



CITIZEN'S CHARTER HANDBOOK
3rd EDITION
2025

FOREWORD

The Social Housing Finance Corporation (SHFC), in its commitment to fully support Republic Act No. 9485 or the "Anti-Red Tape Act (ARTA) of 2007 and Republic Act No. 11032 known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", simplified/improved its existing processes, set out Specific, Measurable, Achievable, Relevant, Timebound (SMART) standards on the delivery of service to both external and internal clients and established feedback and complaints mechanisms.

This Citizen's Charter handbook, which lays down the current processes/procedures, necessary requirements, processing time and the responsible public servant for all the services offered by SHFC aims not only to guide our clients and employees but to promote/institutionalize a culture of leadership, professionalism, accountability, integrity, stewardship and excellence towards providing prompt and quality services to the transacting public.

The SHFC officials and employees are committed to fulfill its mandate, always adhere to its mission, vision and core values and to serve for the best interest of our clients, employees and the government.



FEDERICO A. LAXA
President & CEO

I. Mandate:

Under E.O. 272, the SHFC shall be the lead government agency to undertake social housing programs that will cater to the formal and informal sectors in the low-income bracket and shall take charge of developing and administering social housing program schemes, particularly the CMP and the AKPF Program (amortization support program and development financing program).

II. Vision:

By 2040, SHFC is the lead key shelter agency implementing transformative and sustainable housing solutions towards inclusive growth and development.

III. Mission:

SHFC empowers women and men to build Resilient, Inclusive, Sustainable, and Empowered (RISE) communities by providing Flexible, Affordable, Innovative, and Responsive (FAIR) housing solutions through strong partnerships with public and private stakeholders.

As a dedicated housing agency, we are committed to serving people with professionalism and managing resources prudently. We promote a culture of accountability and transparency, prioritizing the best interests of our communities and other stakeholders. We value our employees and ensure that the organization operates efficiently and effectively to fulfill its mandate.

We foster inclusive growth through accessible and community-driven housing solutions that significantly improve the quality of life.

IV. Service Pledge/Core Values:

Service (Excellence, Commitment/Dedication)

Upholding the highest standards of conduct, proficiency, and ethical behavior as dedicated public servants.

Honor (Integrity, Accountability)

Keeping high ethical standards as the corporate and individual levels, while setting and implementing performance standards that are clear and understandable to the public.

Fairness (Just and Impartial; Gender-Fair)

Ensuring that everyone, regardless of gender identity, receives equal access, impartial treatment, and equal rights to safe, resilient, sustainable, affordable, and inclusive housing.

Competence (Excellence, Stewardship, Creativity)

Exhibiting excellence in every activity/every endeavor through technology and innovation, while putting premium to sustainability and the proper use of internal resources.

“Kaagapay ng Komunidad sa Maginhawang Pamumuhay”

V. Quality Policy:

“We are a government institution committed to empower and uplift the living conditions of men and women in the underprivileged communities by providing equal access and rights to adequate, resilient, sustainable, affordable and inclusive shelter security to Filipino communities through strong partnerships with the national and local government, civil society organizations and the private sector. To pursue such commitments, we shall:

Undertake our responsibilities with the highest level of professionalism and compliance with applicable laws and regulations;

Commit to the continual improvement of our services by promoting gender equality to satisfy our stakeholders’ and employees’ needs; and

Strive to improve the efficiency and effectiveness of our quality management system through achieving our quality objectives

To sustain the achievement of our mandate, we ensure that Resources are available and prudently manage.”

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CORE SERVICES

1. Receiving of Project Proposal for Initial Evaluation

A project proposal outlines briefly the scope and preliminary concept of the project, the profile and origin of the intended Community Association (CA) and other details that will initially establish the project's eligibility for financing under the SHFC 4PH and other various housing programs.

The project proposal is necessary before the formal submission of loan application by the CA in order to save time by eliminating proposals that are not likely to be funded.

Office/Division	Office of the President (OP) Pre-Takeout Operations Group SHFC Concerned Branches
Classification	Highly-Technical
Type of Transaction	G2C
Who may avail	Project Proponent: CA (DHSUD/CDA registered or not registered) Local Government Unit (LGU)/Provincial Government Contractor / Developer Landowner Other government agencies/interested parties

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Proposal Letter	Project Proponent (<i>with available SHFC template for CA</i>)
2. Vicinity Map of the property	Project Proponent
3. Preliminary Concept of the Project (with project perspective, site development plan, and architectural plans)	Project Proponent
4. Projected Cash Flow	Project Proponent
5. CA Profile and Origin	Project Proponent
6. Copy of Present, 1 st and 2 nd back title	Project Proponent
7. Copy of latest Tax Declaration	Project Proponent
8. Copy of proof of payment of Real Property Tax	Project Proponent
9. Zoning Certification	Project Proponent
10. List of MBs with HDMF/PAGIBIG ID Nos. (if applicable) with source of income (formal/informal)	CA
11. Housing Needs of City/Municipality	LGU/Provincial Government

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures assistance	1.1 Endorses the project proponent	None	5 minutes	<i>Guard on Duty</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
from the guard on duty and registers in the Visitor's logbook.	to concerned Group/Branch			
2. Submits project proposal under the SHFC's housing program.	<p>2.1 Receives project proposal and reviews completeness of documents based on checklist.</p> <p>If incomplete, returns proposal letter and the supporting documents and list of lacking documents/data.</p> <p>If complete, stamps "RECEIVED" the proposal letter and indicates date of receipt and advises project proponent to submit schedule for the initial site visit.</p>	None	1 hour	<i>Technical Personnel, Concerned Group/Branch</i>
<p>3. If complete, receives proposal letter with stamped "RECEIVED" and date of receipt.</p> <p>If incomplete, receives the returned proposal with the list of</p>	3.1 Records submissions for monitoring purposes and copy furnished the Office of the President.	None	15 minutes	<i>Admin. Assistant, Concerned Group/Branch</i>
	3.2 Conducts initial assessment of the project proposal and issues report	None	30 working days	<i>Technical personnel, Concerned Branch</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
lacking documents/ data.				<i>Chief of Division (COD)/ Manager/ Vice President, concerned Branch</i>
	3.3 Issues instructions, if any.			<i>Technical Personnel, OP</i>
	3.4 Issues notice to project proponent re initial evaluation results. If approved, attaches checklist of requirements for full-blown evaluation of loan application. If disapproved, no attachments.	None	2 hours	<i>Project Development Officer (PDO) / Admin. Assistant, Concerned Group/Branch</i>
4. Receives notice re initial evaluation results	4.1 Records transactions for monitoring.	None	15 minutes	<i>PDO/ Admin. Assistant, Concerned Group/Branch</i>
TOTAL		30 working days, 3 hours, and 35 Minutes*		
END OF TRANSACTION				

*For documents going to and coming from the Regional Branches additional of 15 working days in the total processing time.

**2. Processing of Loan Application
(Lot Acquisition, Site Development and Building Construction)
STAGE 1: Receiving of Complete Documentary Requirements for the Full-blown Evaluation of Project/Loan Application**

The project evaluation process starts from receiving of Community Association’s (CA) loan application with the complete documentary requirements to the issuance of notice of results of the full-blown evaluation conducted by SHFC. The CA may avail loan depending on their funding requirement:

- a. full package loan (land acquisition, site development and building/house construction);
- b. site development and building construction;
- c. site development only; or
- d. building construction only.

Under this process, the SHFC concerned Group/Branch assesses the project’s technical, financial, socio-economic and legal feasibility of the project based on the program’s terms and policies to determine whether or not to proceed with the endorsement of the project for approval/financing to the approving authority (Credit Committee, Executive Committee, Board of Directors, whichever is applicable).

Office/Division	Pre-Takeout Operations Group SHFC Concerned Branches Appraisal Department
Classification	Highly-Technical
Type of Transaction	G2C
Who may avail	CA registered with DHSUD/CDA and with received notice from SHFC regarding project proposal and has completed the documentary requirements for full-blown project/loan evaluation SHFC-accredited Contractor/Developer

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
<i>*Applicable to all modes</i>	
<i><u>Mode 1:</u> Developer or Contractor owns the land</i>	
<i><u>Mode 2:</u> CA or a private entity with joint venture or partnership agreement with the Developer or Contractor</i>	
<i><u>Mode 3:</u> Land is under usufructuary agreement with SHFC or other stakeholders</i>	
1. Application letter for financing	CA
2. Certified list of qualified Member-Beneficiaries (MBs) per existing housing program guidelines with sex disaggregated data from concerned government agency	CA and Local Government Unit (LGU)

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
3. Duly Accomplished Community Needs Assessment (CNA) Form of all MBs	CA (coordinate with the concerned branches for the CNA Form)
4. Photocopies of two (2) valid IDs of MBs with 3 affixed signatures certified by the CA President For representatives of MB, submit photocopies of valid IDs and Special Power of Attorney (SPA)	CA/MB (<i>Voters ID, PWD, Passport, SSS/GSIS, Driver's License, UMID, PRC, TIN, Postal ID, etc.</i>) CA/MB
5. Photocopies of two (2) valid IDs of the guarantor of MB, <i>only if applicable</i>	MB
6. Marriage license or affidavit of cohabitation, whichever is applicable	<i>Marriage license</i> Philippines from Statistics Office <i>Affidavit of Cohabitation</i> for MB
7. Proof of household income 7.1 Certificate of Employment and Compensation (<i>For Formal Income-earners</i>) 7.2 Notarized Certification of the Barangay Captain or Notarized affidavit of income duly checked and verified by the LGU (<i>For Informal Income-earners</i>)	MB/Guarantor's employer Barangay Office/LGU
8. DHSUD/ Cooperative Development Authority (CDA) certified copy of the Certificate of Registration, Articles of Incorporation and By-Laws	DHSUD/CDA
9. Original notarized and certified copy of updated General Information Sheet (GIS) containing the names of duly elected officers of the association and its board of directors/trustees and holding office for a term of two years	DHSUD/CDA
10. CA Board Resolution or Secretary's Certificate stating the preferred Developer or Contractor, location of the property, Transfer Certificate of Title (TCT) No., design and specifications and full package price	CA
11. CA Board Resolution or Secretary's Certificate the authority of the CA President to transact, purchase, borrow, loan, mortgage, sign and	CA

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
perform all acts in behalf of the CA relevant to its project application	
12. Photocopy of valid government issued identity card of the CA President and CA Secretary	CA/MB
<p>13. Landowner submits the following:</p> <ul style="list-style-type: none"> -photocopies of two (2) valid IDs -Tax Identification Number (TIN) <p>Mode 1: <i>If corporation</i>, SEC registration, Articles of Incorporation, By-Laws and updated GIS and Secretary Certificate/ Board Resolution authorizing the representative to transact, negotiate, signs all loan related documents, etc.</p> <p><i>If single proprietorship</i>, DTI registration.</p> <p>Mode 2: <i>If Community Association</i>, please refer to Item No. 8 and 9 requirements.</p> <p><i>If private entity with joint venture or partnership agreement with the Developer or Contractor</i>, copy of Joint venture and partnership Agreement, and DTI or SEC Registration, whichever is applicable.</p> <p>Mode 3: <i>If landowner is SHFC or other stakeholders</i>, copy of usufruct agreement</p> <p>Note: For individual/single proprietor landowner with authorized representative, submit Special Power of Attorney.</p>	<p>Landowner</p> <p>Concerned government agency</p>
14. Signed and notarized Final Masterlist of Beneficiaries and Loan Apportionment (MBLA)	CA
15. Contractor or Developer's Certificate of Participation – CGF Orientation	Contractor/Developer
16. Certificate of Accreditation	Contractor/Developer
17. Complete set of Site Development and Building Construction Plans, Technical Specifications, Bill of Quantities (BOQ), Project Cost (Site Development and Building Construction direct and indirect cost), Work and Loan Drawdown Schedule with Resources Requirement (soft copy and hard copy)	Chosen Developer/Contractor/LGU

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
18. Full Package selling price breakdown (including miscellaneous expenses e.g. titling, etc.)	chosen Developer/ Contractor/ LGU
19. Disaster Risk Reduction Management (DRRM) or Mines and Geosciences Bureau (MGB) report/certification on potential hazard in the property	Local DRRM Office or Local City Engineers Office or concerned DENR-MGB office
20. Road Right of Way certification	Local Engineer's Office
21. Risk and mitigation measures of the potential hazards	Local DRRM Office/ Barangay Office/CA
22. Economic and Social opportunities of the property	CA
23. Certification from power and water utility providers, if applicable.	Service Provider

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
A. Receiving of Loan Application & Complete Documentary Requirements				
1. Secures assistance from the guard on duty and registers in the Visitor's logbook.	1.1 Endorses the project proponent to concerned Group/Branch	None	5 minutes	<i>Guard on Duty</i>
2. Submits complete documentary requirements with covering letter.	2.1 Receives letter and reviews completeness of documents based on checklist. If incomplete, returns letter and the supporting documents and the lacking requirements If complete, stamps "RECEIVED" letter and indicate date of receipt and advise to notify	None	2 hours	<i>Admin. Assistant, Concerned Group/Branch</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	SHFC on the preferred schedule of Background investigation (BI)			
3. If complete, receives copy of application letter with stamped "RECEIVED" and advise SHFC on the preferred schedule BI. If incomplete, receives the returned application letter and its supporting documents and the lacking requirements.	3.1 Records transaction for monitoring	None	15 minutes	Admin. Assistant, Concerned Group/Branch
	3.2 Encodes the CA application to Zeus-Pre-take out.			
TOTAL		2 hours and 20 Minutes		
END OF TRANSACTION				
B. Full-blown evaluation of the loan application				
1. CA advises SHFC of preferred SI/BI schedule. Participates in the conduct of Site Inspection (SI)/BI	1.1 Advises CA on the confirmed schedule date of BI/SI.	None	15 minutes	BI/ Account Officer/ Technical Officer, Concerned Branch
	1.2 Discusses with CA the requirements/ evaluation criteria.	None	58 working days and 6 hours	BI /Technical Officer/ ME/ LE Concerned, Branch
	1.3 Conducts due diligence (Technical evaluation, BI, LE; and ME)			BI, LE, ME and Technical personnel, Concerned Branch

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.4 Report Writing			<i>BI, LE, ME and Technical personnel, Concerned Branch</i>
	1.5 Conducts land and building appraisal and issues certification on appraisal result.			<i>Appraiser, Appraisal Department</i>
	1.6 Issues Notice of full-blown evaluation results with requirements for funding/project approval/LOG.			<i>Account Officers, Concerned Group/Branch</i>
2. Receives notice regarding result of full-blown evaluation and documentary requirements to be submitted for funding/project approval/LOG	2.1 Records transactions for monitoring.	None	15 minutes	<i>Project Development Officer / Admin. Assistant, Concerned Group/Branch</i>
TOTAL			59 working days and 50 minutes*	
END OF TRANSACTION				

**Assumption: 2 account officer - 360 MBs (1 account officer 18 MBs/day)
 1 house/building design
 Number of days varies depends on the number of MBs, number of Building/house design

* For documents going to and coming from the Regional Branches additional of 15 working days in the total processing time.

3. STAGE 2: Receiving of Documentary Requirements for Funding and Project Approval/Issuance of Letter of Guaranty

The Community Association (CA) upon receipt of notice of full-blown evaluation results from SHFC submits complete documentary requirements for funding and/or project approval by SHFC Credit Committee/Executive Committee/Board of Directors, whichever is applicable, and consequently, issuance of Letter of Guaranty (LOG).

LOG is a document issued by SHFC that ensures funding and payment of any obligations enumerated in the Contract executed by and between SHFC, CA/Developer/Contractor.

