



LANDBANK

CITIZEN'S CHARTER

2023 (2nd Edition)



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I. Mandate:

The Land Bank of the Philippines (LANDBANK) is the official depository bank of the National Government. As a government financial institution, it operates with the constant goal of financial viability, delivering on its promise of excellence with its bank offerings and public service.

LANDBANK simultaneously serves to fulfil its social mandate of promoting countryside development, helping spur credit activity and financial inclusivity for rural folks and communities. Through its commercial activities as well as developmental programs and initiatives, LANDBANK is able to strike a balance between sustainable profitability and progress for all its stakeholders, including the unbanked and unserved across the nation.

II. Vision:

By 2028, LANDBANK shall be at the forefront of nation-building through the promotion of financial inclusion, digital transformation and sustainable development that benefits all Filipinos.

III. Mission:

We are the leading universal bank with a government mandate that provides responsive services beyond banking to all clients, publics and stakeholders.



IV. Service Pledge:

We commit to:

1. Help customers grow by putting them first;
2. Listen and understand customer needs;
3. Value customer feedback/voice and ensure they are at the heart of everything we do;
4. Explore ways to efficiently address customer needs and requirements;
5. Deliver quality, accessible, reliable products and services that help achieve financial goals;
6. Take ownership and pride in what we do;
7. Act promptly and deliver what is promised;
8. Delight customers by exceeding their expectations;
9. Consistently base our performance on the highest standards of ethics and excellence; and
10. Serve with competence, professionalism, and utmost respect at all times.

V. List of Services

Agrarian Services

External Services

	A-1
1. Adjustment of Valuation for PD 27 / EO 228 Claims	A-2
2. Bond Redemption and Interest Payment	A-4
3. Facilitation in the Issuance of Accreditation Reference Number	A-10
4. Issuance of Certificate of Full Payment and Release of Real Estate Mortgage	A-12
5. Issuance of Certificate of Payment/s	A-15
6. Issuance of Certification on Status of AR Bond	A-16
7. Payment of Land Transfer Claim Proceeds	A-17
8. Refund of Excess Payment	A-24
9. Sale of AR Bonds	A-27
10. Transfer/Conversion/Exchange/Replacement of AR Bonds	A-29
11. Valuation of Landholdings under RA 6657/RA 9700	A-31

Internal Services

	A-33
12. Authentication of Agrarian Reform Bonds	A-34
13. Refund of Excess Land Amortization	A-35
14. Review for Legal Sufficiency of Claims Folders and Signs on the Payment Release Form for Purposes of Payment of Just Compensation (Simple)	A-39
15. Review for Legal Sufficiency of Claims Folders and Signs on the Payment Release Form for Purposes of Payment of Just Compensation (Complex)	A-41
16. Review for Legal Sufficiency of Claims Folders and Signs on the Payment Release Form for Purposes of Payment of Just Compensation (Highly Technical)	A-43
17. Validation of New Land Transfer Claims (LTCs) and Crediting of Cash Portion through CA/SA Systematics	A-45
18. Validation of Adjustments of LTCs and Crediting/Debiting of Cash Portion through CA/SA Systematics	A-48

Branch Banking Services

External Services

	B-1
19. Acceptance of Online Collection Payments	B-2
20. Application for Outgoing Remittance/Wire Transfer	B-4
21. Availment of Loan Against Hold-out on Deposit	B-13
22. Bond Redemption and Interest Payment Agrarian Beneficiaries	B-16
23. Cash Deposit – (Peso/Foreign Currencies)	B-21
24. Check Deposit	B-23
25. Check Deposit – Foreign Currency	B-25
26. Claim of Remittance Proceeds	B-27
27. Closure of Deposit Account	B-30
28. Domestic Bills Purchase Initiation/Availment	B-33
29. Encashments	B-36
30. Enrolment to/Updating of iAccess (Non-Financial/Financial Transactions)	B-39
31. Handling of Customer’s Complaint	B-51
32. Issuance of a Bank Certification/Bank Guarantee	B-54
33. Issuance of Bank Certificate of Deposit	B-57
34. Opening of a Deposit Account	B-60
35. Opening of a Deposit Account through Digital Onboarding System	B-75
36. Payment of Salary Loan	B-79
37. Processing of Electronic Fund Transfer and Purchase of Over-the-Counter Check	B-81
38. Reactivation/Closure of Dormant Deposit Account	B-84
39. Release of Captured Card	B-88
40. Release of Inward Returned Check to Depositors	B-90
41. Renewal/Pre-termination/Termination of Certificate of Time Deposit (Peso and Dollar) and High Yield Savings Account	B-92
42. Request for ATM PIN Change via Force PIN	B-95
43. Request for Bank Certification/Statement of Account for Salary Loan	B-98
44. Request for Card/Passbook Replacement	B-101
45. Request for Checkbook	B-106
46. Request for Over-the-Counter Fund Transfer	B-108
47. Request for Stop Payment Order	B-110



