

OPERATIONS SECTOR

INTERNAL SERVICES

Volume 17

**OFFICE OF THE EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER
OFFICE OF THE AREA VICE-PRESIDENT FOR AREA I
OFFICE OF THE AREA VICE-PRESIDENT FOR AREA II
OFFICE OF THE AREA VICE-PRESIDENT FOR AREA III
OFFICE OF THE AREA VICE-PRESIDENT FOR AREA IV
ARBITRATION OFFICE**

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OFFICE OF THE EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER

1. HANDLING OF ENDORSED DOCUMENTS

This covers the handling of documents received from internal and external clients.

Office/Division	Office of the Executive Vice President and Chief Operating Officer			
Classification	Complex			
Type of Transaction	G2C-Governmeny to Citizen, G2B- Government to Business, G2G - Government to Government			
Who may avail:	PhilHealth Employees, Other Government Agencies and Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit the document/s to the Office of the EVP and COO through personal delivery or mail/courier/ email.	1.1 Receive and review the document/s for completeness and accuracy	None	10 minutes	Clerk III
	1.2 Stamp received the duplicate/receiving copy and return to the client	None	5 minutes	Clerk III
	1.3 Proceed to the assignment of document tracking number and encode details in the Receiving Monitoring Sheet	None	15 minutes	Clerk III
	1.4 Prepare a routing slip addressed to the Technical Staff, requesting their review and endorsement of the documents	None	10 minutes	Clerk III
	1.5.Receive the document/s from the Clerk III	None	15 minutes	Technical Staff
	1.5.1 If there are any discrepancies, prepare transmittal slip to the concerned department/unit for further action	None	1 day	Technical Staff

	1.5.2 If there are no discrepancies, endorse the documents to the Executive Assistant with a brief report for their review	None		Technical Staff
	1.6 Receive the endorsed document/s from the Technical Staff	None	10 minutes	Executive Assistant
	1.7 Review the document for compliance with existing policies and procedures. If any changes are needed, inform the Clerk III and Technical Staff.	None	1 - 2 days	Executive Assistant
	1.8 Submit the document/s to the EVP and COO for approval and/or instruction	None	1 day	Executive Assistant
	1.9 Forward the documents to the Executive Assistant, once approved or with instruction	None	1 day	Executive Vice President and COO
	1.10 Review the return documents and forward them to the Clerk III for routing the concerned department/unit.	None	1 day	Executive Assistant
	1.11 Scan the document/s for record keeping	None	30 minutes	Clerk III
	1.12 Route the physical document/s to the concerned recipient.	None	1 hour	Clerk III
2. Received the approved or with instruction document	2. Record the document in the Outgoing Monitoring Sheet.	None	30 minutes	Clerk III
	TOTAL	None	6 days, 3 hours and 5 minutes	

OFFICE OF THE AREA VICE-PRESIDENT FOR AREA I

1. PROCESSING OF LETTER OF REQUESTS/QUERIES/ISSUES/CONCERNS SENT BY CLIENTS

The Office of the Area Vice-President shall facilitate the processing of letter of requests, queries, issues and concerns of clients.

Office/Division:	Office of the Area Vice Presidents (Areas I)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices in the Corporation			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter of Request/Memoranda/Instructions/Routing Slips (1 Original/Scanned Copy)		Concerned Office/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Memo/Instructions/Routing Slip to Area Office concerned	1.1 Receive memo/instructions/routing slip from offices concerned communicating their concerns thru private mail/email/personal delivery	None	1 Day	Clerk III, Office of the Area Vice Presidents
	1.2 Print and write control number at the bottom of the documents and logs it	None		
	1.3 Review communication and proposes course of action or completed staff work before forwarding the document to the AVP	None		Executive Assistant III, Office of the Area Vice Presidents
2. Receive reply memo from Area Office/PRO	2.1 If concern can be resolved within AVP's authority, Area Office staff prepares reply within 2 days	None	2 Days	Chief Social Insurance Officer/Executive