Office/Division	Pre-Takeout Operations Group Concerned Branches Finance and Comptrollership Group (FCG) Treasury Group (TG) Office of Executive Vice President (O EVP) Office of the President (OP) Office of the Board Secretariat (OBS)
Classification	Highly-Technical
Type of Transaction	G2C
Who may avail	CA whose loan application were evaluated and has complied with the requirements prior to endorsement for funding and project approval/LOG

CHECKLIST OF DOCUMENTS*	WHERE TO SECURE
1. Development Permit	DHSUD
2. Application for Building Permit	Office of the Building Official
3. Environmental Compliance Certificate	DENR
4. Land reclassification as residential duly approved by the Sanggunian, if applicable	City/Municipal/ Provincial Planning Office
5. Department of Agrarian Reform (DAR) Conversion/Clearance/Exemption, if applicable	DAR
6. Application for DENR-Land Management Bureau (DENR-LMB)/Land Registration Authority (LRA) lot plan/subdivision plan, if applicable	DENR-LMB /LRA
7. Complete set of land development plans, building plans and drawings, and detailed bill of materials and specifications	Developer/Contractor
8. Compliance to Committee or Board conditions, if applicable	CA

* Applicable to Modes 1, 2, and 3

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures assistance from the guard on duty and registers in the Visitor's logbook.	1.1 Endorses to the concerned Group/Branch.	None	5 minutes	<i>Guard on Duty</i>
2. Submits complete documentary requirements per notice of full-blown evaluation result.	2.1 Receives transmittal and reviews completeness of documents based on checklist. If incomplete, returns transmittal and its supporting documents. If complete, stamps "RECEIVED" transmittal and indicate date of receipt and returns receiving copy	None	30 minutes	<i>Admin. Assistant, Concerned Group/Branch</i>
3. If complete, receives receiving copy of transmittal. If incomplete, returns transmittal and the attached documents.	3.1 Records transaction for monitoring	None	5 minutes	<i>Admin. Assistant, Concerned Group/Branch</i>
	3.2 Conducts due diligence/ complete staff work including preparation of presentation/materials for project approval and request for Certificate of Fund Availability (CFA)		10 working days	<i>Technical/ ME/BI/LE personnel/ Chief of Division/ Manager, Concerned Branch</i> <i>Regional Engineer</i>
	3.3 Approves/disapproves loan application/ project proposal and issuance of Committee/Board Resolutions		4 working days (excluding waiting time for the schedule of	<i>Vice President, Concerned Group</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	<p>Pre-Credit Committee Meeting</p> <p>Credit Committee: Up to Php25 Million</p> <p>Executive Committee: Above Php25 Million up to Php50 Million</p> <p>Board of Directors: Above Php50 Million</p> <p>Approved: Prepares requirements for the issuance of the LOG</p> <p>Disapproved: Notifies CA on the Committee/ Board of Director findings/requirements</p>		the Committee/ Board Meetings)	<p><i>Manager Concerned Branch</i></p> <p><i>Vice President, concerned group</i></p> <p><i>OEVP</i></p> <p><i>OP</i></p> <p><i>Credit Committee</i></p> <p><i>Executive Committee</i></p> <p><i>SHFC Board of Directors</i></p> <p><i>OBS</i></p> <p><i>ORCO</i></p>
	3.4 Issues LOG and Notice of Commencement of Works (NCW) with list of requirements to be submitted for the release of loan proceeds.		1 working day	<i>OEVP/OP</i>
	3.5 Endorses project for capacity building and development training		1 hour	<i>LE, Concerned Branch</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
				<i>Insurance and Community Enhancement Division (ICED)</i>
4. Receives and signs LOG and NCW and the checklist of requirements for the release of loan proceeds. Signs loan documents	4.1 Records transactions for monitoring.	None	30 minutes	<i>ME personnel, Concerned Group/ Branch</i>
TOTAL		15 working days, 2 hours and 10 minutes		
END OF TRANSACTION				

4. Stage 3: Receiving/Processing of Request for the Release of Mobilization Fund, Progress Billing, Final Billing, and Retention Money

The process starts from the submission of request for the release of loan proceeds and progress billing by the Community Association (CA)/Developer/Contractor with complete documentary requirements to the receipt of cheque payment by the Developer/Contractor/Landowner.

Office/Division	Pre-Takeout Operations Group Concerned Branches Finance and Comptrollership Group (FCG) Treasury Group (TG) Office of Executive Vice President (O EVP) Office of the President (OP) Accounts Management Group (AMG)
Classification	Highly-Technical
Type of Transaction	G2C
Who may avail	CA whose loan application were approved by the SHFC Committee/Board of Directors

CHECKLIST OF DOCUMENTS		WHERE TO SECURE
<i>Mode 1: Developer or Contractor owns the land</i>		
<i>Mode 2: CA or a private entity with joint venture or partnership agreement with the Developer or Contractor</i>		
<i>Mode 3: Land is under usufructuary agreement with SHFC or other stakeholders</i>		
A. Release of Mobilization Fund		
Mode 1:		
1. Letter request for release of Mobilization Fund		CA
2. Owner’s Duplicate and Registry of Deeds (RD) certified copy of Transfer Certificate of Title (TCT) with annotation of Real Estate Mortgage – Accommodation Mortgage		Contractor/Developer, CA/Private Entity, SHFC/Local Government Unit (LGU), whichever is applicable
3. Original/certified copy of proof of payment of Documentary Stamp Tax (DST) on Sale, Mortgage, and Transfer Tax		Landowner/CA
4. Performance Security for the Mobilization Fund		Developer/Contractor
5. Contractor’s All Risk Insurance (CARI)		Developer/Contractor
6. Organizational Chart and List of Key Personnel of Developer/Contractor		Developer/Contractor
7. Affidavit of Site Inspection from the Developer/Contractor		Developer/Contractor
8. Signed Letter of Guaranty (LOG)		Developer/Contractor

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
9. Signed Notice of Commencement of Works (NCW)	CA/Developer/Contractor
10. Signed and notarized loan documents: <ol style="list-style-type: none"> a. Loan agreement between CA and SHFC; b. Promissory Note; c. Contract to Sell between CA and Developer/ Contractor; d. Real Estate Mortgage; and e. Deed of Assignment (CA to Developer /Contractor) 	CA
Mode 2:	
1. Letter request for release of Mobilization Fund	CA
2. Owner's Duplicate and RD certified copy of TCT with annotation of Real Estate Mortgage – Accommodation Mortgage	Contractor/Developer, CA/Private Entity, SHFC/LGU, whichever is applicable
3. Original/certified copy of proof of payment of DST on Sale, Mortgage, and Transfer Tax	Landowner/CA
4. Performance Security for the Mobilization Fund	Developer/Contractor
5. CARI	Developer/Contractor
6. Organizational Chart and List of Key Personnel of Developer/Contractor	Developer/Contractor
7. Affidavit of Site Inspection from the Developer/Contractor	Developer/Contractor
8. Signed LOG	Landowner/ Developer/Contractor
9. Signed NCW	CA/Developer/Contractor
10. Signed and notarized loan documents: <ol style="list-style-type: none"> a. Loan Agreement for lot acquisition, if applicable; b. Loan Agreement for Development and Construction; c. Promissory Note Lot acquisition, if applicable; d. Promissory Note (Site Development & Building Construction); e. Deed of Assignment (CA to Landowner) for Lot acquisition, if applicable; f. Deed of Assignment (CA to Developer) for Site Development and Building Construction; and g. Real Estate Mortgage or Amended Real Estate Mortgage (if applicable); 	CA

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> h. Multi-Stakeholder Agreement (for LGU initiated projects, if applicable); i. Deed of Absolute Sale (Landowner and CA), if applicable; and j. Development and Construction Contract between CA and the Developer/ Contractor 	
Mode 3:	
1. Letter request for release of Mobilization Fund	CA
2. Owner's Duplicate and RD certified copy of TCT with annotation of Real Estate Mortgage – Accommodation Mortgage	Landowner/Contractor/ Developer, CA/ Private Entity, SHFC/ LGU, whichever is applicable
3. Original/certified copy of proof of payment of DST on Sale, Mortgage, and Transfer Tax	Landowner/CA
4. CARI	Developer/Contractor
5. Organizational Chart and List of Key Personnel of Developer/Contractor	Developer/Contractor
6. Affidavit of Site Inspection from the Developer/Contractor	Developer/Contractor
7. Signed LOG	Developer/Contractor
8. Signed NCW	CA/Developer/Contractor
9. Signed and notarized loan documents: <ul style="list-style-type: none"> a. Usufruct Agreement (SHFC and CA), if applicable; b. Usufruct Agreement (LGU/other stakeholders and CA), if applicable; c. Loan Agreement for Development and Construction; d. Development and Construction Contract (CA and Developer); e. Multi-Stakeholder Agreement, if LGU-initiated and if applicable; f. Real Estate Mortgage (in case of LGU property) executed by CA and LGU in favor of SHFC; g. Security Agreement; h. Promissory Note (Site Development and Building Construction); and i. Deed of Assignment (CA to Developer) for site development and construction 	CA

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
B. Release of 1st Progress Billing	
Modes 1, 2, and 3:	
1. Letter request for release of Progress Payment	CA
2. Project Status/Accomplishment Report signed by CA and Contractor/Developer supported by photos and color-coded plan	Contractor/Developer
3. Performance Security for the remaining amount of stated in the LOG	Contractor/Developer
4. Building Permit	Contractor/Developer
C. For subsequent releases excluding the final billing	
Modes 1, 2, and 3:	
1. Letter request for release of subsequent payments	CA
2. Project Status/Accomplishment Report signed by CA and Contractor/Developer supported by photos and color-coded plan	Contractor/Developer
D. Release of Final Billing	
Mode 1:	
1. Letter request for release of Final Payment	CA
2. Project Status/Accomplishment Report signed by CA and Contractor/Developer supported by photos and color-coded plans	Contractor/Developer
3. Certificate from the Developer or Contractor that the unit is available and ready for occupancy	Contractor/Developer
4. Certificate of Completion and Acceptance (COCA) of all the completed units from the CA	CA
5. Undertaking that the Developer/ Contractor provides a temporary utility connection and the permanent utility connection will be installed within a maximum of ninety (90) days from the turnover date	Contractor/Developer
6. Notarized Deed of Assignment (CA to SHFC of receivables from the Lease Agreements)	CA
7. Joint certification from Developer/ Contractor and Engineer on Record	Contractor/Developer
8. Undertaking from the Developer or Contractor outlining its commitment to	Contractor/Developer

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
install the removable items ten (10) calendar days before the turnover date	
9. Certificate of Occupancy from LGU	LGU
10. Notarized Lease Agreement from the concerned Member-Beneficiary (MBs)	MB
11. Deed of Absolute Sale (CA and Developer/Contractor)	CA
Mode 2:	
1. Letter request for release of Final Payment	CA
2. Project Status/Accomplishment Report signed by CA and Contractor/Developer supported by photos and color-coded plans	Contractor/Developer
3. Certificate from the Developer or Contractor that the unit is available and ready for occupancy	Contractor/Developer
4. COCA of all the completed units from the CA	CA
5. Undertaking that the Developer/Contractor provides a temporary utility connection and the permanent utility connection will be installed within a maximum of ninety (90) days from the turnover date	Contractor/Developer
6. Joint certification from Developer/Contractor and Engineer on Record	Contractor/Developer
7. Undertaking from the Developer/Contractor outlining its commitment to install the removable items ten (10) calendar days before the turnover date	Contractor/Developer
8. Certificate of Occupancy from LGU	LGU
9. Notarized Lease Agreement from the concerned MB	MB
10. Notarized Deed of Assignment (CA to SHFC) for Lot acquisition, Site Development and Building/House Construction for new projects (if CA applied all 3 loans, if applicable)	CA
11. Deed of Assignment (CA to SHFC) for Site Development and House Construction loan, if applicable	CA

Mode 3:	
1. Letter request for release of Final Payment	CA
2. Project Status/Accomplishment Report signed by CA and Contractor/Developer supported by photos and color-coded plans	Contractor/Developer
3. Certificate from the Developer or Contractor that the unit is available and ready for occupancy	Contractor/Developer
4. COCA of all the completed units from the CA	CA
5. Undertaking that the Developer/ Contractor provides a temporary utility connection and the permanent utility connection will be installed within a maximum of ninety (90) days from the turnover date	Contractor/Developer
6. Undertaking outlining its commitment to install the removable items ten (10) calendar days from the turnover date	Contractor/Developer
7. Joint certification from Developer/ Contractor and Engineer on Record	Contractor/Developer
8. Certificate of Occupancy from LGU	LGU
9. Notarized Lease Agreement from the concerned MB	MB
10. Deed of Assignment (CA to SHFC) for Site Development and House Construction loan, if applicable	CA
E. Release of Retention Money	
1. Letter request for release of Retention Money	CA
2. SHFC-Accredited Developer/ Contractor's issuance of Certificate of Completion of rectification of the defects listed in the punchlists signed by the unit assigned members	Contractor/Developer
3. Certificate of completion from the utility providers stating that the permanent utility connections are installed in the project site	Contractor/Developer
4. Individual title or Condominium Certificate of Title (CCT) for the completed units and common space under the name of the CA	Contractor/Developer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures assistance from the guard on duty and registers in the Visitor's logbook.	1.1 Endorses to the concerned Group/Branch.	None	5 minutes	<i>Guard on Duty</i>
2. Submits letter and complete documentary requirements for the release of loan proceeds/progress billing.	2.1 Receives letter and reviews completeness of documents based on checklist. If incomplete, returns letter and the supporting documents and list of lacking requirements. If complete, stamps "RECEIVED" letter and indicate date of receipt and return receiving copy.	None	30 minutes	<i>Admin. Assistant, Concerned Group/Branch</i>
3. If complete, receives proof of receiving copy of Letter. If incomplete, receives returned copy of transmittal and supporting documents and list of lacking requirements.	3.1 Records transaction for monitoring	None	5 minutes	<i>Admin. Assistant, Concerned Group/Branch</i>
	3.2 Conducts due diligence/complete staff work		6 working days	<i>Technical/ME/BI/LE personnel, Concerned Branch</i> <i>OEVP</i> <i>OP</i>
	3.3 Receives returned copy of transmittal and supporting documents and		4 working days	<i>Supervising Financial Specialist / Senior</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	list of lacking requirements.			<i>Account Specialist, Budget and Expense Management Division (BEMD)</i>
	3.4 Prepares Disbursement Vouchers (DVs)			<i>OVP-FCG</i>
	3.5 Signs Budget Utilization Report (BUR) and DV			<i>OP</i>
	3.6 Approves DV	None	1 working day	<i>OP</i>
	3.7 Receives approved DV		1 working day	<i>Disbursement Officer, Cash Management Division (CMD)</i>
	3.8 Verifies the availability of funds and, if necessary, transfer funds.			<i>OVP-TG</i>
	3.9 Prepares and transmits cheque to signatories		1 working day	<i>OP</i>
	3.10 Signs cheque			
4. Receives cheque/loan proceeds	4.1 Releases cheque to Landowner/ Developer/ Contractor	None	1 working day	<i>Disbursement Officer, Cash Management Division (CMD)</i>
	4.2 Records transactions and secures copy of DV		30 minutes	<i>Loan Examiner, Concerned Branch</i>
	4.3 Issues Notice of Take Out		1 working day	<i>Account Officer, AMG</i>
TOTAL			15 working days, 1 hour and 10 minutes*	
END OF TRANSACTION				

* For documents going to and coming from the Regional Branches additional of 20 working days in the total processing time.

EXTERNAL SERVICES

1. Assistance to Walk-In Clients

Provision of assistance to visiting clients' various concerns, which may include but are not limited to general queries, suggestions, complaints, requests for opinion, among others.