LANDBANK

48.	Request for the Printing and Reprinting of Snapshot/Bank Statement	B-114
49.	Request for the Reprinting of Bank Statement not available in Branch (IDRARS)	B-116
50.	Salary Loan	B-118
51.	Sale/Purchase of Foreign Currencies	B-122
52.	Servicing of Modified Disbursement System Transactions	B-125
53.	Trust/Treasury Placements	B-127
54.	Updating of Bank Records – Change in Account Details	B-168
55.	Updating of Bank Records – Change in Account Type	B-171
56.	Withdrawal	B-173
	Internal Services	B-176
57.	Releasing of Debit Cards	B-177
58.	Retrieval of Bank Statements	B-178
	Conditional Cash Transfer and Other Government Program Services	
	External Services	C-1
59.	Batch Opening of LANDBANK Institutional Cash Card for Government Programs	C-2
60.	Processing of Cash Grants to Government Programs' Beneficiaries through LANDBANK Institutional Cash Card	C-6
61.	Validation of Conditional Cash Transfer (CCT) Program Response Files	C-11
	Internal Services	C-14
62.	Batch Opening of Cash Card Accounts	C-15
63.	Handling of Cash Card Batch-Opened Files for Government Programs	C-17
64.	Regular Batch Processing	C-19
65.	Releasing of Cash Cards	C-20
66.	Releasing of System-Generated PIN Mailers to Requesting LBP Branches	C-22



LANDBANK

Credit Card Services

External Services

	D-1
67. Application for LBP Credit Card Easy Pay Program through Customer Care Department	D-2
68. Application for LBP Credit Card Easy Pay Program through LBP Accommodating Branch	D-4
69. Automatic Debit Arrangement	D-6
70. Change of Name and Civil Status through Customer Care Department	D-8
71. Change of Name and Civil Status through LBP Accommodating Branch	D-11
72. Credit Card Annual Fee Waiver through Customer Care Department	D-14
73. Credit Card Annual Fee Waiver through LBP Accommodating Branch	D-16
74. Increase/Decrease of Credit Limit through Customer Care Department	D-18
75. Increase/Decrease of Credit Limit through LBP Accommodating Branch	D-22
76. Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation through Customer Care Department	D-25
77. Issuance of Certificate of Full Payment and/or Voluntary Card Cancellation through LBP Accommodating Branch	D-30
78. Lifting of Hold-out on Deposit through Customer Care Department	D-35
79. Lifting of Hold-out on Deposit through LBP Accommodating Branch	D-38
80. Payment Processing	D-40
81. Printed Copy of Statement of Account through Customer Care Department	D-43
82. Printed Copy of Statement of Account through LBP Accommodating Branch	D-46
83. Queries on Billing Statement through Customer Care Department	D-48
84. Refund of Overpayment through Customer Care Department	D-50
85. Refund of Overpayment through LBP Servicing Branch	D-52



LANDBANK

86.	Reissuance of Credit Card through Customer Care Department	D-54
87.	Reissuance of Credit Card through LANDBANK Accommodating Branch	D-56
88.	Reward Points Redemption through Customer Care Department	D-58
89.	Reward Points Redemption through LBP Accommodating Branch	D-60
90.	Settlement of Past Due Account via One-Time-Payment/Compromise Settlement - Request through Customer Care Department	D-62
91.	Settlement of Past Due Account via One-Time-Payment/Compromise Settlement – Request through LBP Accommodating Branch	D-66
92.	Settlement of Past Due via Plan of Payment/Restructuring – Request through Customer Care Department	D-70
93.	Settlement of Past Due via Plan of Payment/Restructuring – Request through LBP Accommodating Branch	D-73
94.	Upgrading/Downgrading through Customer Care Department	D-76
95.	Upgrading/Downgrading through LBP Accommodating Branch	D-80
	Internal Services	D-84
96.	Settlement and Booking of Credit Card Transactions	D-85
97.	Settlement and Booking of Dollar Credit Card Transactions	D-87
	e-Banking Services	
	External Services	E-1
98.	Application for Accreditation as Agent Banking Partner	E-2
99.	Application for Accreditation as Point-of-Sale Debit Terminal Partner Institution/Merchant	E-6
100.	Processing of LANDBANK Institutional Cash Card Batch Top-up Files for Institutional Clients	E-9
	Internal Services	E-13
101.	Batch Top-up Crediting	E-14
102.	Opening of Clearing Accounts for CT Terminal Online Collection and Other Channels	E-17



