



Philippine Retirement Authority

## CITIZEN'S CHARTER

### Procedure: **REQUEST FOR ID RENEWAL**

Duration of Activity: 50 mins.

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	FEES	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 RRF and waits for his number to be called	Calls Retiree/client by his assigned number and verifies/evaluates retiree's records * on <ul style="list-style-type: none"> <li>•ID validity/fees</li> <li>•Requisite deposit</li> <li>•Investment Compliance/ Visitorial fee</li> <li>•Police Clearance</li> <li>•Annual Fee</li> <li>•Others</li> </ul>	5 mins	Servicing Staff/ Front desk		Queue Number and Retiree Request Form (RRF)
4		Computes assessment and prepares Order Payment Slip (OPS)	10 mins	Servicing Staff Front desk	ID Renewal Fee and other compliance if any	
6	Submits Official Receipt and Retiree Request Form to front desk	Forwards Retiree Request Form and Official Receipt to Division Head	5 mins	Servicing Staff/ Front desk		Accomplished Retiree Request Form (RRF)
7		Review/signs Request Form	5 mins	Division Chief		

8		Updates Database/records of retiree and print new ID card	15 mins	Servicing Staff		
9	Acknowledge receipt of the new ID card	Release new ID card to retiree/ authorized representative	5 mins	Servicing Staff/ Front desk		

*\* If compliance is necessary, a list of lacking requirements shall be issued to retiree/authorized representative for submission before issuance of a new ID card.*