Office/Division	Information and Public Assistance Desk (IPAD)
Classification	Simple
Type of Transaction	G2C, G2B, or G2G
Who may avail	Member-Beneficiaries (MBs) Community Associations (CAs) Private Sectors Government Instrumentalities The General Public

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Personal Identification Card	Visiting Client

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures assistance from the guard on duty and registers in the Visitor's logbook.	1.1 Endorses to the concerned Group/Department/ Unit <i>For general queries, suggestions, complaints, requests for opinion, requests for information, among others, instructs the client to proceed to IPAD at 3rd Floor of the SHFC Head Office.</i>	None	5 minutes	<i>Guard on Duty</i>
2. Approaches the IPAD Officer and explains concerns.	2.1 Verifies the identity of the client and addresses queries and/or concerns.	None	1 hour*	<i>IPAD Personnel</i>
TOTAL			1 hour and 5 minutes	
END OF TRANSACTION				

* Depending on the complexity/severity of the concern/issue

2. Issuance of Order of Payment – Community Association

The Community Association (CA) that intends to pay their monthly amortization secures order of payment from Accounts Management Department (AMD)/High Density Housing (HDH) Account Officer which shall be presented to the Cashier together with other documentary requirements. The CA also requests list of payments and Statement of Account (SOA) to inform them of the details of the payments made and the outstanding obligation.

Office/Division	Accounts Management Department (AMD) High Density Housing (HDH)
Classification	Simple
Type of Transaction	G2C
Who may avail	Community Associations (CAs)

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Abstract of Collection (AOC)	CA Officer
2. Remittance Report	CA Officer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Issues number to client.	None	2 minutes	<i>Guard on Duty</i>
2. Encodes and print two (2) copies of AOC to in house – (SHFC-KIOSK) or SHFC Website – (Zeus Portal)	2.1 Assists and/or encodes the AOC	None	15 minutes	<i>For Head Office: Data Processor, DMD</i> <i>For Regional/Satellite Offices: Account Officer, AMD</i>
3. Presents the two (2) printed copies of the encoded AOC from SHFC-kiosk and Remittance Report	3.1. Receives and reviews the two (2) printed AOC (total collection and Code) in SHFC-Kiosk / Zeus Portal and Remittance Report.	None	15 minutes	<i>Account Officer, AMD/HDH</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	<p>If acceptable, issues two (2) copies of Order of Payment/ Remittance Report.</p> <p>If not acceptable, rectifies the encoded AOC and issues Order of Payment.</p>			
4. Receives two (2) copies of Order of Payment/ Remittance Report and AOC	4.1 Advises the CA/MBs to proceed to the Cashier	None	3 minutes	<i>Account Officer, AMD/HDH</i>
TOTAL			35 minutes	
END OF TRANSACTION				

3. Issuance of Order of Payment, List of Payment, and Statement of Account – Member-Beneficiaries

The Member-Beneficiary (MB) who intends to pay his/her monthly amortization secures Order of Payment from the Accounts Management Department (AMD)/High Density Housing (HDH) Account Officer which shall be presented to the Cashier together with other documentary requirements. The member beneficiary also requests List of Payments and Statement of Account (SOA) to inform them of the details of the payments made and the outstanding obligation.

Office/Division	Accounts Management Department (AMD) High Density Housing (HDH)
Classification	Simple
Type of Transaction	G2C
Who may avail	Member-Beneficiary (MB)

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
For Regular Amortization	
1. Endorsement Letter from the Community Association (CA)	CA Officer
For Full Payment	
1. Endorsement Letter from the CA	CA Officer
For Payment under Updating Scheme	
1. Previously issued SHFC System generated application form endorsed by the CA Officer	CA Officers and/or MBs
For Direct Payment	
1. Copy of notarized Affidavit for Direct payment executed by MB	Concerned MBs
2. MB's Copy of SHFC Notice allowing for direct payment	Concerned MBs

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Issues number to client.	None	2 minutes	<i>Guard on Duty</i>
2. Client to follow these steps accordingly: For Regular amortization/ Full Updating: Proceeds to the counter and	2.1 Issues the following: a. SOA; b. List of Payment; and c. Order of Payment	None	30 minutes for each type of Payment	<i>Account Officer, AMD/HDH</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
request for SOA, List of Payment, and Order of Payment, and submits endorsement letter.				
<p>For Full Payment:</p> <p>Proceeds to the counter and requests for Order of Payment and the forms to fill out and submit to the Account Officer the following:</p> <ul style="list-style-type: none"> • Accomplished two (2) copies of full payment form • Accomplished two (2) copies of request form for release of title (for individualized account only) 	<p>2.1 Issues the following:</p> <ul style="list-style-type: none"> a. SOA; b. List of Payment c. Two (2) copies of Full Payment Form and Request for Release of Title Form <p>2.2 Reviews the accomplished forms.</p>			
<p>For payment under updating scheme (installment):</p> <p>Presents MB copy of system-generated Updating Scheme Application Form</p> <p>Secures Order of Payment.</p>	<p>2.1 Issues the following:</p> <ul style="list-style-type: none"> a. Order of Payment <p>2.2 Conducts due diligence/complete staff work</p>			
<p>For Direct Payment</p> <p>Presents the copy of Notarized</p>	<p>2.1 Issues Order of Payment</p>			

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Affidavit and SHFC Notice allowing direct payment. Secures Order of Payment				
3. Receives SOA, List of Payment, and Order of Payment.	3.1 Advices the CA/MBs to proceed to the Cashier	None	5 minutes	<i>Account Officer, AMD/HDH</i>
TOTAL			37 minutes	
END OF TRANSACTION				

4. Processing of Application for Accreditation of Developers and/or Contractors

Contractors/Developers who are interested to join the SHFC’s housing programs, are required to undergo accreditation process with SHFC as prerequisite to project approval.

Office/Division	Partner Relations Department (PRD) – CMP and other housing Program 4PH and Special Projects Accreditation Unit (4PH-SPAU) – 4PH and Special Projects
Classification	Complex
Type of Transaction	G2C; G2B; G2G
Who may avail	Contractors with Philippine Contractors Accreditation Board (PCAB) License and registered with Securities and Exchange Commission (SEC) or Department of Trade and Industry (DTI) Developers registered with SEC

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Registration Documents For Corporation/Partnership: <ul style="list-style-type: none"> a. SEC Certified True Copy of Certificate of Incorporation, Articles of Incorporation and By-Laws, Updated General Information Sheet (GIS) b. Secretary Certificate as to authorized representative and his/her government issued ID. For Single Proprietorship: <ul style="list-style-type: none"> a. Department of Trade and Industry (DTI)- Certified True Copy of Certificate of Business Name Registration 	SEC Contractor/Developer DTI
2. Updated Business/ Mayor’s Permit;	City/Municipal Hall
3. Company Profile to include the following: <ul style="list-style-type: none"> a. Organizational Chart of the company showing the name of owners, key technical staff, personnel and their positions/designations, duly signed by authorized representative; b. List of contractor’s key technical personnel and their individual curriculum 	Contractor/Developer Contractor/Developer (form available from PRD)

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
vitae with picture (PRD-CES-01a & PRD-CES-01b); c. List of contractor's key technical personnel who will be assigned to SHFC Project (PRD-CES-01a); and d. Government issued ID preferably PRC ID	Contractor/Developer (form available from PRD) PRC
4. Annual Audited Financial Statements for the last two (2) years signed on each page by a Certified Public Accountant and properly stamped-received by the Bureau of Internal Revenue (BIR) including Certified True Copy of supporting financial documents;	Contractor/Developer
5. List of completed projects with project cost (SHFC form PRD-CES-02) and Original or certified copy of Certificate of Completed Projects with project cost;	Contractor/Developer (form available from PRD)
6. List of on-going projects with project cost (SHFC form PRD-CES-03);	Contractor/Developer (form available from PRD)
List of Additional Documents for Contractors:	
7. PCAB/Construction Industry Authority of the Philippines (CIAP) Certified True Copy of updated PCAB License	PCAB/CIAP
8. List of completed projects with project cost (SHFC form PRD-CES-02), Original or certified copy of Certificate of Completed Projects with project cost, and Certificate of Acceptance for the last 5 years; and	Contractor/Developer (form available from PRD)
9. List of on-going projects with project cost (SHFC form PRD-CES-03), copy of notice of award, notice to proceed, and project contract	Contractor/Developer (form available from PRD)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Stage 1: Filing of request for application for accreditation				
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Endorses client to PRD.	None	5 minutes	<i>Guard on Duty</i>
2. Submits documentary requirement to PRD Officer	2.1 Receives application and checks completeness of submitted documents based	None	30 minutes	<i>For CMP and other housing Programs: Account Officer/</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	<p>on checklist of requirements.</p> <p>If incomplete, returns the submitted documents to the client and advises client to complete the requirements, then to proceed to Step 1.</p> <p>If complete, stamps "RECEIVED" and issues proof of receipt of documents to client.</p>			<p><i>Admin. Officer, PRD</i></p> <p><i>For 4PH and Special Projects:</i></p> <p><i>Member/s, (4PH-SPAU)</i></p>
3. Receives proof of receipt	3.1 Records transaction	None	30 minutes	<p><i>For CMP and other housing Programs:</i></p> <p><i>Admin. Staff, PRD</i></p> <p><i>For 4PH and Special Projects:</i></p> <p><i>Member/s, (4PH-SPAU)</i></p>
	3.2 Conducts initial due diligence and issues Letter of Findings/ Requirements, if any.		2 working days	<p><i>For CMP and other housing Programs:</i></p> <p><i>Account Officer/ Manager/ OVP, PRD</i></p>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
				<i>For 4PH and Special Projects:</i> <i>Member/s /Head, (4PH-SPAU)</i>
4. Receives Notice of Findings/ Requirements	4.1 Records transaction monitoring for	None	30 minutes	<i>For CMP and other housing Programs:</i> <i>Admin. Staff, PRD</i> <i>For 4PH and Special Projects:</i> <i>Member/s /Head, (4PH-SPAU)</i>
SUBTOTAL		2 working days, 1 hour, and 35 minutes		
END OF TRANSACTION				
Stage 2: Processing of request for Accreditation				
1. Secures assistance from the guard on duty and registers in the Visitor's logbook.	1.1 Endorses client to PRD.	None	5 minutes	<i>Guard on duty</i>
2. Submits complete documents	2.1 Receives complete documentary requirements	None	30 minutes	<i>For CMP and other housing Programs:</i> <i>Admin. Staff/Account Officer, PRD</i> <i>For 4PH and Special Projects:</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
				<i>Member/s, (4PH-SPAU)</i>
3. Receives proof of receipt	3.1 Records transaction	None	30 minutes	<i>For CMP and other housing Programs:</i> <i>Account Officer, PRD</i> <i>For 4PH and Special Projects:</i> <i>Member/s, (4PH-SPAU)</i>
	3.2 Conducts full-blown due diligence process and issues Certificate of Accreditation/ Denial. Conducts site visit, if circumstances warrant.		4 working days	<i>For CMP and other housing Programs:</i> <i>Account Officer/ Manager/ OVP/OP</i> <i>For 4PH and Special Projects:</i> <i>Member/s /Head, (4PH-SPAU)</i>
	3.3 Recommends to the Office of the President for approval or denial.			<i>For CMP and other housing Programs:</i> <i>Account Officer/ Manager/ OVP/OP</i> <i>For 4PH and Special Projects:</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
				<i>Member/s /Head, (4PH-SPAU)</i>
4. Receives Certificate of Accreditation/ Denial	4.1 Records transaction monitoring for	None	30 minutes	<i>For CMP and other housing Programs:</i> <i>Admin. Staff, PRD</i> <i>For 4PH and Special Projects:</i> <i>Member/s, (4PH-SPAU)</i>
SUBTOTAL		4 working days, 1 hour, and 35 minutes		
TOTAL		6 working days, 3 hours, and 10 minutes		
END OF TRANSACTION				

5. Processing of Application for Mortgage Redemption Insurance

Upon the death of a Member-Beneficiary (MB), their legal heir/s may apply for Mortgage Redemption Insurance (MRI) claim. This is the insurance premium wherein the principal beneficiary shall be compulsory covered with MRI equivalent to his/her share in Community Association (CA) loan, to compensate SHFC in case of death of such principal beneficiary. The MRI proceeds will be applied against the outstanding balance at the date of death of the deceased member-beneficiary.

Office/Division	Insurance and Community Enhancement Division (ICED)
Classification	Complex
Type of Transaction	G2C; G2B; G2G
Who may avail	Legal Heirs of deceased SHFC borrower who are covered with MRI

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
If filed by the Legal Heirs: 1. One (1) valid government-issued ID of the Legal Heirs	Legal Heir/s
If filed through a Representative of the Legal Heir: 1. Notarized Special Power of Attorney or Letter of Authorization from the Legal Heir of the deceased MB.	Notary Public
Present the original copy and four (4) photocopies of the following: 2. Death Certificate 3. Birth Certificate of the deceased MB	Philippine Statistics Authority (PSA)/Local Civil Registry PSA/Local Civil Registry
In case of Negative Birth Certificate, either of the documents shall be submitted: 3.1 Baptismal Certificate; or 3.2 Joint Affidavit of Birth by Two Disinterested Persons	Respective Church Notary Public who notarized the affidavit
4. Marriage Contract, if the deceased borrower is married	PSA/Local Civil Registry
5. Police/NBI report, if Death Certificate mentions that it is a Medico Legal Case	PNP Office concerned / NBI

Additional Requirements: 1. If the Items 1-4 has discrepancy, Affidavit of Discrepancy 2. Statement of Payment and Application	Notary Public who notarized the affidavit AMD
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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Issues number to client and endorses to ICED.	None	5 minutes	<i>Guard on Duty</i>
2. Presents the original and four (4) photocopies of the documentary requirements for death claims.	2.1 Receives and evaluates the documents submitted. For complete requirements, issue Claimant's/Filers Form with the Account Officer part already accomplished. For incomplete requirements, return the documents.	None	35 minutes	<i>Technical Staff, ICED</i>
3. Accomplish the Claimant's/Filers Form	3.1 Review the accomplished Claimant's/Filers Form	None	15 working days	<i>Technical Staff, ICED</i>
	3.2 Advises legal heirs after fifteen (15) calendar days from the date of filing to follow up regarding the status of the claims.			
	3.3 Forwards received MRI application to insurance provider Insurance provider evaluates			

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	documents submitted for their approval			
4. Receives acknowledgment letter	4.1 Informs legal heir/s if the claim was approved or denied through a letter.	None	10 minutes	<i>Technical Staff, ICED</i>
TOTAL		15 working days and 50 minutes*		
END OF TRANSACTION				

* For documents coming from the Regional Branches additional of 8 working days in the total processing time.

6. Processing Application for Penalty Condonation under the 1-year Updating Scheme

A Member-Beneficiary (MB) with arrearages may apply for the condonation penalties under the 1-year under updating scheme. Penalties will be waived upon full payment or full updating of arrearages within the required period.

