



18. Request for Payroll Adjustment

This service covers the receiving, processing, and correcting or updating of information in the payroll system, including mandatory deductions (e.g., GSIS, Pag-IBIG, PhilHealth, Tax), court-ordered deductions, agreements between parties, and other personal data, but does not include the salary adjustments due to step increments, promotions, leave without pay, loan deductions, or other changes that require prior endorsement or approval from the Human Resource Management Division (HRMD), Human Resource Management and Administrative Service (HRMAS), or other authorized offices.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form - One (1) duly accomplished original request form	Financial Management Service, OSG Intranet , 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 or 7 th Floor, Convergys One Building	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



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, FM</p>
<p>2. Wait for the confirmation that the salary has been adjusted.</p>	<p>2.1. Transmit the client's request to the Administrative Officer IV or Administrative Officer II of the Payroll and Accounts Management Section.</p> <p>2.2. Review the request.</p>	None	10 minutes	<p>Frontline Personnel / Administrative Aide VI</p> <p>Administrative Officer IV / Administrative Officer II</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2.1. For corrections, update the employee's personal data, deductions, or association membership in the payroll system.</p> <p>2.2.2. For requests involving loan deduction, promotions, or step increments, return the request to the employee for endorsement by appropriate authorities.</p> <p>2.3. Inform the Chief Accountant of the request.</p> <p>2.4. Save the adjustment in the payroll system.</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>30 minutes</p>	<p>Chief Accountant / Administrative Officer IV / Administrative Officer II</p> <p>Administrative Officer IV / Administrative Officer II</p> <p>Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive a notification once the salary adjustment request has been processed.	3.1. Call the client at the provided number to inform them that their request has been processed. 3.2. Indicate the appropriate remarks and the date the request was completed on the request form.	None	35 minutes	Administrative Officer IV / Administrative Officer II Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS
TOTAL		None	8 hours	