



Philippine Retirement Authority

## CITIZEN'S CHARTER

### Procedure: CANCELLATION OF SRRV

Duration of Activity: 2 to 3 days

Availability of Service: Mondays to Fridays (7:30 a.m. – 4:00 p.m.)

STEP	CLIENT RETIREE/ AUTHORIZED REPRESENTATIVE	TRANSACTIONS/ SERVICES/ PROCEDURES	TIME NEEDED TO COMPLETE PROCEDURE	PERSON IN CHARGE	FEEES	REQUIRED DOCUMENTS
1	Proceed to Public Assistance Desk	Issues Queue Number and Retiree Request Form (RRF)	5 mins	Public Assistance Officer		Queue Number and Retiree Request Form (RRF)
2	Receives Queue Number, fills up Retiree Request Form (RRF) and waits for his number to be called	Calls Retiree by his assigned number and verifies/evaluates records on* <ul style="list-style-type: none"> <li>•ID validity/fee</li> <li>•Requisite Deposit</li> <li>•Investment Compliance/VF</li> <li>•Police Clearance</li> <li>•Annual Fee</li> <li>•Others</li> </ul>	15 mins	Servicing Staff/ Front desk		Queue Number and Retiree Request Form (RRF)
3		Conducts Exit Interview *reviews and sign	15 mins	Division Chief III - Servicing/OIC- Servicing Division		<ul style="list-style-type: none"> <li>•Retiree Request Form</li> <li>•Exit Interview</li> <li>•Letter Request</li> <li>•ID &amp; Passports</li> <li>•Bank Details</li> </ul>
4		Compute assessment and prepares Order of Payment Slip	10 mins	Servicing Staff/ Front desk	BI Cancellation Fee Php 500.00 PRA Service Fee US\$10.00 If with Downgrading, plus: BI Downgrading Fee Php 3,520.00 PRA Service Fee US\$10.00	Order Payment Slip (OPS)

5	Receives Order of Payment Slip and proceed to cashier for payment	Receives Cash and Issues Official Receipt (OR)	10 mins	Cashier		Official Receipt (OR)
6	Receives Official Receipt (OR) and submit to front desk	Forwards documents to processor	10 mins	Servicing Staff/ Front desk		<ul style="list-style-type: none"> <li>•Retiree Request Form</li> <li>•Exit Interview</li> <li>•Letter Request</li> <li>•ID &amp; Passports</li> <li>•Bank Details</li> <li>•Official Receipt</li> </ul>
7		Receives complete documents, prepares endorsement letter to Bureau of Immigration for the Cancellation request	15 mins	Servicing Staff		<ul style="list-style-type: none"> <li>•Retiree Request Form</li> <li>•Exit Interview</li> <li>•Letter Request</li> <li>•ID &amp; Passports</li> <li>•Bank Details</li> <li>•Official Receipt</li> </ul>
8		Reviews and initials on Endorsement Letter	10 mins	Division Chief III- Servicing OIC RRSD / Dept. Manager II		<ul style="list-style-type: none"> <li>•Retiree Request Form</li> <li>•Exit Interview</li> <li>•Letter Request</li> <li>•ID &amp; Passports</li> <li>•Bank Details</li> <li>•Official Receipt</li> </ul>
9		Signature and Approval of Endorsement Letter	1 hr	General Manager/ CEO/ Deputy General Manager		<ul style="list-style-type: none"> <li>•Retiree Request Form</li> <li>•Exit Interview</li> <li>•Letter Request</li> <li>•ID &amp; Passports</li> <li>•Bank Details</li> <li>•Official Receipt</li> </ul>
10		Records approved endorsement and forwards to liaison officer for submission to Bureau of Immigration	5 mins	Servicing Staff		<ul style="list-style-type: none"> <li>•Retiree Request Form</li> <li>•Exit Interview</li> <li>•Letter Request</li> <li>•ID &amp; Passports</li> <li>•Bank Details</li> <li>•Official Receipt</li> </ul>
11		Submits to Bureau of Immigration the Endorsement with all documentary request	4 hrs	Liaison Officer		Endorsement Letter and all documentary requests
12		Process the issuance of * Cancellation Order		Bureau of Immigration		
13		Receives OC from Office of the Commissioner and submits to Processing	4 hrs	Liaison Officer		Order of Cancellation (OC)

14		Prepares Memo for Withdrawal Clearance (MWC)	30 mins	Servicing Staff		<ul style="list-style-type: none"> <li>•Order of Cancellation (OC)</li> <li>•Memo for Withdrawal Clearance (MWC)</li> </ul>
15		Reviews and Signature	5 mins	Division Chief III- Servicing OIC RRSD / Dept. Manager II		Memo for Withdrawal Clearance (MWC)
16		Signature and Approval	3 hrs	General Manager/ CEO/ Deputy General Manager		Memo for Withdrawal Clearance (MWC)
17		Receives memo from Office of the General Manager and forwards to Finance Division	10 mins	Servicing Staff		Memo for Withdrawal Clearance (MWC)
18		Prepares Withdrawal Clearance	1 day	Finance Staff		Memo for Withdrawal Clearance (MWC)
19		Receives/ sign withdrawal clearance	1 day	DC III - Finance Division		Memo for Withdrawal Clearance (MWC)
20		Signature and Approval	3 hrs	General Manager/ CEO/ Deputy General Manager		Memo for Withdrawal Clearance (MWC)
21		Receives approved Withdrawal Clearance and call/inform retiree/authorized representative for pick-up	10 mins	Servicing Staff		Memo for Withdrawal Clearance (MWC)
22	Receives Withdrawal Clearance	Release of Withdrawal Clearance to retiree/authorized representative	30 mins	Servicing Staff		Receiving Copy

\* Issuance of Cancellation Order from BI is not included in the PRA process time.