorization duly signed by the Head of the Depository Branch. The signature of the Depository Branch Head on the Authorization shall be verified by the Assigned Personnel, IOMD/MMU before releasing the System Generated Password/Pin Mailer to the Branch authorized personnel</i>	None		
	TOTAL	None	3 Banking Days	

2. Enrollment of MDS Sub-Account/s to the MDS Online System

Enrollment of National Government Agencies (NGA's) MDS Sub-Account/s forwarded to us by MDS Servicing Branches (MSBs)

Office or Division:	MDS and Collections Management Department (MCMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LBP Servicing Branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MDS Sub-Account Enrollment Form (duly accomplished) – 1 original or photocopy		LBP-MSBs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure from NGAs the following documents, to wit: <ul style="list-style-type: none"> • Letter- Request to open an Account • BTr Clearance, Notarized copy of the Agency's Undertaking and Waiver of Confidentiality • Accomplished and authenticated Client information, SSCs and Terms and Conditions 	1.1 Send list of MDS sub-account to the NGA concerned for DBM's funding	None	2 Banking Days	<i>Liaison Officer/ Account and Document Specialist/ Assistant Division Chief/Division Chief, MDS/MMU, MCMD</i>
	1.2 Send the accomplished MDS Sub-Account Enrollment Form to MCMD via fax, email or courier	None		
	1.3 Verify signatures and check if properly filled-out with the required information	None		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Enroll the MDS sub-account in the MDS online system through the FIAS terminal	None		<i>Document Analyst/ Assistant Division Chief/Division Chief, MDS/MMU, MCMD</i>
	TOTAL	None	2 Banking Days	

3. Processing and Remittance of Philippine Health Insurance Corporation (PHIC) Collections

Remittance of PhilHealth Collections and Submission of Collection Documents to PHIC – Head Office

Office or Division:	MDS and Collections Management Department (MCMD)			
Classification:	Simple/Highly Technical			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen			
Who may avail:	LBP Servicing Branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Online PHIC Collections for each Quincena (2 original copies) • PhilHealth Agents Receipt (PAR) (1 original copy) • PhilHealth Premium Payment Slip (PPPS) (1 original copy) • Statement of Premium Account (SPA) (1 original copy) • Cancelled PAR (3 original copies) • Returned Check (1 original copy) • Summary of PhilHealth Collections indicating “No Collection” (1 original copy) • Memo request and Summary of Debit/Credit Adjustments, if any (1 original copy) 		<ul style="list-style-type: none"> • Data Center Management Department – Technology Management Group • All LBP Servicing Branches 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept premium payments from PhilHealth clients thru Over-The-Counter (OTC) and ePayments	1.1 Download, print and validate the required and complete reports from IDRARS and FIAS (Snapshot)	<p><u>OTC</u></p> <p>PHP 40.00 per Transaction</p> <p><u>ePayment</u></p> <p>PHP 10.00 per Transaction</p>	1 Banking Day	<i>Document Analyst/ Document Specialist/ Assistant Division Chief/Division Chief/DMD/CMU/ MCMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2 Prepare PhilHealth Remittance Report, Adjustments with corresponding Debit/Credit	None		<i>Document Analyst/ Document Specialist/ Assistant Division Chief/Division Chief/DMD/CMU/ MCMD</i>
None	1.3 Send/transmit to PhilHealth – Head Office thru email on or before 4:00 PM daily (copy furnished Pasig Capitol Branch)	None		<i>Document Analyst/ Document Specialist/ Assistant Division Chief/Division Chief/DMD/CMU/ MCMD</i>
2. Send the complete and required reports/documents within fifteen (15) banking days after the collection period	2.1 Generate the required report from IDRARS and validate against the received documents from the branches as stated in the checklist of requirements	None		<i>Document Analyst/ Document Specialist/ Assistant Division Chief/Division Chief/DMD/CMU/ MCMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.2 Prepare the following remittance reports/ documents: <ul style="list-style-type: none"> • Transmittal Letter • Summary of PHIC Collections • Online PHIC Collections • PAR • PPS • SPA • Summary of Cancelled Receipt • Summary of Dishonored Check • Summary of Credit/Debit Adjustment • Summary of Lost PAR 	None		<i>Document Analyst/ Document Specialist/ Assistant Division Chief/Division Chief/DMD/CMU/MCMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.3 Deliver the remittance reports and documents to PhilHealth – Head Office on the 30 th of the month for 1 to 15 collections of the month and on the 15 th of the following month for 16 to 30/31 collections of the month	None		<i>Document Analyst/ Document Specialist/ Assistant Division Chief/Division Chief/DMD/CMU/MCMD</i>
	TOTAL	OTC – PHP 40.00 per Transaction EPayment – P 10.00 per Transaction	1 Banking Day	