Office/Division	Accounts Management Department (AMD)
Classification	Simple to Complex
Type of Transaction	G2C
Who may avail	MBs with outstanding penalties and have not yet availed of any penalty condonation /loan restructuring

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Signed System-generated Application Form	MB (form available from AMD)
2. Signed and notarized Deed of Undertaking	MB (form available from AMD)
3. One (1) valid ID with signature	MB
4. Endorsement Letter from Community Association (CA)	CA Officer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Receiving of Application for Penalty Condonation (12 months)				
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Issues number to client.	None	2 minutes	<i>Guard on Duty</i>
2. Requests Statement of Account (SOA) and List of Payment (LOP), Application form for Penalty Condonation and submit CA endorsement letter.	2.1 Generates and issues two (2) copies of system-generated Application Form and Deed of Undertaking Form (applicable only to twelve [12] months installment	None	5 minutes	<i>CA/MB/ Account Officer, AMD</i>
	2.2 Explains the available updating scheme			
3. Receives and accomplishes two (2) copies (SHFC copy and	3.1 Advises the MBs to notarize the Deed of Undertaking.	None	30 minutes	<i>CA/MB/ Account Officer, AMD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Client copy) of the application form for condonation and signs the proforma Deed of Undertaking.				
4. Submits the accomplished form and the required documents.	4.1 Receives and reviews the submitted accomplished form and the supporting documents and Deed of Undertaking.	Please refer to system-generated Application Form for the 1-year payment	5 minutes	CA/MB/ Account Officer, AMD
	4.2 Conducts due diligence/complete staff work.			
	4.3 If complete/qualified: Issues order of payment. If incomplete/Disqualified: Returns the application			
5. Receives the Order of Payment	5.1 Advises CAMBs to proceed to the Cashier and to complete payment of arrearages within 1 year including the regular monthly amortization. (Please refer to the Receiving of Payment)	Please refer to the Order of Payment	3 minutes	Account Officer, AMD
	5.2 Records transaction for monitoring purposes			
SUBTOTAL			45 minutes	
END OF TRANSACTION				

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Receiving and Approval of Application for Penalty Condonation under 1-year Updating Scheme				
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Issues number to client.	None	2 minutes	<i>Guard on Duty</i>
2. Proceeds to the counter and presents the proof of payments under the available updating scheme.	2.1 Conducts complete staff work If fully settled, prepares the ledger for approval of penalty condonation	None	7 working days	<i>Account Officer/ Chief of Division (COD)/ Manager, AMD</i>
3. Receives copy of the approved application	3.1 Transmits the approved documents to the Finance and Comptrollership Group for posting	None	1 working day	<i>Account Officer/ Chief of Division (COD)/ Manager, AMD</i>
	3.2 Tags the approved Penalty Condonation			
SUBTOTAL		8 working days and 2 minutes		
TOTAL		8 working days and 47 minutes*		
END OF TRANSACTION				

* For documents going to and coming from the Regional Branches additional of 16 working days in the total processing time.

7. Processing of Capital Gains Tax Exemption Application – Landowner to Community Association/SHFC

Community Associations (CAs)/Landowners may submit application for Capital Gains Tax Exemption (CGTE) when processing the transfer of titles.

Office/Division	Title Unitization and Asset Management Group (TUAMG)
Classification	Highly Technical
Type of Transaction	G2C; G2G
Who may avail	Community Associations (CAs) Landowner

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Original Duplicate/Certified True Copy (by Notary Public) of Deed of Absolute Sale executed by the Landowner in favor of the CA	Landowner/CA
2. Registry of Deeds (RD) Certified True Copy of the Transfer Certificate of Title (TCT)/Original Certificate of Title (OCT)	RD
3. Assessor's Certified Copy of Latest Tax Declaration of the property/ies sold to CA	City/Municipal Assessor's Office
4. Original Duplicate/Certified True Copy (by Notary Public) of Extra-judicial Settlement of Estate, in case the title of the property is still in the name of a deceased landowner, and evidence of payment of appropriate taxes, if applicable	Landowner/Bureau of Internal Revenue (BIR)
5. Certified Copy of Certificate of Registration of the CA	BIR-Revenue District Office (BIR-RDO)
6. Certified Copy of Certificate of Registration of Landowner/Seller (if Corporation)	BIR-RDO
7. Tax Identification Number (TIN) Verification/Certification of Landowner/Seller issued by BIR	Landowner/BIR-RDO

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Landowner/CA to submit documentary requirements for the request for CGTE.	1.1 Receives and checks completeness of documents per checklist of requirements.	None	1 hour	<i>Examiner, TUAMG</i>
	1.2 Conducts due diligence/complete staff work and	None	7 working days	<i>Examiner, TUAMG</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	submits folder application for CGTE to BIR.		(BIR processing time not included)	
	1.3 Notifies the concerned Landowner/CA on the release of the CTE and conduct complete staff work.	None	1 hour	<i>Examiner, TUAMG</i>
2. Landowner/CA receives CTE.	2.1 Releases the CTE to the Landowner/CA and records action/s taken for future reference.	None	1 hour	<i>Examiner, TUAMG</i>
TOTAL		7 working days and 3 hours		
END OF TRANSACTION				

8. Processing of Complaints

All complaints received by SHFC shall be processed within three (3) to twenty (20) working days, depending upon the severity of the case.

Office/Division	Information and Public Assistance Desk (IPAD)
Classification	Simple to Highly-Technical
Type of Transaction	G2C, G2B, or G2G
Who may avail	Member-Beneficiaries (MBs) Community Associations (CAs) Private Sectors; Government Instrumentalities; and/or The General Public.

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Personal Identification Card	Complainant
2. Written complaint letter which includes the following information: <ul style="list-style-type: none"> a. Full Name of the complainant b. Address of the complainant c. Contact Details (Email Address and Mobile Number) d. Details of the act/s being complained of e. Office/Branch/Department being charged f. Proof of violation/s by the concerned office/branch/department (if applicable) g. Relief/s Prayed for h. Authorization Letter (if applicable) <p><i>Note: Complaints which do not disclose the identity of the complainant shall be acted upon and treated as anonymous complaints provided that the rest of the required details are submitted. Complaints with incomplete details, requirements, and no contact information may not be acted upon by SHFC.</i></p>	Complainant

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
A. Receiving and processing of complaints				
1. Secures assistance from the guard on duty and registers in the	1.1 Endorses client to IPAD.	None	15 minutes	Guard on duty
	For personal visit, receives the letter of complaint.			IPAD/ Complaint Officer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Visitor's logbook. For personal visit, proceeds to IPAD at 3rd Floor of SHFC's Head Office and submits complete requirements. For submission of complaint through email, sends written complaint to shfc.stratcomms_public@gmail.com	For complaints received via email, sends acknowledgment of receipt. 1.2 Conducts initial staff work If could be easily resolved, advises the complainant of the resolution to the matter. If the complaint requires further due diligence, stamps "RECEIVED" the written complaint and provides a duplicate copy to the complainant as proof of receipt.			
2. Receives the proof of receipt of complaint.	2.1 Records the received complaint for proper monitoring.	None	5 minutes	<i>IPAD/ Complaint Officer</i>
	2.2 Conducts complete staff work	None	20 working days*	<i>IPAD / Complaint Officer, Concerned Branch/ Group/ Department/ Unit</i>
	2.3 Issues response letter with appropriate supporting documents, if any.	None	1 hour	<i>IPAD / Complaint Officer, Concerned Branch/</i>

* Depending on the severity of complaint

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
				<i>Group/ Department/ Unit</i>
3. Receives response letter with appropriate documents.	3.1 Records action/s taken for future reference.	None	30 minutes	<i>IPAD / Complaint Officer, Concerned Branch/ Group/ Department/ Unit</i>
TOTAL		20 working days and 2 hours		
END OF TRANSACTION				
B. Receiving and processing of complaints (8888 Citizen's Complaint Center)				
1. Files complaint against SHFC via https://8888.gov.ph/file-a-complaint/	1.1 Receives and checks veracity of the complaint.	None	10 minutes	<i>IPAD / Complaint Officer</i>
	1.2 Conducts initial assessment and endorses to the concerned office/branch/department	None	1 hour	<i>IPAD / Complaint Officer</i>
	1.3 Conducts complete staff work and issues/ endorses response letter to IPAD	None	2 working days	<i>Concerned Branch/ Group/ Department/ Unit</i>
	1.4 Uploads the response letter and relevant supporting documents to the 8888 Citizen's Complaint Center portal and monitors/awaits the closing of the ticket.	None	10 minutes	<i>IPAD / Complaint Officer</i>
TOTAL		2 working days, 1 hour, and 20 minutes		
END OF TRANSACTION				

9. Processing of Freedom of Information (FOI) Requests

This is the mechanism which allows the SHFC's stakeholders and the general public to request for information on its transactions and operations, subject to proper evaluation and processing within fifteen (15) to twenty (20) working days depending upon the complexity of the request.

Office/Division	Information and Public Assistance Desk (IPAD)
Classification	Simple to Highly-Technical
Type of Transaction	G2C, G2B, or G2G
Who may avail	Member-Beneficiaries (MBs) Community Associations (CAs) Private Sectors; Government Instrumentalities; and/or The General Public.

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Duly-Accomplished FOI Request Form <i>(Form may also be accessed through: https://www.shfc.dhsud.gov.ph/shfc-foi-request-form-s-2023/)</i>	IPAD at 3rd Floor, BDO Plaza Building., 8737 Paseo de Roxas, Makati City 1226
2. One (1) Valid Government-issued ID	Requesting Party
3. Other supporting documents, if applicable.	Requesting Party

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Stage 1a: Filing of FOI Request (Walk-In)				
1. Secures assistance from the guard on duty and registers in the Visitor's logbook.	1.1 Endorses client to IPAD.	None	5 minutes	<i>Guard on duty</i>
	1.2 Instructs the Requesting Party to properly fill-in the FOI Request Form.	None	5 minutes	<i>IPAD/ FOI Receiving Officer</i>
	1.3 ff Secures a copy of the Requesting Party's valid ID and duly-accomplished FOI Request Form.	None	5 minutes	<i>IPAD/ FOI Receiving Officer</i>
	1.4 Records the request with a control number, have it signed by the authorized SHFC Officer, and provides the	None	10 minutes	<i>IPAD/ FOI Receiving Officer</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Requesting Party with a copy of the duly-accomplished FOI Request Form.			
	1.5 Informs the Requesting Party of the turnaround time and advises to await updates from the IPAD.	None	5 minutes	<i>IPAD/ FOI Receiving Officer</i>
	1.6 Conducts complete staff work and endorses the FOI Request to concerned FOI Decision Maker.	None	1 hour	<i>IPAD/ FOI Receiving Officer</i>
TOTAL			1 hour and 30 minutes	
END OF TRANSACTION				
Stage 1b: Filing of FOI Request (Email)				
1. Downloads and accomplishes the FOI Request form, and emails to SHFC-IPAD along with a softcopy of a valid government-issued identification card through: Email address: shfc.stratcomms.public@gmail.com	1.1 Ensures that the received FOI Request Form is duly-accomplished, along with a valid ID of the Requesting Party If there is/are deficiency/ies, emails appropriate instruction to Requesting Party. If complete, sends acknowledgement receipt to the Requesting Party, which includes the turnaround time of processing the request.	None	10 minutes	<i>IPAD/ FOI Receiving Officer</i>
	1.2 Conducts complete staff work, and	None	1 hour	<i>IPAD/FOI Receiving Officer</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	endorses the FOI Request to concerned FOI Decision Maker.			
TOTAL		1 hour and 10 minutes		
END OF TRANSACTION				

10. Processing of Request for Certificate of Payment, Certificate of SHFC-assisted projects, Certificate of Membership

A Member-Beneficiary (MB) and/or Community Association (CA) may file a request for Certification for whatever legal purpose it may serve them. The Certificate states/confirms that particular facts related to the request are true.

Office/Division	Accounts Management Department (AMD) High Density Housing (HDH)
Classification	Simple
Type of Transaction	G2C
Who may avail	Member-Beneficiary (MB) Community Associations (CAs)

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
For Certificate of Payment:	
1. Original copy of Community Mortgage Receipt (CMR), Statement of Account (SOA), and List of Payment issued upon full payment	MB/CA
For Certificate of SHFC assisted projects	
1. Letter request signed by CA President/MB	CA President / MB
For Certificate of Membership:	
1. Letter request signed by concerned MB <i>Note:</i> If requesting party is representative of MB or CA Officer, Special Power of Attorney is required.	Concerned MB or Officer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Issues number to client.	None	2 minutes	<i>Guard on Duty</i>
2. Presents the following:		None	1 hour and 5 minutes for each Request	
For Certificate of Payment (COP): Original copy of CMR, SOA and List of Payment issued upon full payment	2.1 Conducts due diligence /complete staff work.			<i>Account Officer/ Chief of Division (COD)/ Manager/</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	2.2 Issues requested document			Vice President, AMD/HDH
For Certificate of SHFC assisted project: Letter request signed by CA President/MB	2.1 Conducts due diligence /complete staff work. 2.2 Issues requested document			Account Officer/ Chief of Division (COD)/ Manager/ Vice President, AMD/HDH
For Certificate of Membership: Letter request signed by concerned member Note: If requesting party is representative of MB or CA Officer, Special Power of Attorney is required.	2.1 Conducts due diligence /complete staff work. 2.2 Issues requested document			Account Officer/ Chief of Division (COD)/ Manager/ Vice President, AMD/HDH
3. Receives copy of Certification requested	3.1 Files receiving copy for safekeeping.	None	5 minutes	Account Officer, AMD/HDH Concerned MB/ CA Officer/ Representative
TOTAL			1 hour and 12 minutes	
END OF TRANSACTION				

11. Processing of Request for Individualization of Title

Community Association (CA) of taken out projects shall apply for the individualization of their title/s

Office/Division	Title Unitization and Asset Management Group (TUAMG)
Classification	Highly-Technical
Type of Transaction	G2C; G2G
Who may avail	Community Association (CA)

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. CA letter request for individualization	CA
2. DSHUD certified copy of Certificate of Registration, Articles of Incorporation & By-Laws of CA	DHSUD
3. DSHUD certified copy of updated General Information Sheet (GIS) of CA	DHSUD
4. Registry of Deeds (RD) certified copy of Transfer Certificate of Title (TCT) in CA's name	RD
5. Department of Environment and Natural Resources (DENR)/Land Registration Authority (LRA) Original (sepia) and Blue print certified copy of Approved Subdivision Plan of CA	DENR/LRA
6. DENR/LRA Original or certified copy of approved Individual Technical Descriptions of CA	DENR/LRA
7. DENR/LRA Original or certified copy of Lot Data Computation and/or Lot Descriptions of CA	DENR/LRA
8. Certified copy of Latest Tax Declaration in CA's name	City/Municipal Assessor's Office
9. Certified copy of Updated Tax Clearance in CA's name	City/Municipal Treasurer's Office
10. Notarized Copy of Final Block and Lot Assignment of MBs (for Title Individualization Purposes)	CA
11. Notarized Partition Agreement between Landowner and CA, if applicable (with excluded area)	CA and Landowner
12. CA Board Resolution of the Final Block and Lot Assignment (Notarized)	CA
13. Notarized Original Copy of Secretary Certificate authorizing CA President to undertake or facilitate the processing of the individualization/parcellation of the titles for and in behalf of the CA	CA