LANDBANK

103.	Regular Batch Processing	E-19
	Lending Services	
	External Services	F-1
104.	Certificate of Full Payment	F-2
105.	Conduct of Public Bidding	F-4
106.	Execution and Issuance of Redemption Certificate	F-6
107.	Issuance of Certificate of Outstanding Balances and Interest Paid	F-8
108.	Issuance of Letter of Guarantee	F-10
109.	Loan Inquiry, Counseling and Processing	F-11
110.	Negotiation of Letters of Credit (Payment to Beneficiary)	F-38
111.	Opening of Letters of Credit (Cash)/Stand-by Letters of Credit	F-43
112.	Partial Release of Collaterals	F-48
113.	Procedure for Refund of 10% of the Offered Price for Disapproved Negotiated Sales Offer	F-51
114.	Processing of Declaration/Approval of Winning Bidder – Public Bidding for Bid Price up to PHP 30 Million	F-53
115.	Processing of Declaration/Approval of Winning Bidder – Public Bidding for Bid Price up to PHP 50 Million	F-55
116.	Processing of Declaration/Approval of Winning Bidder – Public Bidding for Bid Price over PHP 50 Million	F-57
117.	Processing of Outgoing Telegraphic Transfer related to Trade Transaction	F-59
118.	Processing of Redemption and Acceptance of Full Payment of Redemption Price	F-61
119.	Release of Collaterals as a Result of Full Payment	F-64
120.	Release of Collaterals via Loan Take-out (Full Payment) by other Financial Institutions	F-66
121.	Release of Repossessed Vehicles	F-68
122.	Release of Sale Documents to ROPA Buyer	F-71
123.	Release of Underlying Collaterals for LBP-Rediscounted Loan Obligations of Borrowers of Closed Banks under PDIC Receivership/Liquidation	F-73
124.	Requests for Certification	F-75



LANDBANK

125.	Settlement of LBP-Rediscounted Loan Obligations of Borrowers of Closed Banks Under PDIC Receivership/Liquidation	F-77
126.	Settlement of Loan Obligations by Delinquent Borrowers	F-80
	Internal Services	F-85
127.	Appraisal Services	F-86
128.	Collection of Customs Duties	F-95
129.	Credit Information/Background Information Services	F-96
130.	Credit Rating of LBP Borrowers (Large Enterprise, Micro, Small and Medium Enterprise (MSME), Cooperative, Partner Financial Institutions, and Easy Home Loan (EHL)	F-103
131.	Documentation and Review of Legal Sufficiency of Loan Contracts – Simple	F-104
132.	Documentation and Review of Legal Sufficiency of Loan Contracts – Complex	F-106
133.	Documentation and Review of Legal Sufficiency of Loan Contracts – Highly Technical	F-108
134.	Environmental and Social Assessment of LANDBANK-Financed Projects	F-110
135.	Issuance of Certificates	F-112
136.	Issuance of Letters of Credit (L/C)	F-114
137.	Issuance of Statement of Account	F-120
138.	Letters of Credit (L/C) Amendment	F-121
139.	Loan Documentation (Non-Standard Loan)	F-124
140.	Loan Documentation (Standard Loan)	F-129
141.	Notarial Services	F-134
142.	Processing of Direct Import Remittance	F-135
143.	Processing of Documents Against Acceptance	F-136
144.	Processing of Documents Against Payment	F-138
145.	Processing of Domestic Bills	F-141
146.	Processing of Inward Remittance	F-143
147.	Processing of Import Bills (IB)	F-145
148.	Processing of Open Account	F-147
149.	Retrieval and Safekeeping of Collaterals Documents	F-148
150.	Skip Tracing and Asset Verification	F-150
151.	Title Verification (TV)	F-151