4. Processing of Notice of Cash Allocations (NCAs) through Modified Disbursement Scheme (MDS) Online System

Crediting of Funds/Allocations to MDS Sub-Accounts maintained with our LBP MDS Servicing Branches (MSBs)

Office or Division:	MDS and Collections Management Department (MCMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LBP Servicing Branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Digital copy of NCA and Monthly Requirements Schedule (MRS) 2. Opened MDS sub-accounts from LBP-MSBs		<ul style="list-style-type: none"> • Via LBP web/internet based • MSBs 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the assigned MDS sub-account to NGAs for preparation of NCA and funding	1.1 Download and print the digital copy of NCAs and MRS thru DBM's Action Document Releasing System 1.2 Verify the signature and details of the NCA 1.3 Credit the NCAs to the MDS sub-accounts of NGAs maintained with LBP MSBs through WinVal and NCA-CT Terminal	None	2 Banking Days	<i>Liaison Officer/ Account and Document Specialist/ Assistant Division Chief/Division Chief, MDS/MMU, MCMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	TOTAL	None	2 Banking Days	

5. Remittance of e-Tax Collections from Large/Non-Large Taxpayers

Remittance of e-Tax Collections from Large/Non-Large Taxpayers to Bureau of Internal Revenue (BIR) – Head Office

Office or Division:	MDS and Collections Management Department (MCMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government; G2B – Government to Business; G2C – Government to Citizen			
Who may avail:	LBP Servicing Branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Summary of Accepted e-Tax Payment Transactions (1 original copy) 2. Consolidated Report of Daily EFPS Collection (1 original copy) 3. Daily Summary of Confirmed e-Tax Payment Instructions (1 original copy) 4. Daily Summary of Acknowledged e-Tax Payment Instructions (1 original copy) 5. Daily Summary of Rejected e-Tax Payment Instructions (1 original copy) 6. Daily Summary of Scheduled e-Tax Payment Instructions (1 original copy) 		<ul style="list-style-type: none"> • Data Center Management Department – Technology Management Group 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Generate reports after batch process	1.1 Print and validate the required and complete reports from IDRARS and e-Tax Register Facility	PHP 10.00 per transaction	1 Banking Day	<i>Document Specialist/ Assistant Division Chief/Division Chief, CMD/CMU, MCMD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Prepare Consolidated Report on Daily Collections for good and reject ETPS transactions for the day	None		<i>Document Specialist/ Assistant Division Chief/Division Chief, CMD/CMU, MCMD</i>
	1.3 Remit ETPS collections to Bangko Sentral ng Pilipinas thru PhilPaSS Participant Browser (PPB) on or before 11:30 AM daily	None		
	1.4 Report ETPS collections to the Bureau of the Treasury thru TSA Reporting and Monitoring System (TRAMS) on or before 4:00 PM daily	None		
	TOTAL	PHP 10.00 per Transaction	1 Banking Day	

6. Updating/Closure of Modified Disbursement Scheme (MDS) Sub-Account/s to the MDS Online System

Updating/Closure of MDS Sub-Account/s endorsed by MDS Servicing Branches (MSBs)

