

3. ID RENEWAL

This process provides the procedure for ID Renewal filed through the PRA Satellite Office, from submission of complete requirements until release of the new ID(s).

Office/Division:	PRA Satellite Offices
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	PRA retirees and their authorized representatives/marketers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Retiree Request Form 2. Authorization Letter or SPA (if applicable) 3. Guarantee Letter (if applicable) 4. Copy of Previous ID(s) 5. Proof of Payment 6. Other additional requirements for compliance if invested 	<p>PRA retirees and/or their authorized representatives</p> <p>Note:</p> <ol style="list-style-type: none"> 1. Retiree Request Form may be downloaded from the PRA Website or requested from the PRA Office. 2. Guarantee Letter will be provided by the PRA Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Pre-evaluate documentary requirements	NONE	10 mins	PRA Satellite Officer/Staff
	1.2 Issue OPS	NONE	5 mins	PRA Satellite Officer/Staff
	1.3 Prepare Land Bank deposit slip	NONE	5 mins	PRA Satellite Officer/Staff
2. Deposit payment at Land Bank		Annual PRA Fees: a. Classic - \$360.00 (covers 3 applicants, additional \$100.00 per excess applicant) b. Smile - \$360.00 (covers 3 applicants, additional \$100.00 per excess applicant)		

		<i>c. Courtesy - \$10.00 per retiree</i> <i>d. Visitorial/ Harmonization Fee (if applicable)</i> <i>Note: May be paid in USD or PHP</i>		
3. Submit complete requirements and proof of payment	3.1 Receipt of complete requirements and proof of payment	NONE	5 mins	PRA Satellite Officer/Staff
	3.2 Record request and submitted documents on Transaction Tracker/Database	NONE	5 mins	PRA Satellite Officer/Staff
	3.3 Scan submitted requirements	NONE	5 mins	PRA Satellite Officer/Staff
	3.4 Transmit to Head Office via courier	NONE	2-3 business days	PRA Satellite Officer/Staff
	3.5 Processing of request at Head Office	NONE	Refer to the Head Office Process Flow	HO Personnel
	3.6 Receipt of new ID(s) and official receipt from Head Office	NONE	5 mins	PRA Satellite Officer/Staff
	3.7 Photocopy of new ID(s) and official receipt for receiving copy	NONE	5 mins	PRA Satellite Officer/Staff
	3.8 Send notification to client	NONE	5 mins	PRA Satellite Officer/Staff
4. Claim new ID(s) and official receipt	4.1 Release of new ID(s) and official receipt	NONE	5 mins	PRA Satellite Officer/Staff