LANDBANK

Remittance Services

External Services

G-1

- 152. Account Opening of Remittance Agency Partner G-2
- 153. Conversion of Inward Dollar Remittance to PHP G-5
- 154. Incoming Domestic and Foreign Telegraphic Transfer G-9

Internal Services

G-12

- 155. Confirmation of Cleared FX Check G-13
- 156. Crediting of Inward Dollar Remittance to PHP for Payroll and Payment Transactions G-14
- 157. Issuance of Certification of Inward Remittance G-16
- 158. Outgoing Domestic and Foreign Telegraphic Transfer G-17

Treasury and Investment Banking Services

External Services

H-1

- 159. Brokering / Distribution of Peso-Denominated Corporate Bonds or LBP Issues in the Primary Market H-2
- 160. Brokering / Distribution of Peso-Denominated Corporate Bonds or LBP Issues in the Secondary Market (Purchase) H-7
- 161. Brokering / Distribution of Peso-Denominated Corporate Bonds or LBP Issues in the Secondary Market (Sale) H-13
- 162. Brokering / Distribution of Peso-Denominated Government Securities (GS) – Retail Treasury Bonds (RTBs) in the Primary Market H-17
- 163. Brokering / Distribution of Peso-Denominated Government Securities – Treasury Bills (T-Bills), Retail Treasury Bonds and Fixed Rate Treasury Notes (FXTNs) in the Primary Market H-20
- 164. Brokering / Distribution of Peso-Denominated Government Securities (GS) – Treasury Bills (T-Bills), Retail Treasury Bonds (RTBs) and Fixed Rate Treasury Notes (FXTNs) in the Secondary Market (Purchase) H-22
- 165. Brokering / Distribution of Peso-Denominated Government Securities (GS) – Treasury Bills (T-Bills), Retail Treasury Bonds (RTBs) and Fixed Rate Treasury Notes (FXTNs) in the Secondary Market (Sale) H-26



LANDBANK

166.	Investment Banking – Arranging for the Issuance of Bonds or Long-term Negotiated Certificates of Deposits (LTNCD) or Equity Securities	H-28
167.	Investment Banking – Financial Advisory	H-35
168.	Investment Banking – Issuance of Certification on Outstanding Equity Investments in Countryside Financial Institutions	H-39
169.	Investment Banking – Issuance of Statement of Account on Equity Investments in Countryside Financial Institutions	H-41
170.	Over-the-Counter Purchase and Sale of Foreign Currencies (External)	H-42
171.	Sale/Purchase of Foreign Currencies	H-46
172.	Trading – Debt Securities and Foreign Exchange (via Voice Broker)	H-48
173.	Trading – Equities (via Stock Broker)	H-50
174.	Trading – Debt Securities, Money Market and Foreign Exchange (Direct Transaction with Counterparty)	H-52
	Internal Services	H-54
175.	FID – Accreditation of Securities Brokers (Voice Brokers)	H-55
176.	FID – Accreditation of Stock Brokerage Firms	H-57
177.	FID – Establishment and Renewal of Money Market, Foreign Currency and LC Confirmation/Bank Guarantee Lines for Foreign Financial Institutions	H-62
178.	FID – Establishment and Renewal of Money Market, Foreign Currency and LC Confirmation/Bank Guarantee Lines for Local/Domestic Financial Institutions	H-68
179.	FSHSD – Over-the-Counter Purchase and Sale of Foreign Currencies	H-74
180.	LRMD – Funding of Peso/Foreign Currency Transactions	H-76
181.	LRMD – Special Rates / Pricing on Peso High Yield Savings Account (HYSA) and US Dollar Certificate of Time Deposits (CTDs)	H-77
182.	RFTD – Client Foreign Exchange Transactions (Special Rate)	H-78