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
14. Photocopy of one (1) valid government-issued ID with three (3) specimen signatures of the CA President/Representative	CA
15. Post Individualization Requirements: <ul style="list-style-type: none"> a. Certified Copy of Individual Tax Declaration in CA's Name* b. Certified Copy of Individual Tax Clearance in CA's Name <p><i>*Application should be submitted to City/Municipal Assessor's Office within 60 days upon the release of Individualized TCTs to avoid penalties.</i></p>	City/Municipal Assessor's Office City/Municipal Treasurer's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Stage 1: Receiving of Request for Individualization				
1. CA submits letter request for the individualization of their title/s together with the required documents as per checklist of requirements.	1.1 Receives and collates document per checklist of requirements except for Item 15.	None	1 hour	<i>Examiner, TUAMG</i>
	1.2 Reviews completeness of documents based on the checklist of requirements and conducts due diligence/complete staff work. If compliant, prepares Certificate of Conformity and release to CA for signature of CA President. If with findings, advises CA of TUAMG findings.	None	12 working days	<i>Examiner, TUAMG</i>
2. CA submits signed COC.	2.1 Receives signed COC and prepares Title Withdrawal	None	3 working days	<i>Examiner, TUAMG</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Recommendation Form (TWRP) for SHFC processing and Trust Receipt for CA's signature. Advises CA of next steps.			
SUBTOTAL		15 working days and 1 hour		
END OF TRANSACTION				
Stage 2: Presentation of title to Registry of Deed for Individualization				
1. CA representative, with SHFC TUAMG representative, submits the documentary requirements to the RD for entry for title individualization and pays for the processing and registration fees	1.1 Receives the Official Receipt with Electronic Primary Entry Book Receipt from RD and provides photocopy to CA representative	None	1 working day (RD processing time not included)	<i>Examiner, TUAMG</i>
	1.2 Advises CA to wait for the schedule of RD to pick up the Individual titles	None		
2. CA representative, with SHFC TUAMG representative picks up the individualized Owner's Duplicate copy of titles from the RD	2.1 Receives the individualized Owners' duplicate copy of titles in CA's name and advises CA to submit an RD certified copy of the individualized titles and apply for the issuance of Individualized Tax Declaration within 60 days to avoid penalties from the LGU	None	1 working day	<i>Examiner, TUAMG</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	2.2 Conducts due diligence on the received individualized titles in CA's name.	None	3 working days	<i>Examiner, TUAMG</i>
3. CA receives photocopies of the individualized Owner's Duplicate copy of title in CA's name.	3.1 Prepares transmittal of the Owner's Duplicate copy of individualized titles in CA's name to DRCFGD for safekeeping.	None	1 working day	<i>Examiner, TUAMG</i>
	3.2 Provide AMD list of TCTs with area and Block and Lot to be turned over to DRCFCD for reference in preparation of Adjusted Loan Value (ALV).	None		<i>Examiner, TUAMG</i>
SUBTOTAL			6 working days	
END OF TRANSACTION				
Stage 3: Submission of Individualized Tax Declaration and Tax Clearance in CA's Name				
1. CA submits certified copies of Individual Tax Declaration and Individual Tax Clearance in CA's Name	1.1 Receives the certified copies of Individual Tax Declaration and Individual Tax Clearance in CA's Name	None	1 hour	<i>Examiner, TUAMG</i>
	1.2 Conducts due diligence on the received Individual Tax Declaration and Individual Tax Clearance	None	3 working days	<i>Examiner, TUAMG</i>
	1.3 Prepared the transmittal of certified copies Individual Tax			<i>Examiner, TUAMG</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Declaration and Individual Tax Clearance in CA's Name to DRCFGD for safekeeping			
SUBTOTAL			3 working days and 1 hour	
TOTAL			24 working days and 2 hours	
END OF TRANSACTION				

12. Processing of Request for Release of Title for Fully Paid Accounts & Partial Release of Mortgage included in the request for individualization & Adjusted Loan Value

The Member-Beneficiary (MB) upon full payment of the loan accomplishes the request form that is necessary for the processing of the release of title corresponding to the lot/house and lot/condominium unit assigned to him/her. The release of title to the concerned MB shall include the Partial Release of Mortgage which is necessary for the cancellation of mortgage annotated at the back of the title.

The service starts from the Accounts Management Department (AMD) receipt of the final Statement of Account (SOA) and Statement of Payment and Application (SPA) from Data Management Department (DMD) to the actual release of title and partial release of mortgage to MB or its authorized representative.

Office/Division	Data Management Department (DMD) Accounts Management Department (AMD) Insurance and Community Enhancement Division (ICED) Program Development and Enhancement Group (PDEG) Treasury Group (TG) Documentation, Records Custodianship, and Funds Generation Department (DRCFGD) Legal Affairs Department (LAD)
Classification	Highly-Technical
Type of Transaction	G2C
Who may avail	Fully-paid MBs with individualized Transfer Certificate of Title (TCT)

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
Upon request (Account Management Department):	
1. Accomplished Request Form for the release of TCT	AMD
Upon claiming of Title (Legal Affairs Department):	
For Original MBs: 1. Two (2) valid IDs of the MBs 2. CA Board Resolution prior to release of title	CA
For Representatives: 1. Special Power of Attorney stating the TCT No. Block No. and Lot No.; 2. Two (2) valid IDs of the MBs; 3. Two (2) valid Government-issued IDs of the representatives; 4. CA Board Resolution prior to release of title	Notary Public CA/MB
For Deceased MBs: 1. Extra Judicial Settlement of heirs 2. Affidavit of publication 3. Special Power of Attorney	Heirs of Deceased MB Newspaper of general circulation Notary Public

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
4. Two (2) valid Government-issued IDs of all heirs 5. CA Board Resolution prior to release of title (updated)	Heirs of Deceased MB CA

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. MB secures and accomplishes the request form.	1.1 Issues request form to client.	None	5 minutes	<i>Account Officer, AMD</i>
2. Proceed to DMD and ask assistance from the guard on duty. Submits accomplished request form for release of TCT upon full payment.	2.1 Receives accomplished request form and issues proof of receipt of request.	None	5 minutes	<i>Data Processor, DMD</i>
3. Receives the request form with stamped "Received".	3.1 Conducts due diligence/ Complete staff work	None	10 working days (20 MB requests/day and no backlog/findings)	<i>Data Processor, DMD</i>
	3.2 Transmits to AMD the final SPA and SOA	None	4 hours	<i>Data Processor/ Reviewer/ OIC- Manager, DMD</i>
	3.3 Conduct due diligence and complete staff work.	None	15 working days	<i>Account Officer, AMD</i>
	3.4 Prepares and signs Mortgage Withdrawal Recommendation Form (MWRF) with attachments: Masterlist of Beneficiaries and Loan	None		<i>Account Officer/COD/ Manager, AMD</i> <i>SVP-AMC</i> <i>Manager, ICED</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Apportionment (MBLA), Adjusted Loan Value (ALV), and photocopy of TCT. If applicable: Substitution approval, Penalty Condonation Approval, Mortgage Redemption Insurance (MRI) documents (for deceased MB).			<i>VP-PDEG</i>
	3.5 Prepares TCTs and transmits MWRF with attachments to the LAD for further review	None		<i>Document Analyst II/ COD/ Manager, DRCFGD</i> <i>VP-TG</i>
	3.6 Conducts due diligence and complete staff work	None	15 working days	<i>Research Specialist, LAD</i>
	3.7 Draft Partial Release of Mortgage and memorandum for endorsement thereof	None		<i>Research Specialist, LAD</i>
	3.8 Signing of MWRF and memorandum	None		<i>VP-LAD</i>
	3.9 Transmit memorandum and Partial Release of Mortgage to AMD for further review and signature	None		<i>Research Specialist, LAD</i>
	3.10 Conducts due diligence and complete staff work.	None	15 working days (depend on location)	<i>Account Officer/COD/ Manager, AMD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	3.11 Signing of Partial Release of Mortgage and transmit to LAD	None		SVP-AMC
	3.12 Notify client schedule and requirements for the release of Title and Partial Release of Mortgage	None		Research Specialist, LAD
4. Receives notice and proceed to SHFC to secure number from the guard on duty	4.1 Issues number to the client.	None	5 minutes	Guard on duty
5. Submits documentary requirements for the release of TCT and Partial Release of Real Estate Mortgage.	5.1 Receives and evaluates the documents submitted based on the checklist of requirements.	None	2 hours	Research Specialist, LAD
	5.2 Releases the TCT and Partial Release of Real Estate Mortgage.	Notarial Fee for the partial release of Real Estate Mortgage		Research Specialist, LAD
6. Receive TCT and partial release of real estate mortgage.*	6.1 Transmit all MWRF attachments and list of titles released to AMD and copy furnish DRCFGD.	None	2 hours	Research Specialist, LAD
TOTAL		56 working days 7 hours and 15 minutes*		
END OF TRANSACTION				

* For accounts outside Mega Manila, TCTs may be claimed in the respective Regional Branches.

* For documents going to and coming from the Regional Branches an additional 45 working days in the total processing time.

13. Processing of Request for SHFC’s Endorsement of Substitution of Member-Beneficiary to DHSUD

The Community Association (CA) through its officer/s requests SHFC’s endorsement of substitution of original Member-Beneficiary (MB) to a qualified MB due to default in payment and/or waiver of rights of the original MB.

The substitution process is being done to ensure payment of the community loan within the loan term specified in the loan agreement executed by and between SHFC and CA. SHFC has the right to disqualify substitute MBs if they fail to meet SHFC policy guidelines on substitution.

Office/Division	Accounts Management Department (AMD) High Density Housing (HDH)
Classification	Simple to Highly-Technical
Type of Transaction	G2C
Who may avail	CA

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Notarized filled-out Substitution Form	CA (form is available from concerned branches)
2. One (1) Government-issued ID (photocopy)	Government Agency
3. Amendment to the Masterlist of Beneficiaries and Loan Apportionment (MBLA) Form	CA (form is available from concerned branches)
4. Notarized CA Board Resolution (original)	CA
Voluntary Waiver of Rights:	
1. Notarized Affidavit of Waiver of Rights (original)	Original MB
2. Appearance of Original MBs and applicant-substitute and their spouses in SHFC office	
Absentee MB	
1. Absentee MB - Affidavit of three (3) disinterested persons	CA
Death of MB	
1. Extrajudicial Settlement of Estate or Affidavit of Self Adjudication	Notary Public Office
2. Death certificate	Philippine Statistics Authority (PSA)
3. Affidavit of Publication of Extrajudicial Settlement of Affidavit of Self Adjudication	Notary Public Office
Default of Payment	
1. Existing/Active CA: Demand letters, one (1) from the CA and one (1) from SHFC	Philippine Post Office
2. Return card or Certificate of Service	Philippine Post Office
3. Posting of Demand letter in 3 public places	CA
4. Affidavit of posting	CA
5. Final and executory decision or order from the courts or quasi-judicial body	Court

CHECKLIST OF DOCUMENTS		WHERE TO SECURE
6. Original or certified true copy of the final and executory decision or order of the court or quasi-judicial body		Court
Pre-Takeout		
1. Inactive CA: Return Card of two (2) Demand Letters from SHFC or Certificate of Service		SHFC Admin
2. Affidavit of Publication		Publishing Office
Unjustified refusal to sign the LPA/LA on the signing day organized and scheduled by SHFC		
1. Certification of Absence without justifiable reason or refuse to sign		CA
Such other documents as may be necessary in the conduct of due diligence (if applicable):		
1. DSHUD Certification on the present set of CA Officers and by laws		DSHUD
2. Pictures of the MB to be substituted and would be substitute		SHFC
3. In case of sharer, certification from the CA that the substitute is a sharer		CA
4. In case of a renter (boarder), certification from the CA that the substitute is a renter		CA
5. In case of actual occupant, certification from the CA that the substitute is an actual occupant		CA
6. In case of a non-occupant relative of the MB, affidavit attesting that the substitute is a relative of the MB in the 3rd civil degree of consanguinity		CA
7. On case of an Informal Settler Family (ISF) contained in the priority list of the Local Government Unit (LGU), certification from the appropriate office that the substitute is an ISF living in the LGU area.		LGU
8. On case of an ISF contained in the priority list of the LGU, certification from the appropriate office that the substitute is an ISF living in the LGU area.		LGU

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Stage 1: Receiving of Request for MB Substitution				
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Issues request form to client.	None	2 minutes	<i>Guard on duty</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Presents the documentary requirement.	<p>2.1 Initially checks the presented documentary requirements:</p> <p>If complete, receives the required documents and schedule the Interview of Original MBs and Would-be substitute.</p> <p>If incomplete, returns to CA the substitution docs and provide list of lacking requirements.</p>	None	30 minutes	<i>Account Officer AMD/HDH</i>
<p>3. If complete, receives proof of receipt of documents and schedule of interview.</p> <p>If incomplete, receives the returned documents and the list of lacking requirements.</p>	3.1 Records the transaction for proper monitoring/ appropriate action.	None	5 minutes	<i>Account Officer AMD/HDH</i>
SUBTOTAL			37 minutes	
END OF TRANSACTION				
Stage 2: Processing / Confirmation of Substitution				
1. Secures number from the guard and wait for the number to be called.	1.1 Issues number to client	None	2 minutes	<i>Guard on duty</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Proceeds to concerned Account Officer for interview and presents schedule of interview.	2.1 Conducts complete staff work and conducts interview.	None	7 working days	<i>Account Officer/ Chief of Division (COD)/ Manager/ Vice President, AMD/HDH</i>
	2.2 Advises client to wait for notice of conditional confirmation or denial of substitution: If denied, informs the client through letter. If confirmed, prepares letter to the client to proceed to the next steps.	None		<i>Account Officer, AMD/HDH</i>
3. Receives letter regarding the result of the evaluation.	3.1 If confirmed, generates and prints SOA and LOP and issue Order of Payment to the confirmed substitute MB.	None	4 hours	<i>Account Officer AMD/HDH</i>
	3.2 Advises MB to proceed to Cashier, submits Order of Payment and pay corresponding amount, and return with Community Mortgage Receipt (CMR)	None		<i>Account Officer AMD/HDH</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	3.3 Issues certification of confirmation of substitution.	None		<i>Account Officer AMD/HDH</i>
4. Receives the confirmation of the would-be substitute from SHFC	4.1 Prepares memo for Insurance and Community Enhancement Department/ Finance and Controllership Group/ Internal Audit Department with attached confirmed amended MBLA for data build-up and enrollment for insurance coverage.	None	1 working day	<i>Account Officer AMD/HDH</i>
	4.2 Endorses to DHSUD the revised MBLA supported by CA Board Resolution, Letter of Confirmation to applicant with SHFC transmittal letter to DHSUD.	None		<i>Account Officer AMD/HDH</i>
SUBTOTAL			8 working days, 4 hours and 2 minutes	
TOTAL			8 working days, 4 hours, and 54 minutes*	
END OF TRANSACTION				

* For documents going to and coming from the Regional Branches additional of 15 working days in the total processing time.

14. Receiving of Payment (Regular Amortization, Full Updating/Updating Scheme, Full Payment, Direct Payment)

After the release of loan proceeds to the Landowner/Developer/Contractor through a Deed of Assignment executed by the Community Association (CA), the Member-Beneficiary (MB) shall pay their monthly amortization through their CA as stated in the Collection Agreement which shall start a month after their take-out date and every month thereafter until full payment of their account.

Direct payment shall be accepted only upon presentation and validation of Legal Affairs Department (LAD).

For online payment, please see the note below.

