



Philippine Retirement Authority

CITIZEN'S CHARTER

Procedure: REQUEST FOR RE-STAMPING

Duration of Activity: 1 to 2 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	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 by his assigned number and verifies/evaluates records * on <ul style="list-style-type: none"> •ID validity/fee •Requisite Deposit •Investment Compliance/VF •Police Clearance •Annual Fee •Others 	10 mins	Servicing Staff/ Front desk		<ul style="list-style-type: none"> •Queue Number •Retiree Request Form •Old and New Passport (If lost passport, Affidavit or Police Report) *PRA ID
3		Computes assessment and prepares Order Payment Slip (OPS)	5 mins	Servicing Staff/ Front desk	<ul style="list-style-type: none"> •BI Fee Php1,010.00 •PRA Service Fee US\$10.00 	Order Payment Slip (OPS)
4	Receives Order Payment Slip (OPS) and proceed to cashier for payment	Receives Cash and Issues Official Receipt (OR)	10 mins	Cashier	PRA Service Fee US\$10.00	Official Receipt (OR)
5	Receives Official Receipt (OR) and submits to Servicing Staff/ Front desk	Receives Official Receipt (OR) and forwards to processor	5 mins	Servicing Staff/ Front desk		<ul style="list-style-type: none"> •Retiree Request Form (RRF) •Copy of OR
6		Prepares Endorsement Letter (EL) to Bureau of Immigration (BI) and forwards to DC/DM for signature	30 mins	Servicing Staff/ Front desk		Endorsement Letter (EL)
7		Reviews and initials on Endorsement Letter	30 mins	Division Chief III- Servicing/ DM/OIC RRSD		Endorsement Letter (EL)

8		Signature/Approval of endorsement letter	3 hrs	General Manager/ CEO/ Deputy General Manager		Endorsement Letter (EL)
9		Receives approved Endorsement Letter and printing of Visa sticker	10 mins	Servicing Staff		Approved Endorsement Letter (EL)
10		Submits Endorsement Letter and Passport with SRRVisa sticker to Bureau of Immigration (BI) for Implementation	4 hrs	Liaison Officer	BI Fee Php1,010.00	Endorsement Letter (EL) SRRVisa sticker
11		Process approval of Re-stamping Request**		Bureau of Immigration		
12		Receives Approved Endorsement Letter and Visa from BI	4 hrs	Liaison Officer		<ul style="list-style-type: none"> •Signed Endorsement Letter •Passport with new signed SRRVisa sticker
13	Acknowledge receipt of passport with new Visa sticker	Releases Passport with new SRRVisa sticker	5 mins	Servicing Staff		Receiving copy

* If compliance is necessary, a complete list of lacking requirements shall be issued to retiree/ authorized representative for submission.

** Approval of Re-stamping Request by the Bureau of Immigration is not included in the PRA process time.