



19. Request for Certificate of Remittances

This service covers the receipt, processing, and issuance of certifications for active 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: | Active OSG Officials and Employees |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|--|
| Research 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 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 | 10 minutes | <p>Frontline Personnel / Administrative Aide VI</p> |
| | | None | 5 hours | <p>Administrative Aide VI / Administrative Aide IV</p> |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|-------------------------------------|---|--|
| | <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>2.5. Review the draft Certificate.</p> <p>2.5.3. If it is in order, sign it.</p> <p>2.5.4. Otherwise, return it to the drafter for revision.</p> | <p>None</p> <p>None</p> <p>None</p> | <p>2 hours</p> <p>10 minutes</p> <p>4 hours</p> | <p>Administrative Aide VI / Administrative Aide IV</p> <p>Administrative Aide VI / Administrative Aide IV</p> <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 or 7th Floor Convergys One Building.</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 them 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 | 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: | 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. Receive and record requests: | | | |
| 1.1. In person at the FMS Receiving Window, 2 nd Floor, OSG Main Building, Adelantado Wing or 7 th Floor Convergys One Building. | 1.1. 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, |
| 1.2. Via email at fms@osg.gov.ph . | 1.2. For requests submitted via Email: 1.2.1. Monitor the inbox and review incoming requests. | 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>2.5.3. If it is in order, sign it.</p> <p>2.5.4. 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> |
| 3. Claim the Certificate of Remittances at the FMS Receiving Window, 2 nd Floor, OSG Main Building or 7 th Floor Convergys One Building. | <p>3.1. For requests received in hard copy, forward the certificate to the frontline personnel and then proceed as follows:</p> | None | 10 minutes | Chief Accountant |
| | <p>3.1.1. Call the client at the provided number to inform them that their request has been processed.</p> | None | 15 minutes | <p>Frontline Personnel</p> <p>Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS</p> |
| | <p>3.1.2. Release the certificate and have the recipient sign 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> | None | 10 minutes | Chief Accountant |



| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|-----------------|-----------------|---|
| | 3.2.1. Scan and save the signed Certificate of Remittance. 3.2.2. Email the scanned certificate to the client. 3.2.3. Indicate the appropriate remarks and date on the request form. | None | 15minutes | Administrative Aide VI Immediate Supervisor Responsible for Personnel Designation – Director IV, FMS |
| TOTAL | | None | 24 hours | |
| <i>NOTE: The processing period may be extended if the requested Certification covers a period beyond five (5) years.</i> | | | | |