Office or Division:	MDS and Collections Management Department (MCMD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LBP Servicing Branches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement memo from LBP-MSBs (1 original or photocopy)		• LBP-MSBs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure letter for closure from NGAs	1.1 Receive and signature-verify letter request from the NGAs	None	2 Banking Days	<i>Document Examiner, LBP Branch</i>
None	1.2 Prepare and transmit endorsement letter to MCMD	None		<i>MDS Bookkeeper, LBP Branch</i>
None	1.3 Receive and signature verify memo-endorsement and close/update in the MDS online system	None		<i>Document Analyst/ Assistant Division Chief/Division Chief, MDS/MMU, MCMD</i>
	TOTAL	None	2 Banking Days	

Operations Sector – Controllership Group

1. Issuance of PhilHealth Certification and signed Claim Form 1 (CF1) and Claim Signature Form (CSF)

Issuance of certificate of employee's contribution to PhilHealth based on monthly remittance for submission to the hospital for PhilHealth claim purposes.

Office or Division:	Administrative Accounting Department (AAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All LANDBANK Rank-and-File Employees (except under TMG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee ID or Letter Request		Requesting Employee		
Authorization Letter		Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present employee ID or letter request. For messengers, present letter request and authorization letter from LANDBANK employee	1.1 Receive and/or check ID or letter request and/or authorization letter	None	30 Minutes	<i>Accounts Analyst, Payroll Division-AAD</i>
None	1.2 Prepare Certificate of Contribution and stamp name of authorize signatory to CF1 and CSF	None	3 Hours	<i>Accounts Analyst, Payroll Division-AAD</i>
None	1.3 Approve/sign Certificate of Contribution, CF1 and CSF	None	4 Hours	<i>Division Chief, Payroll Division, AAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sign in the PhilHealth Certification Logbook to receive the documents	2. Release Certificate of Contribution, CF1 and CSF	None	30 Minutes	<i>Accounts Analyst, Payroll Division-AAD</i>
	TOTAL	None	1 Banking Day	

2. Processing of Claims/Disbursement Transactions (Head Office)

Payments of disbursement transactions/reimbursement of mobile communication facility expenses are processed through Disbursement Orders (DOs) which are supported by required documents.

Office or Division:	Administrative Accounting Department (AAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LBP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mobile Communication Facility Expenses				
Duly accomplished and approved DOs (3 original copies)		LBP Proponent Unit/Department		
Proof of Payment [For postpaid plans- Statement of Account/Billing Statement with machine-validation or Official Receipts (ORs) (1 original copy); for prepaid plans- used call cards (1 photocopy) or ORs/bank receipts for loading credits via LANDBANK Automated Teller Machines (1 original)]		Payee secured by LBP Proponent Unit/Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/issue required documents to the Executive Assistant (EA) of the Proponent Unit (PU)	1.1 Evaluate and ensure completeness of documentary requirements	None	15 Minutes	<i>Executive Assistant (EA),</i> LBP PU
None	1.2 Prepare DO	None	15 Minutes	<i>EA,</i> LBP PU

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Approve DO and forward together with the required documents to AAD	None	1 Hour, 20 Minutes	<i>Head, LBP PU</i>
None	1.4 Submit DO with required documents to AAD	None	10 Minutes	<i>EA, LBP PU</i>
None	1.5 Receive the DO with supporting documents, assign control number and record in the Disbursement Order Monitoring System (DOMS)	None	1 Hour	<i>Accounts Assistant, Budget Management Unit (BMU)/ Management Accounting Division (MAD)/Payroll Division (PD)-AAD</i>
None	1.6 Evaluate DO if properly approved and with available budget	None	1 Hour	<i>Accounts Assistant/ Specialist, BMU/MAD/PD-AAD</i>
None	1.7 Certify budget availability	None	30 Minutes	<i>Division Chief (DC)/ BMU Head/ MAD Head/PD Head, AAD</i> <i>Approving Authorities</i>