	2.2 For issues needing the intervention of the PROs, the Area Office transmits the scanned documents via email to the PRO concerned and the PRO shall then prepare reply within 2 days upon receipt.	None		Assistant/Senior Social Insurance Officer
3. Mark as "closed" in incoming/outgoing logbook/e-logbook	3.1 Mark as "closed" in incoming logbook/e-logbook	None		Clerk III, Office of the Area Vice Presidents
Total:		None	3 days	

OFFICE OF THE AREA VICE-PRESIDENT FOR AREA II

1. PROCESSING OF LETTER OF REQUESTS/QUERIES/ISSUES/CONCERNS SENT BY CLIENTS

The Office of the Area Vice-President shall facilitate the processing of letter of requests, queries, issues and concerns of clients.

Office/Division:	Office of the Area Vice Presidents (Area II)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices in the Corporation			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter of Request/Memoranda/Instructions/Routing Slips (1 Original/Scanned Copy)		Concerned Office/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Memo/Instructions/Routing Slip to Area Office concerned	1.1 Receive memo/instructions/routing slip from offices concerned communicating their concerns thru private mail/email/personal delivery	None	1 Day	Clerk III, Office of the Area Vice Presidents
	1.2 Print and write control number at the bottom of the documents and logs it	None		
	1.3 Review communication and proposes course of action or completed staff work before forwarding the document to the AVP	None		Executive Assistant III, Office of the Area Vice Presidents
2. Receive reply memo from Area Office/PRO	2.1 If concern can be resolved within AVP's authority, Area Office staff prepares reply within 2 days	None	2 Days	Chief Social Insurance Officer/Executive

	2.2 For issues needing the intervention of the PROs, the Area Office transmits the scanned documents via email to the PRO concerned and the PRO shall then prepare reply within 2 days upon receipt.	None		Assistant/Senior Social Insurance Officer
3. Mark as "closed" in incoming/outgoing logbook/e-logbook	3.1 Mark as "closed" in incoming logbook/e-logbook	None		Clerk III, Office of the Area Vice Presidents
Total:		None	3 days	

OFFICE OF THE AREA VICE-PRESIDENT FOR AREA III

1. PROCESSING OF LETTER OF REQUESTS/QUERIES/ISSUES/CONCERNS SENT BY CLIENTS

The Office of the Area Vice-President shall facilitate the processing of letter of requests, queries, issues and concerns of clients.

Office/Division:	Office of the Area Vice Presidents (Area III)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices in the Corporation			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter of Request/Memoranda/Instructions/Routing Slips (1 Original/Scanned Copy)		Concerned Office/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Memo/Instructions/Routing Slip to Area Office concerned	1.1 Receive memo/instructions/routing slip from offices concerned communicating their concerns thru private mail/email/personal delivery	None	1 Day	Clerk III, Office of the Area Vice Presidents
	1.2 Print and write control number at the bottom of the documents and logs it	None		
	1.3 Review communication and proposes course of action or completed staff work before forwarding the document to the AVP	None		Executive Assistant III, Office of the Area Vice Presidents
2. Receive reply memo from Area Office/PRO	2.1 If concern can be resolved within AVP's authority, Area Office staff prepares reply within 2 days	None	2 Days	Chief Social Insurance Officer/Executive

	2.2 For issues needing the intervention of the PROs, the Area Office transmits the scanned documents via email to the PRO concerned and the PRO shall then prepare reply within 2 days upon receipt.	None		Assistant/Senior Social Insurance Officer
3. Mark as "closed" in incoming/outgoing logbook/e-logbook	3.1 Mark as "closed" in incoming logbook/e-logbook	None		Clerk III, Office of the Area Vice Presidents
Total:		None	3 days	

OFFICE OF THE AREA VICE-PRESIDENT FOR AREA IV

1. PROCESSING OF LETTER OF REQUESTS/QUERIES/ISSUES/CONCERNS SENT BY CLIENTS

The Office of the Area Vice-President shall facilitate the processing of letter of requests, queries, issues and concerns of clients.