LANDBANK

183.	TOD – Batch Issuance of Confirmation of Sale of Retail Treasury Bonds at Initial Public Offering and Client’s Summary of Transactions thru LBP-Servicing Branch	H-80
184.	TOD – Issuance of Certification on Outstanding Equity Investments in Countryside Financial Institutions	H-86
185.	TOD – Issuance of Confirmation of Sale of Government Securities and Client’s Summary of Transactions thru LBP-Servicing Branch	H-87
186.	TOD – Issuance of Statement of Account (SOA) on Equity Investments in Countryside Financial Institutions	H-92
187.	TOD – Issuance of Schedule of Income pertaining to Treasury Transactions	H-93
188.	TOD – Verification of Signature	H-94
	Trust Services	
	External Services	I-1
189.	Account Closure/Termination	I-2
190.	Account Withdrawal	I-7
191.	Additional Contribution / Reinvestment	I-10
192.	Escrow Accounts Opening [Bureau of Internal Revenue, Department of Human Settlement and Urban Development (DHSUD), Department of Migrant Workers (DMW)]	I-12
193.	Issuance of Collateral/Mortgage Participation Certificate (New, Cancellation, Replacement, Additional)	I-26
194.	Other Trust Accounts Opening	I-29
195.	Request for Bank Certification	I-44
196.	Unit Investment Trust Fund Account Opening for Associations, Corporations, Entities or Firms	I-46
197.	Unit Investment Trust Fund Account Opening for Individuals	I-49
198.	Unit Investment Trust Fund Account Opening thru LBP Branches	I-52
199.	Withdrawal of Documents Held for Safekeeping	I-54
200.	Third Party Custodianship – Account Opening of Retail Accounts	I-56
201.	Third Party Custodianship – Billing and Collection Process	I-58



LANDBANK

202.	Third Party Custodianship – Client Complaints (No Involvement of Third Parties)	I-60
203.	Third Party Custodianship – Client Complaints (With Involvement of Third Parties)	I-62
204.	Third Party Custodianship – Closure of Account	I-64
205.	Third Party Custodianship – Issuance of Bank Certification, Replacement of Registry Confirmation and Other Client Requested Report	I-67
206.	Third Party Custodianship – Quarterly Reports to Client/ Bondholders	I-71
207.	Third Party Custodianship – Remittance of Personal Equity and Retirement Account Contributions	I-73
208.	Third Party Custodianship – Settlement for Corporate Action Events	I-76
209.	Third Party Custodianship – Settlement for Securities Custody Transactions	I-79
210.	Third Party Custodianship – Settlement for Securities Registry Transactions	I-82
211.	Third Party Custodianship – Updating of Account Details	I-89
Operations and Administrative Support Services		
External Services		J-1
212.	Appraisal of Road Right of Way	J-2
213.	Closure/Updating of Modified Disbursement Scheme (MDS) Sub-Account/s to the MDS Online System	J-4
214.	Credit Information/Background Information Services – Leasing	J-5
215.	Deliberation and Selection of Hiring Candidates	J-7
216.	Deployment of Service Company Workers (SCWs)	J-10
217.	Employment Verification and Other Queries	J-12
218.	Enrollment of Large Taxpayer/Non Large Taxpayer Account in the Electronic Tax Payment System (ETPS) Enrollment Facility	J-13
219.	Enrollment of MDS Sub-Account/s to the MDS Online System	J-18
220.	Evaluation of Proposal for Regular Hiring	J-20
221.	Generation of Internet Banking Back-Office MIS Reports	J-23
222.	Generation of Mobile Banking Application (MBA) Reports	J-25



LANDBANK

223.	Issuance of Bidding Documents	J-28
224.	Processing and Remittance of Philippine Health Insurance Corporation (PHIC) Collections	J-30
225.	Processing of Claims/Disbursement Transactions (Field Units) - Simple	J-34
226.	Processing of Claims/Disbursement Transactions (Field Units) - Complex	J-48
227.	Processing of Claims/Disbursement Transactions (Head Office) - Simple	J-58
228.	Processing of Claims/Disbursement Transactions (Head Office) - Complex	J-77
229.	Processing of Claims/Disbursement Transactions (Head Office) - Highly Technical	J-108
230.	Processing of Notice of Cash Allocations (NCAs) through Modified Disbursement Scheme (MDS) Online System	J-122
231.	Remittance of e-Tax Collections from Large/Non-Large Taxpayers	J-124
232.	Request for Document/Record of Separated Employees (with Records Archived at Antipolo Warehouse)	J-127
233.	Request for Replacement of Lost, Old/Outdated, or Damaged Alumni IDs	J-130
234.	Request for Service Record of Separated Rank and File Employees (with records on-site)	J-132
235.	Settlement of LANDBANK Mobile Loan Saver (LMLS) Service Fees	J-134
236.	Sourcing/Talent Acquisition	J-137
	Internal Services	J-141
	Corporate Services Sector – Property Valuation and Credit Information Department	J-142
237.	Credit Information/Background Information Services	J-142
238.	Title Verification and Securing Certified Title Electronic Copy (CTEC)	J-144
	Corporate Services Sector – Provident Fund Department	J-147
239.	Motor Vehicle (MV) Lease Purchase Plan – Processing, Evaluation and Approval	J-147
240.	Motor Vehicle (MV) Lease Purchase Plan – Reimbursement of 50% Registration Cost and Third-Party Liability (TPL) – Per Account	J-152
241.	Motor Vehicle (MV) and Motorcycle (MC) Loan	J-153



