










CITIZEN'S CHARTER NO. R6-AF-03.PROCESSING OF RETIREMENT BENEFIT

This Service is made upon request of DENR personnel who retired from the government service.

Office or Division:	Personnel Section, Administrative Division, DENR Regional Office VI, Iloilo City	
Classification:	Highly Technical	
Type of Transaction	G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Internal: Retirees of DENR Region VI External: External Clientele who are authorized party or representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Checklist of Requirements (Per DBM CL No. 99-4 dated February 9, 1999)	Personnel Section	
2. List of Actual Retirees to Support Special Budget Request	Accounting Section	
3. Application for Terminal Leave	Retiree	
4. Certificate of Leave Balance	Personnel Section/PENRO/CENRO HRM Unit	
5. Service Record	Personnel Section/PENRO/CENRO HRM Unit	
6. Latest Appointment	Retiree	
7. Latest Notice of Salary Adjustment (NOSA)	Retiree	
8. Latest Notice of Step Increment (NOSI)	Personnel Section/PENRO/CENRO HRM Unit	
9. Regional Clearance	Personnel Section/PENRO/CENRO HRM Unit	
10. PENRO Clearance (if from the field office)	PENRO HRM Unit	
11. CENRO Clearance (if from the field office)	CENRO HRM Unit	
12. GSIS Clearance	GSIS	
13. Ombudsman Clearance	Ombudsman Visayas	
14. Authorization to Deduct all Financial Obligations with the Agency	Retiree	
15. Affidavit of Claimant that He/She has no Pending Administrative Case	Retiree	
16. Declaration of Pendency/Non-Pendency of Case	Retiree	
17. Breakdown of Retirees Deductions	RO/PENRO Accounting Section	
18. Latest Statement of Assets, Liabilities and Net Worth (SALN)	Retiree	
19. Approved Financial Plan	Budget Section	

20. Certified Machine Copy of Leave Cards	Personnel Section/PENRO/CENRO HRM Unit			
21. Certification of Lacking Leave Cards (if any)	Personnel Section/PENRO/CENRO HRM Unit			
22. Certification of Non-availability of Funds	Budget Section			
23. Certification of No PS Savings	Budget Section			
24. Justification of Non-payment of Prior Years	Budget Section			
ADDITIONAL DOCUMENTS FOR SUBMISSION IN CASE OF DEATH CLAIM				
25. Certification Identifying the Legal Heirs	Legal Division			
26. Death Certificate Duly Authenticated by PSA	Legal Heir/Authorized Representative			
27. Marriage Contract Authenticated by PSA	Legal Heir/Authorized Representative			
28. Birth Certificate of All Surviving Legal Heirs Authenticated by PSA	Legal Heir/Authorized Representative			
29. Waiver of Rights of Children who are 18 years old and above	Legal Heir/Authorized Representative			
Additional if from the Government Sector				
Additional if Applicant is a Representative				
30. _____ (1 original, notarized)	Legal Heir/s			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit Intent to Retire (for Optional Retiree only)	1. Prepares memorandum for approval of the Regional Executive Director	None	15 min.	 <i>Luzel . Torre</i> AO IV/HRMO
	2. Forwards memorandum for the signature of Regional Executive Director	None	3 days	 <i>Luzel . Torre</i> AO IV/HRMO

2. Accomplish Application for Terminal Leave	3. Assists retirees applying for terminal leave	None	15 min.	 <i>Luzel . Torre</i> AO IV/HRMO
3. Request for Regional Clearance	4. Encodes data and prints regional clearance form	None	15 min.	 <i>Luzel . Torre</i> AO IV/HRMO
	5. Requests retiree to sign regional clearance	None	10 working days (depends on the availability of the retiree)	 <i>Luzel . Torre</i> AO IV/HRMO
	6. Circularizes clearance for signature of concerned officials and Inform retiree if there is a problem in his/her clearance (e.g. Standing loan with DEMCO and PARs for settlement with the GSS)	None	30 working days (return of clearance depends on the availability of the signatories; and actions of concerned offices depend on the response of the retiree on his/her compliance on the lacking requirements needed by the lending institutions, GSS and/or Accounting Section)	<i>Concerned officials</i> <i>Retiree</i>

	7. Receives and checks the documents as to their completeness	None	10 min.	 <i>Nina Quely Nadua Records Officer I General Records Unit</i>
	8. Submits checklist of requirements for the signature of the Regional Executive Director	None	15 min.	 <i>Nina Quely Nadua Records Officer I General Records Unit</i>
	9. Prepares transmittal to the Central Office for endorsement of the Regional Executive Director	None	10 min.	 <i>Nina Quely Nadua Records Officer I General Records Unit</i>
	10. Mails the documents to the Central Office through the Records Unit	None	5 min.	 <i>Nina Quely Nadua Records Officer I General Records Unit</i>
TOTAL:		None	1 month 21 days, 1 hour & 25 min	