



Philippine Retirement Authority

CITIZEN'S CHARTER

Procedure: **REQUEST FOR BANK TRANSFER**

Duration of Activity: 3 to 4 days

Availability of Service: Mondays-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	REQUIRED DOCUMENTS
1	Proceed to Public Assistance Desk	Issues Queue Number and Bank Transfer Form (BTF) to retiree/authorized representative	5 mins	Public Assistance Officer	Queue Number
2	Receives Queue Number, fills-up Bank Transfer Form and waits for number to be called	Receives signed Bank Transfer Form, review and forwards to processor	10 mins	Servicing Staff Front desk	Bank Transfer Form/ Letter Request Retiree's Folder (will request from Records Officer)
3		Prepares Memo for the Bank Transfer requested	30 mins	Servicing Staff Servicing Division	Memo Request for Transfer (MRT)
4		Review and initial the Memorandum	30 mins	Division Chief III Servicing/OIC RRSD/Department Manager III	Memo Request for Transfer (MRT)
5		Signature and Approval of the Memo for Bank Transfer	3 hrs	General Manager/CEO/Deputy General Manager	Memo Request for Transfer (MRT)
6		Forwards Memo to Finance Division for the preparation of Transfer Clearance (TC)	10 mins	UDRCon OGM	Memo Request for Transfer (MRT)
7		Prepares Transfer Clearance	1 day	Finance Staff Finance Division	Transfer Clearance
8		Review/signs Transfer Clearance	1 day	DC/DM Finance Division	Transfer Clearance
9		Signature and approval of Transfer Clearance	1 day	DGM/GM	Transfer Clearance

10		Forwards Transfer Clearance to Servicing Division for release	10 mins	Finance Staff	Approved Transfer Clearance
11		Receives Transfer Clearance and call/inform retiree for pick-up	15 mins		
12	Receives/Acknowledge the approved Transfer Clearance	Release Transfer * Clearance to retiree/authorized representative	10 mins	RAO II	Transfer Clearance

* Time and schedule of pick-up by retiree/authorized representative is not included in the PRA process time