Office/Division	Cash Management Department (CMD)
Classification	Simple
Type of Transaction	G2G
Who may avail	Community Association (CA) Member-Beneficiary (MB)

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
For Regular Amortization CA:	
1. Order of Payment	Accounts Management Department (AMD)/High Density Housing (HDH) Account Officer
2. Abstract of Collection (AOC)	
3. Payment (Cash/Cheque)	
For Regular Amortization/ Payment under updating scheme/ Direct Payment:	
1. Order of Payment (please refer to the Issuance of Order of Payment)	AMD/HDH Account Officer
2. Payment (Cash/Cheque)	
For Full Payment:	
1. Order of Payment	AMD/HDH Account Officer
2. Payment (Cash/Cheque)	CA Officer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures number from the guard on duty and present the Order of Payment and wait the number to be called. (Please refer to the Issuance of	1.1 Issues number to client.	None	2 minutes	<i>Guard on duty</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Order of Payment)				
2. Presents the following:	2.1 Accepts and verifies submitted documents.	Please refer to the Order of Payment for the amount to be paid	10 minutes	<i>Cashier, CMD</i>
For Regular Amortization-CA: Order of Payment, AOC, and the cash/cheque for payment				
For Regular amortization/ Full Updating/ Updating Scheme (installment) / Direct Payment: Order of Payment and the cash/cheque for payment				
For Full Payment: Order of Payment and the cash / check for full payment of account.				
3. Receives the following with stamped "RECEIVED":	3.1 Transmits to the Finance and Comptrollership Group the copy of CMR, Order of Payment, and AOC for ledgering and safekeeping.	None	3 minutes	<i>Cashier, CMD</i>
For Regular Amortization - CA: AOC				
TOTAL			15 minutes	
END OF TRANSACTION				

Note: For online payment, kindly follow the following steps:

<i>Step 1</i>	Log in to https://www.shfc.dhsud.gov.ph:2381/Login/ and encode your 11-digit Account Number in the account number and use the last 4 digits of your account number for the PIN.
<i>Step 2</i>	Click the “Member Beneficiaries” button.
<i>Step 3</i>	Click the “View” button.
<i>Step 4</i>	Click the “Statement of Account” button.
<i>Step 5</i>	Download the Statement of Account (SOA) and look for the Reference Number as indicated in the SOA which will be used in the GCash app.
<i>Step 6</i>	Log in to your GCash app and click the “Bills” icon.
<i>Step 7</i>	Click the “Government” icon.
<i>Step 8</i>	Click “Social Housing Finance Corporation”.
<i>Step 9</i>	Enter the Reference Number, Account Name, and Amount that will be paid that can be found on the SOA.
<i>Step 10</i>	Click “Next”.
<i>Step 11</i>	Take a screenshot of the electronic receipt from the GCash app.

15. Release of Project-Related Payments

The Cash Management Department (CMD) releases check after careful verification and complete submission of documents.

Note: Applicable only to clients with confirmed availability of check and with prior notice on preferred schedule date of pick-up of check

Office/Division	Cash Management Department
Classification	Simple
Type of Transaction	G2C; G2B; G2G
Who may avail	Community Association (CA) Member-Beneficiary (MB), in case of excess payment Landowner Contractor/Developer

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Two (2) valid IDs of payee/authorized agent	Landowner/CA/concerned MB/ CMP-Mobilizer/ Contractor/Developer
2. Board Resolution/Secretary's Certificate (for organization/corporation) and/or	
3. Special Power of Attorney (for authorized representative)	
4. Official Receipt (if organization/corporation)	
5. Other Mandatory Documents (required and stated in the Motion Sheet and/or Certificate of Loan Review)	
<p><i>Note: For requirements 1 and 2, an affidavit must state the fact that the agent representing the payee is authorized to "collect/receive the check payments/receipts from SHFC".</i></p>	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Issues number to client.	None	5 minutes	Guard on duty
2. Inquires the availability/release of check (applicable only to walk-in clients)	2.1 Verifies the availability of the check If with check, request necessary documents	None	5 minutes	Disbursement Officer, CMD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	If none, advise to proceed to concerned branch/office			
	2.2 Notifies the recipient of the check availability and informs the client of the required documents			<i>Disbursement Officer, CMD</i>
3. Presents IDs, authorization letter, and other required documents.	3.1 Receives and verifies IDs and other documents and presents with the Disbursement Officer for validation.	None	5 minutes	<i>Disbursement Officer witnessed by Cashier, CMD/ FCD and Branch /Group Staff</i>
4. Signs the Disbursement Vouchers (DVs) and Daily Check Releases Logbook and issues Official Receipt (if organization/corporation) and receives the check.	4.1 Issues/releases the check	None	2 minutes	<i>Disbursement Officer witnessed by Cashier/ Teller, CMD, FCD and Branch /Group Staff</i>
TOTAL			17 minutes *	
END OF TRANSACTION				

* For documents going to and coming from the Regional Branches additional of 10 working days in the total processing time.

16. Release of Payment to Suppliers of Goods/Services/Other Payees

The Cash Management Department (CMD) releases check to the suppliers after careful verification of goods and services.

Note: Applicable only to clients with confirmed availability of check.

Office/Division	Cash Management Department (CMD)
Classification	Simple
Type of Transaction	G2C; G2B; G2G
Who may avail	Supplier of Goods Supplier of Services Other Payees

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Two Valid IDs of Payee/Authorized Agent and/or	Client
2. Authorization Letter/Special Power of Attorney (if organization/ authorized agent)	
3. Official Receipt (if organization)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Issues number to client and endorses client to the CMD	None	5 minutes	<i>Guard on duty</i>
2. Inquires the availability/ release of check (applicable only to walk-in clients)	2.1 Verifies the availability of the check If with check, request necessary documents If none, advise to proceed to concerned branch/office	None	5 minutes	<i>Disbursement Officer, CMD</i>
3. Presents IDs, authorization letter, and other required documents	3.1 Receives and verifies IDs and other documents.	None	5 minutes	<i>Disbursement Officer, CMD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
(applicable to notified clients).				
4. Signs the Disbursement Vouchers (DVs) and Daily Check Releases Logbook and receives the check.	4.1 Issues/releases the check	None	2 minutes	<i>Disbursement Officer, CMD</i>
TOTAL			17 minutes	
END OF TRANSACTION				

INTERNAL SERVICES

1. General Requests (Certification)

The Human Resources Development Department (HRDD) and Human Resources Services and Benefits Department (HRSBD) processes and provides for the requests on the following employee-related certifications:

- a. Service Record;
- b. PhilHealth Contribution for medical claims;
- c. Performance Management System Rating/s;
- d. Leave Balance;
- e. Certified True Copy of Statement of Assets, Liabilities, and Net Worth (SALN);
- f. Certificate of Employment; and
- g. other certifications based on the documented information within the jurisdiction/control of HRDD and HRSBD.

Office/Division	Human Resources Development Department (HRDD) Human Resources Services and Benefits Department (HRSBD)
Classification	Simple
Type of Transaction	G2G
Who may avail	All concerned employees

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. General Request Form (GRF)	HRDD/HRSBD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits accomplished GRF with attachments (if required).	1.1 Receives and checks the completeness of the duly accomplished GRF with attached requirements. If incomplete, informs employee of the lacking documents and request will be resubmitted.	None	2 working days and 4 hours	<i>Human Resource Management Officer (HRMO), HRDD/ HRSBD</i> <i>Chief of Division/ Manager, HRDD/ HRSBD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.2 Conducts complete staff work and prepares/issues the requested certification/s or document/s of the client-employee.			
	1.3 Approves/signs Certifications	None		<i>VP-Human Resources and Administrative Group (HRAG)</i>
	1.4 Releases the requested certification/s and/or document/s to the client-employee.	None		<i>HRMO, HRDD/ HRSBD</i>
2. Receives certification/s or document/s.	2.1 Files the Receiving Copy for record purposes.	None	10 minutes	<i>HRMO, HRDD/ HRSBD</i>
TOTAL			2 working days, 4 hours and 10 minutes	
END OF TRANSACTION				

2. Issuance of Order of Payment (Refund on Excess Cash Advance and Excess usage of Corporate Mobile Phone Billing and Loan Pre-Termination)

Prior to any payments to the Cashier, Order of Payment must be secured. This bears the details of the payee, amount and the purpose of payment to the Cashier.

Office/Division	Budget and Expense Management Department (BEMD)
Classification	Simple
Type of Transaction	G2G
Who may avail	All concerned employees

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
For refund of excess cash advance	
1. Summary of Computation of actual expenses/cash advance indicating the amount to be refunded	Concerned employee
For payment of excess billing in the Corporate-issued mobile phone	
1. Proof of Billing indicating the amount to be paid per the Facilities and Administrative Support Department (FASD) computation	FASD
For Loan Pre-termination (Car, SSS, etc.)	
1. Final computation from Human Resources Services and Benefits Department (HRSBD)	HRSBD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits complete documents.	1.1 Receives and checks the completeness of the requirements and issues the Order of Payment.	None	15 minutes	<i>Financial Specialist I /Senior Accounts Specialist/ Supervising Financial Specialist/ Executive Assistant II BEMD</i>
2. Receives Order of Payment.	2.1 Advises the concerned employee to proceed to the Cashier.	None	2 minutes	
TOTAL			17 minutes	
END OF TRANSACTION				

3. Mail Management

The Documentation, Records Custodianship, and Fund Generation Department (DRCFGD) mails out letters to different agencies, offices and clients per request of concerned groups/branches/units.

Note: Provided that the mailing was received by the DRCFGD within the cut-off time of pick-up of courier for the day.

Office/Division	Documentation, Records Custodianship, and Fund Generation Department (DRCFGD)
Classification	Simple
Type of Transaction	G2G
Who may avail	All concerned employees

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Mailing Transmittal Form	DRCFGD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits approved Mailing Transmittal Form.	1.1 Receives approved mailing transmittal form and letters/parcels for mailing.	None	1 hour and 20 minutes	<i>Records Officer, DRCFGD</i>
	1.2 Conducts complete staff work	None		<i>Records Officer/ Chief of Division, DRCFGD</i>
	1.3 Delivers letters/documents to authorized courier service and secures proof of mailing.	None	1 hour and 5 minutes	<i>Records Officer, DRCFGD</i>
	1.4 Issues proof of mailing to requisitioning unit.	None	13 minutes	<i>Records Officer, DRCFGD</i>
2. Receives proof of mailing.	2.1 Records transaction for monitoring purposes.	None	3 minutes	<i>Records Officer, DRCFGD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	If returned to sender, transmits the letter/documents to the originating Office.			
TOTAL		2 hours and 41 minutes		
END OF TRANSACTION				

4. Processing of Initial Salaries and Return-To-Work Salaries

The Human Resources Services and Benefits Department (HRSBD) validates the payroll checklist and prepares the Summary Report.

Office/Division	Human Resources Services and Benefits Department (HRSBD)
Classification	Complex
Type of Transaction	G2G
Who may avail	All concerned employees

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
For Initial Salaries	
1. Personnel Movement	HRSBD and Human Resources Development Department (HRDD)
2. Bureau of Internal Revenue (BIR) Forms 2316, 1905, 2305	
3. Mandatory Contributions Numbers (SSS, HDMF, and PhilHealth)	
4. Certificate of Completion of requirements	
5. Report for Work	
6. Notarized Contract for Probationary Employment	
7. Loan details (SSS and HDMF)	
8. Request for Consolidation/ Merging of Members Record (HDMF)	
9. Time Sheets	
10. Overtime Reports, if any	
For Return-to-Work Salaries	
1. Official Business Form, Application for Leave, Travel and Certificate of Appearance	HRSBD and HRDD
2. Overtime Request and Accomplishment Reports	
3. Report for Work	
4. Fit to Work	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits all supporting requirements.	1.1 Receives all supporting documents from HRDD (for initial salary)/the client-employee (for return-to-work salary)	None	1 working day	Human Resource Management Officer (HRMO), HRSBD
	1.2 Reviews supporting	None		

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	documents submitted, i.e. as to completeness and veracity. If incomplete, informs client-employee of the submission of the lacking documents.			
	1.3 Prepares timesheets and releases to the client-employee for review and signature.	None	4 hours	HRMO, HRSBD
2. Receives the timesheet and submits the duly signed documents.	2.1. Receives duly signed timesheet and computes Salaries, Overtime Pay and deductions, if any.		6 working days	HRMO, HRSBD
	2.2. Conducts complete staff work (Budget Utilization Report, Request for Payment, Summary of Computation of Salaries, etc.) and endorses to COD, Manager, and VP for review and signature.	None		HRMO/ Chief of Division (COD)/ Manager, HRSBD VP-Human Resources and Administrative Group (HRAG)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	2.3. Receives, reviews, scans documents upon receipt, and emails soft copies to Budget and Expense Management Department (BEMD) for final review, and budgeting and transmits the hard copies to the said department.	None	1 hour and 20 minutes	HRMO, HRSBD
	2.4. Informs the client-employee of the status of his/her initial/return-to-work salary.			
TOTAL		7 working days, 5 hours, and 20 minutes		
END OF TRANSACTION				

5. Processing of Information Technology or ZEUS-related Incidents or Issues

Provides ticketing to resolve IT/ZEUS related incidents or issues.

Office/Division	Information and Communication Technology Department (ICTD)
Classification	Simple
Type of Transaction	G2G
Who may avail	All concerned employees

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Incidents or issues/ filed through ZEUS Incident Handling System	ICTD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Files incidents or issues through the ZEUS Incident Handling System.	1.1 Accepts ticket and Categorization.	None	5 minutes	<i>Technical Specialist, ICTD</i>
	1.2 Resolves or applies solution depends on incident severity*: 1.2.1 Low 1.2.2 Medium 1.2.3 High	None	2 working days 3 minutes	<i>Technical Specialist, ICTD</i>
2. Confirms action taken if resolved (go to 2.4) If not, back to Step 1.	2.1 Advises client on status of issues/ incidents raised.	None		<i>Technical Specialist, ICTD</i>
	2.2 Escalates Level 2 or Level 3 support for further investigation, diagnoses resolution of concerned raised.	None		<i>Technical Specialist, ICTD</i>
	2.3 Advises client on action taken.	None		<i>Technical Specialist, ICTD</i>
	2.4 Closes ticket	None		<i>Technical Specialist, ICTD</i>
TOTAL			2 working days and 5 minutes	
END OF TRANSACTION				

* Low Category – 15 minutes; Medium category – 1 hour; High Category – 2 days at maximum

6. Processing of Last Pay/Retirement Pay

The Human Resources Services and Benefits Department (HRSBD) prepares the Certificate of Clearance and computes the salaries/wages of the resigning or retiring employees

Office/Division	Human Resources Services and Benefits Department (HRSBD)
Classification	Highly Technical
Type of Transaction	G2G
Who may avail	All concerned employees

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Approved Resignation/Retirement Letter	HRSBD
2. Acceptance Letter	
3. Signed Clearance	
4. Personnel Movement	
5. Service Record	
6. Certificate of Financial Liabilities	
7. Leave Card and Leave Balance	
8. Benefits and Allowances Reports (Received)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures Clearance Form and submits the duly accomplished and signed Clearance Form with all supporting documents.	1.1 Receives and checks the duly accomplished and signed Clearance Form and all supporting documents (i.e. Approved resignation, Acceptance letter, signed clearance, etc.). If incomplete, informs client-employee of the submission of the lacking document/s.	None	1 working day	<i>Human Resource Management Officer (HRMO)/ Chief of Division (COD), HRSBD</i>
	1.2 Prepares timesheet and releases to the		1 working day	<i>HRMO, HRSBD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	<p>client-employee for review and signature.</p> <p>This is simultaneous to the routing of Clearance Certificate to the concerned signatories for their review and signature.</p>		5 minutes per signatory	
2. Receives the timesheet and submits the signed documents.	2.1. Receives duly signed timesheet.	None	5 minutes	<i>HRMO, HRSBD</i>
	2.2. Receives duly signed Clearance Certificate from the concerned signatories and endorses to VP-HRAG for review and signature.		2 working days	<i>Manager, HRSB VP-Human Resources and Administrative Group (HRAG)</i>
	2.3. Conducts complete staff work (Budget Utilization Report, Request for Payment, Summary of Computation of Salaries, etc.) and endorses to COD, Manager, and VP for review and signature.	None	12 working days	<i>HRMO/Chief of Division/ Manager HRSBD VP-HRAG</i>
	2.4. Receives, reviews, scans document upon		1 hour	<i>HRMO, HRSBD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	<p>receipt, and emails soft copies to Budget and Expense Management Department (BEMD) for review, and transmits the hard copies to the said department.</p>			
	<p>2.5. Receives the reviewed computation from BEMD and transmits to CAD for Final Tax computation</p>	None	5 minutes	<i>HRMO, HRSBD</i>
	<p>2.6. Receives Final Tax computation from CAD (refund/payable) and revises the BUR, RFP, and computations, as applicable. Scans and emails soft copies and transmit the signed hard copies to BEMD for final review and budgeting.</p>	None	1 hour	<i>HRMO/ Manager, HRSBD VP-HRAG</i>
	<p>2.7. Prepares and transmits signed memo to SHFEPPI for information and</p>	None	2 working days	<i>HRMO/ Manager, HRSBD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	appropriate action			
	2.8. Issue Quit Claim and Waiver to the client-employee and informs CMD that the client-employee should submit the same documents prior release of the Check.	None	1 hour	HRMO, HRSBD
3. Returns duly signed and notarized Quit Claim and Waiver.	3.1 Receives duly signed and notarized Quit Claim and Waiver.	None	5 minutes	HRMO, HRSBD
TOTAL		18 working days, 3 hours, and 20 minutes		
END OF TRANSACTION				

7. Processing of Request for Board-Related Documents

The Office of the Board Secretary (OBS) is the repository of Board-related documents such as Board Resolutions, Secretary's Certificates, Minutes of the Board Meeting and Reports among others.