Office/Division:	Office of the Area Vice Presidents (Area IV)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices in the Corporation			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Letter of Request/Memoranda/Instructions/Routing Slips (1 Original/Scanned Copy)		Concerned Office/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Memo/Instructions/Routing Slip to Area Office concerned	1.1 Receive memo/instructions/routing slip from offices concerned communicating their concerns thru private mail/email/personal delivery	None	1 Day	Clerk III, Office of the Area Vice Presidents
	1.2 Print and write control number at the bottom of the documents and logs it	None		
	1.3 Review communication and proposes course of action or completed staff work before forwarding the document to the AVP	None		Executive Assistant III, Office of the Area Vice Presidents
2. Receive reply memo from Area Office/PRO	2.1 If concern can be resolved within AVP's authority, Area Office staff prepares reply within 2 days	None	2 Days	Chief Social Insurance Officer/Executive

	2.2 For issues needing the intervention of the PROs, the Area Office transmits the scanned documents via email to the PRO concerned and the PRO shall then prepare reply within 2 days upon receipt.	None		Assistant/Senior Social Insurance Officer
3. Mark as "closed" in incoming/outgoing logbook/e-logbook	3.1 Mark as "closed" in incoming logbook/e-logbook	None		Clerk III, Office of the Area Vice Presidents
Total:		None	3 days	

ARBITRATION OFFICE

1. REQUEST FOR CASE STATUS UPDATE - SIMPLE

Document request relative to the administrative cases filed before the Arbitration Office as basis for Accreditation or any other legal purpose it may serve.

Office/Division	ARBITRATION OFFICE			
Classification	SIMPLE			
Type of Transaction	G2G			
Who may avail:	Accreditation, legal sector or other concerned office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Formal letter-request signed by the Office Head or representative			Arbitration Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
Submit Letter-Request or duly accomplished Arbitration Office Document Request Form (personally, via email, registered mail or private courier)	Stamped "Received" the Request and refer to Records Custodian Head-Designate	None	1 day	Receiving & Outgoing Officer
	Prepare memo-reply and the matrix of cases per respondent			Records Custodian Section personnel
	if request involves 1 to 10 respondents		1 day	

	Approved and signed the memo-reply			Records Custodian Head (Designate) and Vice President of Arbitration Office
Receive Copy (either in hard copy or thru email)	Arbitration Office-Records Custodian Section to release the memo-reply.		1 day	Receiving & Outgoing Officer
	TOTAL	None	3 days	

2. REQUEST FOR CASE STATUS UPDATE - COMPLEX

Document request relative to the administrative cases filed before the Arbitration Office a basis for Accreditation or any other legal purpose it may serve.

Office/Division	ARBITRATION OFFICE			
Classification	COMPLEX			
Type of Transaction	G2G			
Who may avail:	Accreditation, legal sector or other concerned office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Formal letter-request signed by the Office Head or representative.			Arbitration Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
Submit Letter-Request or duly accomplished Arbitration Office Document Request Form (personally, via email, registered mail or private courier	Stamped "Received" the Request and refer to Records Custodian Head-Designate	None	1 day	Receiving & Outgoing Officer
	Prepare memo-reply and the matrix of cases per respondent			Records Custodian Section personnel
	if request involves 11 to 20 respondents		5 days	

	Approved and signed the memo-reply.		1 day	Records Custodian Head (Designate) and Vice President of Arbitration Office
Receive Copy (either in hard copy or thru email)	Arbitration Office-Records Custodian Section to release the memo-reply.			Receiving & Outgoing Officer
	TOTAL	None	7 days	

3. REQUEST FOR CASE STATUS UPDATE - HIGHLY TECHNICAL

Document request relative to the administrative cases filed before the Arbitration Office a basis for Accreditation or any other legal purpose it may serve.

