



14. Request for Certificate of Remittances

This service covers the receipt, processing, and issuance of certifications for separated Office of the Solicitor General (OSG) officials and employees reflecting contributions, including both employee and employer shares, and, when applicable, loan payments remitted to the Government Service Insurance System (GSIS), Home Development Mutual Fund (Pag-IBIG), and the Philippine Health Insurance Corporation (PhilHealth) during the requester's last twelve (12) months of employment with the OSG, unless a longer period is requested. Requests covering periods outside the requester's tenure with the OSG are not included.

A. PhilHealth Contributions and Pag-IBIG Contributions and/or Loan Payments

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Separated OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished original request form	Financial Management Service and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2 nd Floor, OSG Main Building, Adelantado Wing.	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.2. Via email at fms@osg.gov.ph.</p>	<p>1.2. For requests submitted via Email:</p> <p>1.2.1. Monitor the inbox and review incoming requests.</p> <p>1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form.</p> <p>1.2.3. If incomplete, notify the sender of missing requirements.</p>	None	15 minutes	<p>Administrative Aide VI</p> <p>Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS</p>
<p>2. Wait for confirmation that the requested certificate of remittances is ready for pick-up or release.</p>	<p>2.1. Transmit the client's request to the Administrative Aide VI or Administrative Aide IV.</p> <p>2.2. Retrieve all required documents for the period, including Official Receipts of Contributions/Loan Payments and the List of Members' Contributions Remittances.</p>	None	<p>10 minutes</p> <p>5 hours</p>	<p>Frontline Personnel / Administrative Aide VI</p> <p>Administrative Aide VI / Administrative Aide IV</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Prepare the Certificate of Remittances.	None	2 hours	Administrative Aide VI / Administrative Aide IV
	2.4. Submit the draft Certificate to the Chief Accountant for review and approval.	None	10 minutes	Administrative Aide VI / Administrative Aide IV
	2.5. Review the draft Certificate. 2.5.1. If it is in order, sign it. 2.5.2. Otherwise, return it to the drafter for revision.	None	4 hours	Chief Accountant Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
3. Claim the Certificate of Remittances at the FMS Receiving Window, 2 nd Floor, OSG Main Building.	Forward the certificate as follows: 3.1. For requests received in hard copy, forward the certificate to the frontline personnel and then proceed as follows: 3.1.1. Call the client at the provided number to inform them that their request has been processed. 3.1.2. Release the certificate and have the recipient sign	None None	10 minutes 15 minutes	Chief Accountant Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the receiving portion of the request form.</p> <p>3.2. For requests submitted via email, forward them to the Administrative Aide VI, then proceed as follows:</p> <p>3.2.1. Scan and save the signed Certificate of Remittances.</p> <p>3.2.2. Email the scanned certificate to the client.</p> <p>3.2.3. Indicate the appropriate remarks and date on the request form.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>15 minutes</p>	<p>Chief Accountant</p> <p>Administrative Aide VI</p> <p>Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS</p>
	TOTAL	None	12 hours	



B. GSIS Contributions and/or Loan Payments

Office or Division:	Accounting Division, Financial Management Service (FMS)
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Separated OSG Officials and Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished original request form	Financial Management Service and OSG Website

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request: 1.1. In person at the FMS Receiving Window, 2 nd Floor, OSG Main Building, Adelantado Wing. 1.2. Via email at fms@osg.gov.ph .	1. Receive and record requests: 1.1. For requests submitted in hard copy: 1.1.1. Receive and record the request in the FMS incoming logbook. 1.1.2. If incomplete, return it or notify the requester. 1.2. For requests submitted via Email: 1.2.1. Monitor the inbox and review incoming requests.	None	15 minutes	Frontline Personnel Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
		None	15 minutes	Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2.2. If complete, send an acknowledgment of receipt, then print the email and the attached request form.</p> <p>1.2.3. If incomplete, notify the sender of missing requirements.</p>			
<p>2. Wait for confirmation that the requested certificate of remittances is ready for pick-up or release.</p>	<p>2.1. Transmit the client's request to the Administrative Aide VI or Administrative Aide IV, if applicable.</p> <p>2.2. Retrieve all required documents for the period, including Official Receipts of Contributions/Loan Payments and the List of Members' Contributions/ Remittances.</p> <p>2.3. Prepare the Certificate of Remittances.</p> <p>2.4. Submit the draft Certificate to the Chief Accountant for review and approval.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>12 hours</p> <p>6 hours</p> <p>10 minutes</p>	<p>Frontline Personnel / Administrative Aide VI</p> <p>Administrative Aide VI / Administrative Aide IV</p> <p>Administrative Aide VI / Administrative Aide IV</p> <p>Administrative Aide VI / Administrative Aide IV</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.5. Review the draft Certificate.</p> <p>2.5.1. If it is in order, sign it.</p> <p>2.5.2. Otherwise, return it to the drafter for revision.</p>	None	5 hours	<p>Chief Accountant</p> <p>Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS</p>
<p>3. Claim the Certificate of Remittances at the FMS Receiving Window, 2nd Floor, OSG Main Building, Adelantado Wing.</p>	<p>Forward the certificate as follows:</p> <p>3.1. For requests received in hard copy, forward the certificate to the frontline personnel and then proceed as follows:</p> <p>3.1.1. Call the client at the provided number to inform him or her that their request has been processed.</p> <p>3.1.2. Release the certificate and have the recipient sign the receiving portion of the request form.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>15 minutes</p>	<p>Chief Accountant</p> <p>Frontline Personnel</p> <p>Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.2. For requests submitted via email, forward them to the Administrative Aide VI, then proceed as follows:</p> <p>3.2.1. Scan and save the signed Certificate of Remittances.</p> <p>3.2.2. Email the scanned certificate to the client.</p> <p>3.2.3. Indicate the appropriate remarks and date on the request form.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>15 minutes</p>	<p>Chief Accountant</p> <p>Administrative Aide VI</p> <p>Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS</p>
TOTAL		None	24 hours	
<p><i>NOTE: The processing period may be extended if the requested Certification covers a period beyond five (5) years.</i></p>				