Office/Division	Office of the Board Secretary (OBS)
Classification	Simple
Type of Transaction	G2G
Who may avail	All concerned employees

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Accomplished OBS Request Form	OBS

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the accomplished OBS Request Form.	1.1 Receives and checks the completeness of the OBS Request Form.	None	5 minutes	<i>Technical Staff, OBS</i>
	1.2 Checks record. If available, informs the requesting unit of the schedule of release. If unavailable, informs the requesting unit of status of the document being requested.	None	2 hours	<i>Technical Staff, OBS</i>
	1.3 Releases the requested document/s.	None		<i>Technical Staff, OBS</i>
2. Receives requested documents	2.1 Records the transaction for monitoring	None	5 minutes	<i>Technical Staff, OBS</i>
TOTAL			2 hours and 10 minutes	
END OF TRANSACTION				

8. Processing of Request for Monetization of Leave Credits

The Human Resources Services and Benefits Department (HRSBD) receives and validates the documents submitted and then computes and processes the amount for monetization of unused leave credits.

Office/Division	Human Resources Services and Benefits Department (HRSBD)
Classification	Complex
Type of Transaction	G2G
Who may avail	All concerned employees

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
For regular monetization (vacation leave):	
1. Accomplished Leave Application Form	HRSBD
For special monetization (vacation and sick leave):	
1. Accomplished Leave Application Form	
2. Additional requirements, whichever is applicable:	HRSBD
<p>Medical Needs:</p> <ul style="list-style-type: none"> a. Hospital Billing b. Prescription c. Medical Certificate <p>Force majeure Events:</p> <ul style="list-style-type: none"> a. Barangay Certification b. Declaration of State of Calamity <p>Educational Needs</p> <ul style="list-style-type: none"> a. Enrollment/Assessment Form from the School Registrar b. Statement of Accounts from the School <p>Extreme Financial Needs</p> <ul style="list-style-type: none"> a. Billing Statement of utilities for Water, Electricity, or Rental <p>Other analogous cases</p> <ul style="list-style-type: none"> a. Must correlate with previous sample documents signed by an authorized person 	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Regular Availment of Monetization				
1. Submits the accomplished Leave Application Form.	1.1 Receives and checks the completeness of the accomplished Leave Application Form duly signed by the immediate supervisor and approved by the Group Head. If incomplete, informs client-employee of the submission of the lacking documents.	None	20 minutes	<i>Human Resource Management Officer (HRMO), HRBSD</i>
	1.2 Conducts complete staff work (Budget Utilization Report, Request for Payment, Summary of Computation of Monetization, etc.) and endorses to COD, Manager, and VP for review and signature.	None	5 working days	<i>HRMO/ Chief of Division (COD)/ Manager, HRBSD VP-HRAG</i>
	1.3 Receives, reviews, scans the document upon receipt, and emails soft copies to Budget and Expenses Management	None	1 hour and 20 minutes	<i>HRMO, HRSD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	Department (BEMD) for final review and budgeting, and transmits the hard copies to the said department and updates leave card of the client-employee.			
	1.4 Informs the client-employee of the next steps and estimated schedule release of check.	None	10 minutes	HRMO, HRSD
TOTAL		5 working days, 1 hour, and 50 minutes		
END OF TRANSACTION				

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Special Availment of Monetization				
1. Submits memo request for monetization of unused leave credits, accomplished Leave Application Form and supporting documents.	1.1 Receives and checks the completeness of the memo request, accomplished Leave Application Form duly signed by the immediate supervisor and approved by the Group Head with the supporting documents. If incomplete, informs client-employee of	None	20 minutes	HRMO, HRSD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	lacking documents.			
	1.2 Conducts complete staff work (Budget Utilization Report, Request for Payment, Summary of Computation of Monetization, etc.) and endorses to COD, Manager, and VP for review and signature.	None	6 working days	HRMO/COD/ Manager, HRSBD VP-HRAG
	1.3 Receives, reviews, scans and emails soft copies to Budget and Expense Management Department for final review and budgeting, and transmits the hard copies to the said department and updates leave card of the client-employee.	None	1 hour and 30 minutes	HRMO, HRSBD
	1.4 Informs the client-employee of the next steps and estimated schedule release of check.	None	10 minutes	HRMO, HRSBD
TOTAL			6 working days and 2 hours	
END OF TRANSACTION				

9. Processing of Request for Supplies/Items through Requisition Issuance Slip (RIS)

The Procurement Department releases the requested item/s and requested through the Requisition Issuance Slip (RIS).

Office/Division	Procurement Department
Classification	Complex
Type of Transaction	G2G
Who may avail	All concerned Department/Branch/Unit/Group/Hub

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Approved RIS from the concerned Department/ Branch/Unit/Group/Hub	Department/ Branch/Unit/Group/Hub

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the approved RIS	1.1 Receives approved RIS: If with stock, prepares the items/supplies and releases the items/supplies to the end-user. If no stock, informs the end-user.	None	3 working days	<i>Supply Officer, Procurement Department</i>
	1.2 Checks the item's useful life and requires the issuance of Inventory Custodian Slip (ICS). If item's useful life is more than one (1) year, prepares the ICS and releases the item(s) to the end-user.	None	30 minutes	<i>Supply Officer, Procurement Department</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	If item's useful life is less than one (1) year, releases the items to the end-user.			
2. Receives requested supplies/items.	2.1 Encodes and updates the Stock Card Inventory Monitoring on the issuances/releases. <i>**The automation is still in progress</i>	None	2 working days	<i>Supply Officer, Procurement Department</i>
TOTAL			5 working days and 30 minutes	
END OF TRANSACTION				

10. Processing Request for Temporary/Permanent Withdrawal of Title

Office/Division	Documentation, Records Custodianship and Fund Generation Department (DRCFGD)
Classification	Simple
Type of Transaction	G2G
Who may avail	Concerned Departments and Branches

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
For Temporary Release:	
1. For Pre-Takeout: Temporary Withdrawal of Title Recommendation Form (TWTRF) For TUAMG: Title Withdrawal Recommendation Form (TWRF)	Departments and Branches
2. CA Letter-Request	CA
For Permanent Release	
1. Mortgage Withdrawal Recommendation Form (MWRF)	Departments and Branches
2. Final Statement of Account (SOA) with ledger from the Finance and Comptrollership Group (FCG)	
3. Masterlist of Beneficiaries and Loan Apportionment (MBLA) (original Masterlist and Adjusted Loan Value [AVL]) from the Accounts Management Department (AMD)	
4. Penalty Condonation and Substitution for approval, if applicable, from AMD; and	
5. Mortgage Redemption Insurance (MRI) claim with attachment, if applicable, from AMD	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures number from the guard on duty and wait for the number to be called.	1.1 Issues number to client.	None	10 minutes	<i>Guard on duty</i>
	1.2 Receives TWTRF/TWRF/MWRF (TCT release request) emanating from concerned department/Groups	None		<i>Admin. Assistant, DRCFGD</i>
	1.3 Conducts complete staff work	None	1 working day and 4 hours	<i>Document Analyst/Chief of Division (COD)/ Manager,</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
				<i>DRCFGD</i>
	1.4 Transmits MWRF with attached TCT For temporary: To requesting department/branch For permanent: Issues MWRF and TCT to LAD	None	10 minutes	<i>VP-TG</i> <i>Admin. Assistant/ Document Analyst, DRCFGD</i>
TOTAL		1 working days, 4 hours, and 20 minutes		
END OF TRANSACTION				

11. Processing of Requests for Training

The Human Resources Development Department (HRDD) implements the approved Training and Development Plan (TDP) based on the results of the Competency Assessment/Training Needs Analysis; facilitates requested external trainings which are not included in the TDP but are aligned with the training requirements of the requesting unit.

Office/Division	Human Resources Development Department (HRDD)
Classification	Simple to Complex
Type of Transaction	G2G
Who may avail	All concerned employees

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Training Nomination Form (TNF)	HRDD
2. Memorandum (Training Request) addressed to the Vice President of Human Resources and Administrative Group (HRAG)	HRDD
3. Training Provider's Proposal/Invitation	HRDD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the accomplished TNF with attachments	1.1. Receives the request for attendance to certain training/ programs. <i>(Note: Request must be received at least 4 weeks before the training with accomplished TNF and Training Invitation and/or Training Proposal.)</i>	None	5 minutes	<i>Human Resource Management Officer (HRMO), HRDD</i>
	1.2. Reviews and assesses the submitted training documents and prepares memo recommendation for elevation to HR Head.	None	20 minutes	<i>HRMO/ Manager, HRDD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	<p>1.3. Endorses the memo recommendation and training request to the Office of the President for approval.</p> <p>If approved, the Office of the President issues Special Order</p> <p>If disapproved, HRDD informs the requisitioning unit</p>	None	5 minutes	<i>HRMO/ Manager, HRDD</i>
2. Receives requested supplies/items.	2.1 Informs the employee/s on the approval of the requested training and assists with other needed logistical requirements.	None	20 minutes	<i>HRMO, HRDD</i>
	2.2 Prepares vouchers to facilitate payment for the training providers (<i>with complete documentary requirements</i>).	None	10 minutes	<i>HRMO, HRDD</i>
TOTAL			1 hour	
END OF TRANSACTION				

12. Recruitment (Agency-Hired Personnel)

The Human Resources Development Department (HRDD) administers a responsive and pro-active selection and placement of personnel in accordance with the approved policies on Recruitment and Promotion, and the Competency-Based System.

Office/Division	Human Resources Development Department (HRDD)
Classification	Highly-Technical
Type of Transaction	G2G
Who may avail	All Requisitioning Groups/Branches/Units

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Personnel Requisition Form (PRF)	HRDD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Requisitioning Unit submits a draft PRF.	1.1. Receives and calibrates with Requisitioning Unit, and coordinates approval of PRF.	None	7 working days	<i>Human Resource Management Officer (HRMO), HRDD</i>
	1.2. Conducts complete staff work.	None		<i>HRMO, HRDD</i>
	1.3. Provides shortlists of applicants who passed the pre-employment examination for interview by the Requisitioning Unit.	None		<i>HRMO, HRDD</i>
2. Requisitioning Unit conducts interview and endorses selected applicant to HR.	2.1 Approves applicant for hiring. If approved, informs the selected applicant to submit documentary requirements, if	None	7 working days	<i>HRMO, HRDD Requisitioning Unit</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	<p>applicable, and endorses the approved candidate to partner-agency for bank enrollment.</p> <p>If disapproved, informs the Requisitioning Unit and proceeds to Step 1.</p>			
3. Requisitioning Unit accepts the selected applicant	3.1 Conducts employee orientation	None	1 working day	HRMO, HRDD
TOTAL			15 working days	
END OF TRANSACTION				

13. Recruitment (*Plantilla Positions*)

The Human Resources Development Department (HRDD) administers a responsive and pro-active selection and placement of personnel in accordance with the approved policies on Recruitment and Promotion, and the Competency-Based System and Performance Management System.

Office/Division	Human Resources Development Department (HRDD)
Classification	Highly-Technical
Type of Transaction	G2G
Who may avail	All Requisitioning Groups/Branches/Units

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Personnel Requisition Form (PRF)	HRDD

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Requisitioning Unit submits a draft PRF.	1.1. Receives and calibrates with Requisitioning Unit, and coordinates approval of PRF.	None	7 working days	<i>Human Resource Management Officer (HRMO), HRDD</i>
	1.2. Coordinates approval of Notice of vacancy	None	1 working day	<i>HRMO, HRDD</i>
	1.3. Publishes Notice of Vacancy	None	5 working days	<i>HRMO, HRDD</i>
	1.4. Shortlists qualified internal and external applicants for Panel Interview with the Recruitment and Promotion Committee.		20 working days from deadline of Notice of Vacancy	<i>HRMO, HRDD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Requisitioning Unit participates in the Panel Interview.	<p>2.1 Conducts Panel Interview and endorses recommendation of the selected applicant to the Office of the Executive Vice President and Office of the President for approval/disapproval.</p> <p>If approved, informs the selected applicant to submit documentary requirements, if applicable, and endorses the approved candidate to the Requisitioning Unit for onboarding.</p> <p>If disapproved, informs the Requisitioning Unit.</p>	None	3 working days upon completion and computation of Recruitment and Promotion Committee ratings	<i>HRMO/ Chief of Division, HRDD</i>
3. Successful candidate reports for work (upon submission of complete requirement); Requisitioning Unit accepts new employee.	3.1 Conducts employee orientation	None	1 working day	<i>HRMO, HRDD</i>
TOTAL			37 working days	
END OF TRANSACTION				

14. Request for Certificate of Funds Availability

All requests for the release of loan proceeds must be covered by Certificate of Funds Availability issued by the Finance and Comptrollership Group (FCG) and Treasury Group.

Office/Division	Finance and Comptrollership Group (FCG) Treasury Group Office of the President
Classification	Simple
Type of Transaction	G2G
Who may avail	All concerned Operations Group

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Memorandum Request	Requisitioning Group/ Department/ Unit

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits request and required documentary requirements.	1.1. Receives request and documentary requirements.	None	5 minutes	<i>Technical Staff, FCG</i>
	1.2. Conducts complete staff work	None	2 working days	<i>Technical Staff, FCG</i>
	1.3. Prepares and endorses Certificate of Funds Availability	None	5 hours	<i>Technical Staff/ Supervising Financial Specialist/ Officer-in-Charge (OIC), BEMD</i>
	1.4. Transmits to Cash Management Department for cash allocation.	None		<i>OIC, FGC</i> <i>Technical Staff, FCG</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.5. Transmits to Office of the President for monitoring and release	None		<i>Officer, FCG</i> <i>Officer, Treasury Group</i>
2. Receives Certificate of Funds Availability	2.1 Receives, release Certificate of Funds Availability, records transaction and provides received copy to Treasury Group.	None	35 minutes	<i>Office of the President</i>
	2.2 Provides received copy of the Certificate of Funds Availability to Budget and Expense Management Department.	None	5 minutes	<i>Technical Staff, Treasury Group</i>
TOTAL			2 working days, 5 hours, and 45 minutes	
END OF TRANSACTION				

15. Request for Original/Certified True Copies of Project Documents/Records

The Documentation, Records Custodianship, and Fund Generation Department (DRCFGD) releases copy to the requesting groups/departments/units after submission of accomplished forms.