Office/Division	ARBITRATION OFFICE			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail:	Accreditation, legal sector or other concerned office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
Submit Letter-Request or duly accomplished Arbitration Office Document Request Form (personally, via email, registered mail or private courier	Stamped "Received" the Request and refer to Records Custodian Head-Designate	None	1 day	Receiving & Outgoing Officer
	Prepare memo-reply and the matrix of cases per respondent			Records Custodian Section personnel
	if request involves 21 or more respondents		18 days	

	Approved and signed the memo-reply.		1 day	Records Custodian Head (Designate) and Vice President of Arbitration Office
Receive Copy (either in hard copy or thru email)	Arbitration Office-Records Custodian Section to release the memo-reply.			Receiving & Outgoing Officer
	TOTAL	None	20 days	

4. REQUEST FOR CERTIFICATION OF PENDING OR NO PENDING CASE

Document request relative to the administrative cases filed before the Arbitration Office as basis for Accreditation or any legal purpose it may serve.

Office/Division	ARBITRATION OFFICE			
Classification	SIMPLE			
Type of Transaction	G2G, G2B			
Who may avail:	Accreditation, legal sector or other concerned office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For internal clients, duly accomplished Arbitration Office Document Request Form indicating clearly the purpose of the request. Such Request should be signed by the Head Office or authorized representative.		Arbitration Office		
For external clients, a formal letter-requests signed by the respondent or its authorized representative/counsel on record, should be submitted.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit Letter-request or duly accomplished Arbitration Office Document Request form (personally,via email, registered mail or private courier)	1. Stamped "Received" the Request and refer to Records Custodian Head-Designate	None	1 day	Receiving & Outgoing Officer
	1.1. Prepare certification for review and approval of the Head of the Office		1 day	Legal Researcher III/Records Custodian Head-Designate or Social Insurance Specialist
	1.2. Approved and signed the Certification			Legal Researcher III/Records Custodian Head-Designate and Vice-President-Arbitration Office
2. Receive Copy (either thru mail or to be picked up personally)	2.0 Arbitration Office - Records Custodian Section to release the requested Certification		1 day	Receiving & Outgoing Officer
	TOTAL	None	3 days	

5. REQUEST FOR LEGAL DOCUMENTS

For document request relative to the administrative cases filed with the Arbitration Office

Office/Division	ARBITRATION OFFICE			
Classification	COMPLEX			
Type of Transaction	G2G,G2B,G2C			
Who may avail:	Any Party to the case, legal sector or other concerned office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • For internal clients, duly accomplished Arbitration Office Document Request Form indicating clearly the purpose of the request. Such request should be signed by Head of Office or authorized representative. • For external clients, a formal letter-request signed by the Respondent or its authorized representative/counsel on record, should be submitted. <p>Note: Only copies of documents of original documents under the custody of the Arbitration Office shall be released. If the original of the document requested is not with the Arbitration Office, it shall be automatically referred to the concerned Office who issued the original document.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)

1. Submit Letter- Request or duly accomplished Arbitration Office Document Request Form (personally, via email, registered mail or private courier	1. Stamped "Received" the Request and refer to Records Custodian Head-Designate.	to be determined	1 day	Receiving & Outgoing Officer
	1.1. Evaluate if request could be granted and recommend approval/disapproval of the Request.		1 day	Legal Researcher III/Records Custodian Head- Designate
	1.2. Refer the Request to the Head of Office or handling Senior Arbiter for clearance/ approval.		1 Day	Legal Researcher III/Records Custodian Head- Designate
	Upon approval of Request, retrieve, reproduce and/or certify (CTC) documents requested.		3 days	Legal Assistant, Social Insurance Specialist, Records Custodian Head- Designate
2. Receive Copy (either thru mail or to be picked-up personally)	2.0 Arbitration Office - Records Custodian Section to release the requested documents, if granted or notify client for non-approval of request	none	1 day	Receiving & Outgoing Officer
	TOTAL	to be determined	7 days	