LANDBANK

242.	Provident Fund (PF) Loan	J-158
243.	Real Estate Loan (REL) – Processing, Evaluation and Approval	J-162
244.	Real Estate Loan (REL) – Documentation and Releasing of Loan Proceeds	J-171
245.	Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Processing of Refundable Equity	J-174
246.	Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Release of Mutual Aid Benefit Fund (MABF) Claim	J-176
247.	Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Release of Loss of Life and Disability Benefit Program (LLDBP) Claim	J-177
248.	Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Release of Mutual Medical Emergency Assistance Fund (MMEAF) Financial Assistance	J-178
249.	Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Request of SOA/Certification of Equity Contributions and Loan Balance	J-179
250.	Release of Claims/Benefits, Statement of Accounts (SOA)/ Certifications and Loan Documents – Release of Original/Transfer Certificate of Title (OCT/TCT) for Real Estate Mortgage and Certificate of Registration for Motor Vehicle Loan	J-181
251.	Request for Statement of Processing and Release of Insurance Claim	J-182
	Corporate Services Sector – Facilities and Procurement Services Group	J-185
252.	Function Room Reservation	J-185
253.	Parking Car Pass	J-187
254.	Request for Service Vehicle	J-189
	Corporate Services Sector – Human Resource Management Group	J-191
255.	Authority to Travel Abroad	J-191
256.	Availment of Leave Benefits (e.g., Magna Carta for Women, Sick Leave with Pay, Study Leave, Rehabilitation Leave, Maternity Leave, etc.)	J-193



LANDBANK

257.	Bank-wide Clearance	J-195
258.	Certificate of Employment (COE) for Officers	J-196
259.	Certificate of Employment (COE) for Rank-and-File	J-197
260.	Certificate of Employment with Job Description	J-198
261.	Certificate of Last Salary/Other Allowances, Bonuses and Incentives	J-200
262.	Certificate of Leave without Pay or Unused Leave Credits	J-201
263.	Certificate of Premium/Loan Payments	J-202
264.	Certification of Performance Rating	J-203
265.	Employment Verification and Other Queries	J-204
266.	Issuance of Certificate of Trainings Attended	J-205
267.	Issuance of Certification for IPCR Rating	J-206
268.	Issuance of Medical Certificate for Training, Gym Clearance, Wellness Participation, etc.	J-207
269.	Request for Exemption from Wearing Office Uniform or on Certain Prescribed Dress Code of the Bank	J-209
270.	Request for Replacement of Lost, Old/Outdated or Damaged LBP Employee IDs	J-211
271.	Request for Service Record of Officer	J-213
272.	Request for Service Record of Rank-and-File (with records archived in warehouse)	J-214
273.	Request for Service Record of Rank-and-File (with records on-site)	J-217
274.	Request for Updating of Contact Details to avail of the Electronic Salary Loan (ESL)	J-219
275.	Request to Practice Other Profession/Permission to Teach	J-220
276.	Request for Document/Record of Active Employees	J-222
277.	Request for the Grant of Professional Award	J-224
	Corporate Services Sector – Corporate Affairs Group	J-227
278.	Request for weAccess Account Maintenance	J-227
	Office of the President – Legal Services Group	J-229
279.	Processing of Clearances - Pendency/Non- Pendency of Administrative Cases	J-229



LANDBANK

280.	Processing of Clearances - Pendency/Non-pendency of Administrative Cases and Evaluation for any Anomaly or Irregularity	J-231
	Operations Sector – Controllership Group	J-233
281.	Issuance of PhilHealth Certification and signed Claim Form 1 (CF1) and Claim Signature Form (CSF)	J-233
282.	Processing of Claims/Disbursement Transactions	J-235
283.	Processing of Claims/Disbursement Transactions for Reimbursement of Expenses for Token Award under Programs on Awards and Incentives for Service Excellence (Field Units)	J-239
284.	Validation of GSIS Loan Applications	J-243