Office/Division	Documentation, Records Custodianship, and Fund Generation Department (DRCFGD)
Classification	Simple
Type of Transaction	G2G
Who may avail	All concerned Groups/Departments/Units/Branches

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Duly accomplished and signed DRCFGD Request Form	Groups/Departments/Units/Branches

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits memo request/ accomplished DRCFGD Request Form	1.1. Receives requests from groups/ departments/ units.	None	10 minutes	<i>Technical Staff, DRCFGD</i>
	1.2. Conducts complete staff work.	None	2 working days	<i>Technical Staff, DRCFGD</i>
	1.3. Prepares memo for signature and transmits requested records to the requesting departments/ units.			<i>Technical Staff/Chief of Division/ Manager, DRCFGD</i>
	1.4. Issues requested documents to requisitioning party.	None	10 minutes	<i>Technical Staff, DRCFGD</i>
2. Receives requested documents.	2.1 Closes the request ticket and updates the logbook.	None	30 minutes	<i>Technical Staff, DRCFGD</i>
TOTAL			2 working days and 50 minutes	
END OF TRANSACTION				

16. Request for Vehicle

The Facilities and Administrative Support Department (FASD) provides service vehicle for official business travel per request of concerned departments/unit.

Office/Division	Facilities and Administrative Support Department (FASD)
Classification	Simple
Type of Transaction	G2G
Who may avail	All concerned Departments/Branches/Units/Group/Hub

CHECKLIST OF DOCUMENTS	WHERE TO SECURE
1. Accomplished Vehicle Request Form	Requisitioning
2. Approved Travel Order (if outside Metro Manila)	Departments/Units

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits approved Vehicle Request Form and approved Travel Order (if outside Metro Manila).	1.1. Receives vehicle request form from requesting group/ department/unit duly approved by Department Manager or Chief of Division.	None	5 minutes	<i>Technical Staff, FASD</i>
	1.2. Conducts complete staff work.	None	1 working days	<i>Technical Staff, FASD</i>
	1.3. Advises the requesting group/department/ unit the assigned driver/vehicle on the requested schedule of travel. If there is no available driver/vehicle, the requesting group/	None	10 minutes	<i>Technical Staff, FASD</i>

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	department/unit shall be advised on the next available dates.			
TOTAL		1 working day and 15 minutes		
END OF TRANSACTION				

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback:

- **Information and Public Assistance Desk (IPAD)**

Walk-in clients may drop by the IPAD counter located at 3rd Floor BDO Plaza Building, 8737 Paseo de Roxas, Makati City 1226 for feedback, suggestions, and comments regarding SHFC’s programs and services.

Clients may also contact SHFC’s IPAD at telephone number (02) 5322-7300 loc. 888 or mobile number 0917-802-2740.

- **Client Satisfaction Measurement (CSM) Forms.**

All clients visiting SHFC offices with completed transaction are given CSM survey forms to accomplish and therefore rate the services they availed. CSM is an after-service availment survey, which aims to evaluate the overall satisfaction of clients on the government service/s they availed.

SHFC’s CSM forms are available at IPAD and other frontline/ service counters at SHFC’s Head Office, regional branches, and satellite offices. Drop boxes for duly-accomplished survey forms are placed in all areas where frontline/service counters are situated.

- **Letters or Snail Mails.**

Letters may be sent to Information and Public Assistance Desk (IPAD) at 3rd Floor BDO Plaza Building, 8737 Paseo de Roxas, Makati City 1226. Clients may also send them directly to concerned regional branches or satellite offices, contact details of which are specified in pages 108 to 109 of this Handbook.

- **Emails.**

Emails may be sent to contact@shfcph.com. A confirmation message shall be directed to the concerned party that the email has been received, being processed, or properly endorsed to appropriate SHFC offices, departments or regional branches.

- **Social Media Account.**

Feedback may also be sent to SHFC via its official Facebook Messenger (www.facebook.com/shfcph) account.

FEEDBACK AND COMPLAINTS MECHANISM	
How feedbacks are processed:	<ol style="list-style-type: none"> 1. All accomplished CSM forms are collected from all drop boxes at the end of each month, or when the boxes are filled up, whichever comes first. 2. Retrieved CSM forms are then sorted by Strategic Communications Department (SCD) for tabulation, interpretation, and analysis, including the generated: <ul style="list-style-type: none"> • Commendations; • Comments; • Suggestions; and/or • Complaints. 3. Commendations, comments, and suggestions are consolidated, summarized, and included in quarterly reports for reference of SHFC's Office of the President and concerned groups. The SCD presents the result of the CSM every six (6) months during Flag Ceremony. 4. Complaints raised are then consolidated and forwarded to the respective departments, and/or offices for immediate action. The complaints are also documented/processed in accordance with SHFC's Complaints Procedure.
How to file a complaint:	
How complaints are processed:	Please see the Information and Public Assistance Desk's (IPAD) <i>Complaints Handling Procedure</i> , pages 51 to 53 of this Handbook.
Contact Information:	<p>Anti-Red Tape Authority (ARTA) Telephone No.: (02) 8478-5099 Email Address: complaints@arta.gov.ph</p> <p>Presidential Action Center Telephone No.: (02) 8736-8645; (02) 8736-8603 Email Address: pace@op.gov.ph</p> <p>Contact Center ng Bayan SMS No.: (0908) 881 6565 Telephone No.: 1-6565 (PLDT, Smart and DigiTel Landlines) Email Address: email@contactcenterngbayan.gov.ph</p>

LIST OF OFFICES AND BRANCHES

OFFICE	ADDRESS	CONTACT DETAILS
Head Office		
Information and Public Assistance Desk	3/F, BDO Plaza Building, 8737 Paseo de Roxas, Makati City 1226	contact@shfcph.com (02) 5322-7300 to 399 0917-523-4964/ 0917-802-2740
Luzon		
SHFC Albay	2/F 572 Casa Erin Building 2, Rizal St., Brgy. 18, Cabangan West, Legazpi City, Albay	0917-850-9169
SHFC Bulacan	2/F, Old Municipal Bldg., Municipality of Marilao Bulacan, 174 Sandico St. Poblacion II, Marilao, Bulacan	0917-656-9177
SHFC Cavite	2/F, Bacoor City Hall, Molino Boulevard, Bacoor City, Cavite	0917-814-4561
SHFC Daet	Central Plaza Building 2, San Vicente Road, Brgy. Lag-on, Daet, Camarines Norte	0917-850-8416
SHFC Isabela	2/F Letjoelou Heritage Building, Canciller Ave., Cauayan City, Isabela	0917-306-0731/ 0906-741-2064
SHFC Laguna	3/F, Biñan City Hall, San Pablo St., Brgy., Zapote, Biñan, Laguna	(049) 536-9795 0917-5357432
SHFC Lucena	2/F, Old City Hall Building, ML Tagarao St., Lucena City, Quezon Province	0917-537-7432
SHFC Palawan	Lot 14, Rafols Road, Brgy. Sta. Monica, Puerto Princesa City, Palawan	0960-426-9356/ 0917-594-0413
SHFC Pampanga	Unit 104-106, Peninsula Plaza McArthur Hi-way, Barangay Dolores San Fernando, Pampanga	045-301-5362
SHFC Quezon City	G/F, DHSUD Building, Kalayaan Ave., cor. Mayaman St., Diliman, Quezon City	0915-636-1638
SHFC Naga	JMR Coliseum, Barangay Triangulo, Naga City, Camarines Sur	0966-984-9797
SHFC Tuguegarao	4/F Tuguegarao City Hall, Carig Sur, Tuguegarao City, Cagayan	0975-233-7093
Visayas		
SHFC Bacolod	3/F S.V. More Corporate Center, G.V. St., Brgy. 19, Bacolod City, Negros Occidental Bacolod City, Negros Occidental	0917-847-9398
SHFC Cebu	Room 303, 3/F, Machay Bldg., Gorordo Ave., Cebu City, Cebu	0917-584-1740 0917-827-3251

OFFICE	ADDRESS	CONTACT DETAILS
SHFC Iloilo	2/F SV More Pharma Corp. Donato M. Pison Ave., Brgy. San Rafael, Mandurriao, Iloilo City	0917-584-1738
SHFC Roxas	NSJ Commercial Bldg., Magallanes St., cor. Asis St., Brgy. II, Roxas City, Capiz	0917-584-1747
SHFC Samar	2/F City Div. Bldg., Del Rosario St., Catbalogan City, Samar	0917-594-1339
SHFC Tacloban	WeeChee Bldg., Brgy. 110, Utap, Zone 4B, Maharlika Highway, Tacloban City, Leyte	0917-806-4052
Mindanao		
SHFC 4PH-Davao	G/F, Door 1, Anda Corporate Center Bldg., Iñigo St., Davao City	0917-850-9076/ 082-287-4146
SHFC Cagayan de Oro	G/F, Jofelmor Building, Mortola Street, Cagayan de Oro City	0917-584-1742/ 088-857-3794
SHFC CARAGA	Basement Area, Butuan Cityhall Complex, Jose Rosales Avenue, Butuan City, Agusan del Norte	0917-851-0431
SHFC Davao City		
SHFC Davao del Sur Occidental Bukid	Door #10, Ebro Pelayo Bldg., Juan Luna St. Davao City, Davao Del Sur	0917-8575460
SHFC Davao del Norte De oro		
SHFC Davao Oriental		
SHFC Dapitan	28 Arc Properties, Lacay St., cor. Zamora St., Barra, Dipolog City	0917-311-9133
SHFC General Santos City	3/F, Insular Life Bldg., Pioneer Ave. General Santos City, South Cotabato	0917-584-1748
SHFC Iligan	Hing Ramiro Bldg. Isabel Ramiro St. Tambo, Hinaplanon, Iligan City, Lanao del Norte	(063) 3025570 / 0917-162-1205
SHFC Pagadian	2/F, VHW Bldg., Veterans Ave. Zamboanga City, Zamboanga Del Sur	0917-584-1743
SHFC Zamboanga		

LIST OF LANBANK OF THE PHILIPPINES-COLLECTING BRANCHES

Provincial Branches	
1 Angeles	46 Concepcion Tarlac
2 Antipolo	47 Cotabato
3 Antipolo Circumferential Road	48 Cotabato City Hall
4 Aparri	49 Daet
5 Atimonan	50 Dagupan
6 Bacolod	51 Dapitan
7 Bacolod Cybercentre	52 Daraga
8 Baguio	53 Dasmariñas
9 Baguio - Naguilian	54 Dau
10 Bais	55 Davao Recto
11 Bajada	56 Digos
12 Balagtas	57 Dinalupihan
13 Balamban	58 Dipolog
14 Balanga	59 Dumaguete
15 Balayan	60 Estancia
16 Baler	61 Gaisano Iloilo
17 Baliuag	62 Gapan
18 Banilad	63 General Santos City
19 Bansalan	64 General Santos Highway
20 Bataan Capitol	65 Gingoog
21 Bauan	66 GMA (Silang Branch)
22 Bayawan	67 Gumaca
23 Biñan	68 Iba
24 Binangonan	69 Iligan
25 Bislig	70 Iloilo
26 Boac	71 Imelda
27 Brooke's Point	72 Imus
28 Butuan	73 Infanta
29 Cabanatuan	74 Iriga
30 Cabuyao	75 Irosin
31 Cadiz	76 Jaro
32 Cagayan De Oro Limketkai	77 Kalibo
33 Cainta	78 KCC Mall De Zamboanga
34 Calamba	79 Kidapawan
35 Calapan	80 Lapu-Lapu
36 Calasiao	81 Legaspi
37 Calbayog	82 Lingayen
38 Candelaria	83 Lipa
39 Catarman	84 Lopez Quezon
40 Catbalogan	85 Lucena
41 Cauayan	86 Mamburao
42 Cavite	87 Mandaue
43 Cebu	88 Mandaue City Hall
44 Cebu-Mango Avenue	89 Maramag
45 Clark	90 Mariveles

Provincial Branches

91 Masbate	136 Tabaco
92 Masinloc	137 Tacloban
93 Mati	138 Tacloban Real
94 Matina	139 Tagaytay
95 Meycauayan	140 Tagum
96 Mulanay	141 Tanauan
97 Naga	142 Tanay
98 Nasugbu	143 Tandag
99 Olongapo	144 Tarlac
100 Ormoc	145 Tayabas
101 Ozamiz	146 Taytay
102 Panabo	147 Trece Martirez
103 Paniqui	148 Tubod
104 Parang (Maguindanao)	149 Tuguegarao
105 Pili	150 Tuguegarao Capitol
106 Pinamalayan	151 U.P. Los Baños
107 Plaza Independencia	152 Urdaneta
108 Polomolok	153 Velez
109 Puerto Princesa	154 Victorias
110 Rosary Heights	155 West San Fernando (P)
111 Roxas (Capiz)	156 Zamboanga Main
112 Roxas (Mindoro)	152 Urdaneta
113 Sablayan	153 Velez
114 Sagay	154 Victorias
115 San Fernando (Pampanga)	155 West San Fernando (P)
116 San Fernando La Union	156 Zamboanga Main
117 San Fernando-Mcarthur Highway	
118 San Ildefonso	
119 San Isidro NE	
120 San Jose Del Monte	
121 San Jose Mindoro	
122 San Jose NE	
123 San Mateo (Isabela)	
124 San Pablo (Laguna)	
125 San Pedro (Laguna)	
126 Santiago	
127 Solano	
128 Sorsogon	
129 South San Fernando LU	
130 Sta. Cruz (Laguna)	
131 Sta. Cruz Capitol	
132 Sta. Maria	
133 Sta. Rosa (Laguna)	
134 Sto.Tomas (Davao Del Norte)	
135 Subic	

Metro Manila Branches

1 Alabang	47 Malabon
2 Almanza	48 Malacañang
3 Anonas	49 Malacañan Palace
4 Baclaran	50 Malanday
5 Batasan	51 Mandaluyong City Hall
6 Bicutan	52 Marcos Highway
7 Binondo	53 Marikina
8 Bohol Avenue	54 Mindanao Avenue
9 Boc Micp	55 Muntinlupa
10 Boni Avenue	56 NAIA Boc
11 Bonifacio Global City	57 NAIA Terminal Iii E.O.
12 Buendia	58 Napocor
13 Caloocan Grace Park	59 Navotas
14 Camp Aguinaldo	60 North Avenue
15 Camp Crame	61 North Bay Boulevard
16 Cash Plaza	62 Novaliches
17 Century Park Hotel	63 Novaliches - Sarmiento
18 COA	64 Ombudsman
19 Commonwealth	65 Ortigas Center - Pearl
20 Concepcion-Marikina (556)	66 OWWA
21 Cubao	67 Pasay Libertad
22 Decs	68 Paseo De Roxas
23 Diliman	69 Pasig C. Raymundo
24 DOLE	70 Pasig Capitol
25 DOTC	71 Pasig City Hall
26 East Avenue	72 Pasig - Sixto Antonio
27 EDSA Congressional	73 Paso De Blas
28 EDSA Nia Road	74 Pasong Tamo
29 Elliptical Road	75 Pateros
30 España	76 PCSO
31 Fort Bonifacio	77 Quezon Avenue (Banaue)
32 FTI	78 Quezon City Circle
33 G. Araneta	79 Quezon City Hall
34 Greenhills	80 Quirino Highway
35 GSIS	81 Roosevelt
36 Guadalupe	82 Senate
37 Intramuros	83 Shaw Boulevard
38 J.P. Rizal	84 South Harbor
39 Kalookan	85 Sucat
40 Lagro	86 Sucat - A.Santos Avenue
41 Las Piñas	87 Supreme Court
42 LTO E.O.	88 Taft Avenue
43 Makati Atrium	89 Taguig City Hall
44 Makati Business Center	90 Tayuman
45 Makati City Hall	91 Tinajeros
46 Makati – Tordesillas	92 Tomas Morato



93 U.N. Avenue
94 Valenzuela
95 Visayas Avenue
96 West Avenue
97 YMCA