

PROCESS FLOW

REQUEST FOR INFORMATION

Requesting Party		PDIC			
Steps/ Activity		Officer-in-Charge	Location Office	Action Taken/ Activity	
1.	Submit written duly filled-up Request Form by personal delivery or mail	Public Assistance Department (PAD)	The Public Assistance, 3 rd Floor, SSS Building, 6782 Ayala Avenue corner V.A. Rufino St. Makati City 1226, Department (PAD) Philippine Deposit Insurance Corporation	1.	Receive Request Form and proof of identity.
2.	If compliant, proceed to next step. Otherwise, submit requirements or additional information as required. Go back to Step 1.			2.	Check if request is compliant with requirements under Sections F(1) to F(3). If compliant, proceed to next step. If not compliant or additional information is required, return Request Form and inform Requesting Party of deficiency.
3.	Receive acknowledgment receipt and wait for fifteen (15) working days for response.			3.	Acknowledge receipt and log details in monitoring/ tracking system.
		4.	Refer to Responsible Unit for appropriate response.		
		5.	Screen and evaluate. Request additional information or clarification as necessary.		
		6.	Draft proposed response. 6.1 If proposed response is to grant the request, obtain requested information and attach to proposed response together with the applicable fees. Go to next step. 6.2 If proposed response is to deny the request, go to next step.		
		Responsible Unit (RU)	Floor where RU is located, SSS Building, 6782 Ayala Avenue corner V.A. Rufino St. Makati City 1226		

				7.	Submit proposed response to the SH-RU for approval.
		Sector Head of Responsible Unit (SH-RU)		8.	Approve/disapprove/sign proposed response, with comments/revisions if necessary.
		RU		9.	Finalize response based on comments/ revisions of SH-RU, if any, and go back to step 6. If no comments/ revisions and already signed, proceed to next step.
4.	Receive notice of action taken. If request is denied or no response received within fifteen (15) working days from date of receipt of request by PDIC, file appeal (see Process Flow for Administrative Appeal). If request is granted, proceed to next step.			10.	Send notice to Requesting Party of action taken within fifteen (15) working days from date of receipt by PAD of request and copy furnished PAD for reference and monitoring. In case of grant of request, Notice shall include a statement of the applicable fees.
5.	Pay applicable fees if any:			11.	Receipt of payments
	a. Payment thru Cashier				11.1 Thru Cashier
	a.1 Get Payment Order Form	PAD	3 rd Floor, Public Assistance Center (PAC), SSS Building, Ayala Ave. Makati		11.1.1 PAC to issue Payment Order Form
	a.2 Pay applicable fees	PDIC Cashier, Treasury Department			11.1.2 Receive payment and issue Official Receipt for presentation to PAD. Proceed to step 12.
	b. Payment thru any LandBank Branch				11.2 Thru LandBank

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	<p>b.1 Deposit payment immediately upon receipt of Notice granting request with statement of applicable fees to the following account:</p> <p>PDIC LBP Account No. 1782-1000-56</p>		Any LBP Branch		
	<p>b.2 Fax copy or email scanned copy of deposit slip together with the Notice granting request and statement of applicable fees.</p>	PAD	<p>Tel. No. : (632) 841-4630 to 31 Fax No.: (632) 817-3566 Email: pad@pdic.gov.ph</p>		11.2.1 Receive copy of deposit slip via fax or email together with the Notice granting request and statement of applicable fees.
					11.2.2 Present deposit slip, notice granting request and statement of applicable fees to Treasury Department for issuance of O.R.
					11.2.3 Present O.R. to RU for release of documents
6.	Receive documents.				12. Release documents.
					12.1 If documents are for pick-up, RU to forward documents to PAD for release.
		RU		12. 2 If documents are for delivery by mail, RU to directly send documents	

					by mail copy furnished PAD
		PAD		13	Update details in monitoring/ tracking system
END OF PROCESS					