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.8 Update DOMS and forward DO to Disbursement and Payroll Unit (DPU)	None	30 Minutes	<i>Accounts Assistant, BMU/MAD/PD-AAD</i>
None	1.9 Receive DO from BMU/MAD and distribute to assigned processor	None	1 Hour	<i>Accounts Analyst/Specialist, BMU/DPU/MAD/PD-AAD</i>
None	1.10 Evaluate and check the completeness of all necessary requirements/ documents and endorse DO to DC for approval	None	1 Banking Day	<i>Accounts Analyst/Specialist, BMU/DPU/MAD/PD-AAD</i>
None	1.11 Recommend for approval/ approve/sign DO	None	5 Hours	<i>DC, Employee Claims Division (ECD), Head, DPU/PD-AAD, Approving Authorities</i>
None	1.12 Forward approved DO to General Accounting Unit (GAU)	None	1 Hour	<i>Bookkeeper, DPU/Supplier's Claims Division (SCD)/PD-AAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.13 Receive DO from DPU	None	1 Hour	<i>Accounts Analyst/Specialist, GAU-AAD</i>
None	1.14 Check DO for correctness and proper approval	None	1 Hour	<i>Accounts Analyst/Specialist, FTD, GAU-AAD</i>
2. Present the requirements – FTD window 2	2.1 Validate authenticity of requirements presented	None	1 Hour	<i>Bookkeeper/Accounts Analyst/Accounts Specialist, GAU-AAD</i>
None	2.2 Check the indicated account number for crediting	None	1 Hour	<i>Bookkeeper/Accounts Analyst/Accounts Specialist, FTD, GAU-AAD</i>
None	2.3 Release DO to LBP employee/ credit proceeds to proper account number	None		<i>Bookkeeper/Accounts Analyst/Accounts Specialist, GAU-AAD</i>
	TOTAL	None	3 Banking Days	

3. Processing of Claims/Disbursement Transactions (Field Units)

Payments of disbursement transactions/reimbursement of mobile communication facility expenses are processed through Disbursement Orders (DOs) which are supported by required documents.

Office or Division:	Accounting Center (AC)/Accounting Unit (AU)- Financial Accounting Department (FAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LBP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mobile Communication Expenses Duly accomplished and approved DOs (3 original copies) Proof of Payment [For postpaid plans- Statement of Account/Billing Statement with machine-validation or Official Receipts (ORs) (1 original copy); for prepaid plans- used call cards (1 photocopy) or ORs/bank receipts for loading credits via LANDBANK Automated Teller Machines (1 original)]		LBP Proponent Unit (PU) Payee secured by LBP PU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Evaluate and ensure completeness of documentary requirements	None	15 Minutes	<i>Employee concerned, LBP PU</i>
None	1.2 Prepare DO	None	15 Minutes	<i>Employee concerned, LBP PU</i>
	1.3 Approve DO	None	1 Hour	<i>Head, LBP PU</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4 Submit DO with required documents to AC/AU	None	2 Hours	<i>Employee concerned, LBP PU</i>
None	1.5 Receive the DO with supporting documents, and record in the logbook the DO with supporting documents	None	20 Minutes	<i>Financial Assistant/Analyst/Specialist, AC/AU-FAD</i>
None	1.6 Transmit DO to Control and Analysis Division for certification as to funds availability	None	10 Minutes	<i>Financial Assistant/Analyst/Specialist, AC/AU-FAD</i>
	1.7 Verify available budget and certify the DO as to availability of funds	None	20 Minutes	<i>Financial Assistant/Analyst/Specialist, AC/AU-FAD</i>
	1.8 Forward DO to processor	None	20 Minutes	<i>Financial Assistant/Analyst/Specialist, AC/AU, FAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.9 Evaluate the documents if properly approved and check completeness	None	4 Hours	<i>Financial Assistant/Analyst/Specialist, AC/AU-FAD</i>
None	1.10 Submit to Supervisor for checking	None	10 Minutes	<i>Financial Assistant/Analyst/Specialist, AC/AU-FAD</i>
None	1.11 Check DO and validate completeness of supporting documents	None	4 Hours	<i>Assistant Division Chief (ADC)/Division Chief (DC), AC/AU-FAD</i>
None	1.12 Endorse DO to AC/AU Head for approval	None	10 Minutes	<i>ADC/DC, AC/AU-FAD</i>
None	1.13 Review the DO and supporting documents/ Approve and sign the DO	None	1 Hour	<i>AC/AU Head, FAD</i>
None	1.14 Send validated/ approved DO acknowledged by Clustered Branch in the DO logbook, for check issuance or credit to account	None	10 Minutes	<i>Financial Assistant/Analyst/Specialist, AC/AU-FAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit validated/ approved DO with required documents to Clustered Branch	2.1 Receive DO with supporting documents	None	20 Minutes	<i>New Accounts Clerk (NAC)/ CASA Bookkeeper/ Branch Operations Officer (BOO)/ Branch Service Officer (BSO)/Head, LBP Branch</i>
None	2.2 Issue/process the following: a. Prepare and approve Manager's Check	None		<i>NAC/ CASA Bookkeeper/ BOO/BSO/Head, LBP Branch</i>
None	b. Credit to account	None		<i>NAC/ CASA Bookkeeper/ BOO/BSO/Head, LBP Branch</i>
	TOTAL	None	1 Banking Day, 7 Hours, 30 Minutes	

4. Processing of Terminal Pay

Payments of various transactions are processed through Disbursement Orders (DOs) which are supported by required documents depending on the nature of transactions.

Office or Division:		Administrative Accounting Department (AAD)		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		LBP Separated Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of required documents depending on the nature of transactions are presented in Annex A1		Where to secure the required documents are likewise presented in Annex A1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/issue required documents to Proponent Unit (PU)	1.1 Evaluate and ensure completeness of documentary requirements and prepare DO	None	3 Banking Days	<i>Assistant/Analyst/ Specialist Proponent Unit</i>
None	1.2 Secure approval of the DO and forward together with the required documents to AAD	None	2 Banking Days	<i>Procurement Assistant/Analyst/ Specialist Division Chief (DC)/ Assistant Department Manager/ Department Head Proponent Unit</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Receive the DO with supporting documents, assign control number and record in the DOMS	None	1 Hour	<i>Accounts Specialist Budget Management Unit (BMU)-AAD</i>
None	1.4 Evaluate DO if properly approved and with available budget	None	1 Hour	<i>Accounts Specialist BMU-AAD</i>
None	1.5 Certify budget availability	None	30 Minutes	<i>DC, MAD/RAD, Head BMU-AAD/AAD, Approving authorities</i>
None	1.6 Update DOMS and forward DO to Disbursement and Payroll Unit (DPU)	None	30 Minutes	<i>Accounts Assistant BMU-AAD</i>
None	1.7 Receive DO from BMU and distribute to assigned processor	None	1 Hour	<i>Accounts Analyst/ Specialist DPU-AAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.8 Evaluate and check the completeness of all necessary requirements/ documents and endorse DO to DC for approval	None	12 Banking Days, 1 Hour, 50 Minutes	<i>Accounts Analyst/ Specialist DPU-AAD</i>
None	1.9 Recommend for approval/ approve/sign DO	None	1 Banking Day, 4 Hours	<i>DC, CCD/ECD/PD/SCD, Head DPU-AAD/AAD, Approving authorities</i>
None	1.10 Forward approved DO to Financial Transaction Division (FTD)	None	3 Hours	<i>Bookkeeper DPU-AAD</i>
None	1.11 Receive DO from DPU	None	30 Minutes	<i>Accounts Analyst/ Specialist GAU-AAD</i>
None	1.12 Check DO for correctness and proper approval	None	1 Hour	<i>Accounts Analyst/ Specialist GAU-AAD</i>
None	1.13 Prepare Manager's Check (MC), if applicable	None	20 Minutes	<i>Bookkeeper GAU-AAD</i>
None	1.14 Check and approve MC	None	20 Minutes	<i>Approving Authorities</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.15 Update MC number and MC date in DOMS and the MC Register	None	20 Minutes	<i>Bookkeeper GAU-AAD</i>
2. Present the requirements – FTD window 2	2.1 Validate authenticity of requirements presented	None	20 Minutes	<i>Bookkeeper/Accounts Analyst/Accounts Specialist GAU-AAD</i>
None	2.2 Check if with existing claim	None		<i>Bookkeeper/Accounts Analyst/Accounts Specialist GAU-AAD</i>
3. Acknowledge receipt of payment in the duplicate copy of DO If payment is thru MC, write the following in the MC Register provided by the Bookkeeper/Accounts Analyst/Accounts Specialist: <ul style="list-style-type: none"> • Name • Signature • Date 	3.1 Issue the following if for MC: <ul style="list-style-type: none"> ✓ Original copy of MC ✓ Triplicate copy of DO 3.2 If for Credit, advise the separated employee that payment will be credited immediately	None	20 Minutes	<i>Bookkeeper/Accounts Analyst/Accounts Specialist GAU, AAD</i>
	TOTAL	None	20 Banking Days	

5. Validation of GSIS Loan Applications

LBP employees may avail GSIS loan through direct access to GSIS Wireless Automated Processing System (G-W@PS) Kiosk, subject to the validation/approval of the Administrative Accounting Department.

Office or Division:	Payroll Division (PD)- Administrative Accounting Department (AAD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LBP Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unified Multi-purpose ID (UMID) (1 original)		GSIS Branch		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the nearest G-W@PS Kiosk and place your UMID to the card reader. Then, place your enrolled finger for biometrics verification a. Choose among the GSIS loan facilities: <ul style="list-style-type: none"> • Consolidated Loan • Educational Loan • Emergency Loan • HELP • Policy Loan • Optional Policy Loan • Others 	1.1 Generate list of GSIS Loan applications from https://cert.gsis.gov.ph	None	3 Minutes	<i>Division Chief/ Alternate, PD-AAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. Confirm application by placing enrolled finger in the biometrics scanner where your loan application will be forwarded to LANDBANK's Authorized Agency Officer (AAO) (i.e., PD-AAD personnel) for validation/ approval				
None	1.2 Transmit the loan applications for checking/ certification to the following: <ul style="list-style-type: none"> • Provident Fund Department (PFD) – for verification of existing loan application • Personnel Administration Department (PAD) – for certification of no pending administrative case 	None	5 Minutes	<i>Accountant/Accounts Analyst/Accounts Specialist Division Chief, PD-AAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3 Check/certify if with existing loans and/or administrative cases; accomplish the list/provide inputs and return the same to PD-AAD	None	1 Banking Day	<i>Loans Analyst/Special, PFD,</i> <i>Human Resource Management Analyst, Separation and Records Division-PAD</i>
None	1.4 After receiving the certification from PAD and PFD, check the following prior to computation of Net Take-Home Pay (NTHP) threshold: <ul style="list-style-type: none"> • No administrative case (c/o PAD) • No existing PF/HF loan; if with existing loan/s check if eligible on the NTHP threshold 	None	2 Minutes	<i>Accountant/Accounts Analyst/Accounts Specialist II, PD-AAD</i>
None	1.5 Compute if compliant with the NTHP threshold	None	6 Minutes	<i>Accountant/Accounts Analyst/Accounts Specialist II, PD-AAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6 Note "ok" beside the name of employee in the list if ok for approval and "not ok" if not	None	2 Minutes	<i>Accountant/Accounts Analyst/Accounts Specialist II, PD-AAD</i>
None	1.7 Forward to the AAO (Division Chief/Alternate, PD-AAD) the list with remarks	None	1 Minute	<i>Accountant/Accounts Analyst/Accounts Specialist II, PD-AAD</i>
None	1.8 Review the documents with PAD & PFD's remarks	None	2 Minutes	<i>Division Chief/Alternate, PD-AAD</i>
None	1.9 Verify the computation prior to approval; Approve or Disapprove the loans thru GSIS GW@PS * Employees will be notified via text or email for the status of their loan applications	None	10 Minutes	<i>Division Chief/Alternate, PD-AAD</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.10 Print the Approved Loans and Disapproved Loans, if any	None	3 Minutes	<i>Division Chief/Alternate, PD-AAD</i>
None	1.11 Affix initial on the printed reports	None	1 Minute	<i>Division Chief/Alternate, PD-AAD</i>
None	1.12 Sign the Approved and Disapproved Loans	None	1 Minute	<i>Unit Head, Disbursement & Payroll Unit-AAD</i>
	TOTAL	None	1 Banking Day, 36 Minutes	