



Republic of the Philippines
Department of Education
REGION VII – CENTRAL VISAYAS
DIVISION OF CITY SCHOOLS – TAGBILARAN CITY

**Office of the Schools Division
Superintendent**

April 7, 2020

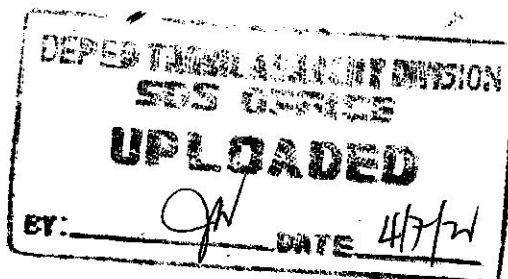
DIVISION MEMORANDUM

No. 107, s. 2020

**SUSPENSION OF PROCESSING TIMES FOR DELIVERY OF GSIS SERVICES IN THE
CITIZEN'S CHARTER PURSUANT TO ARTA MC NO. 2020-03**

To: Division Office Personnel
Heads, Public Elementary and Secondary Schools
All Others Concerned

1. Pursuant to the Notice of Stakeholders dated April 1, 2020 by President and General Manager Rolando L. Macasaet of the Government Service Insurance System (GSIS) and for the information and guidance of all concerned, the processing times for delivery of GSIS services, as stated in its Citizen's Charter, are hereby suspended and appropriate adjustments shall be made until April 13, 2020 or until the Enhanced Community Quarantine is lifted, whichever comes first. The counting of prescribed processing time, which shall be expressed in working days, shall immediately start on resumption of regular working schedule.
2. Further, the GSIS ensures that safety of their members, pensioners and stakeholders remains as their primary concern. It shall continue to adopt measures to contain the spread of the COVID-19 and enforce work-from-home arrangements in order to serve the urgent financial needs of its members and pensioners during this time of crisis. For updates or advisories on available services and programs, you may visit www.gsis.gov.ph and if you have questions regarding their services you may contact them through: gsiscare@gsis.gov.ph. Attached is the GSIS Notice for your reference.
3. Immediate dissemination of this Memorandum is desired.



JOSEPH IRWIN A. LAGURA PhD
Schools Division Superintendent
Office of the Schools Division Superintendent

JIAL/MKP/ADMIN/atm



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NOTICE TO STAKEHOLDERS

4-7-20

SUBJECT : SUSPENSION OF PROCESSING TIMES FOR DELIVERY OF GSIS SERVICES IN THE CITIZEN'S CHARTER PURSUANT TO ARTA MC NO. 2020-03

DATE : 01 April 2020

Following the declaration of a State of Public Emergency and the ongoing efforts of the government to fight the Corona virus disease 2019 (Covid-19), the Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2020-03 suspending the prescribed processing time of government transactions.

In view of this, the processing times for delivery of GSIS services, as stated in its Citizen's Charter, are hereby **SUSPENDED AND APPROPRIATE ADJUSTMENTS SHALL BE MADE** until April 13, 2020, or until the Enhanced Community Quarantine is lifted, whichever comes first. The counting of prescribed processing time, which shall be expressed in working days, shall immediately start upon resumption of regular working schedule.

The GSIS ensures that the safety of our members, pensioners and stakeholders remains as our primary concern. We shall continue to adopt measures to contain the spread of the Covid-19 and enforce work-from-home arrangements in order to serve the urgent financial needs of our members and pensioners during this time of crisis.

For updates or advisories on available services and programs, you may visit www.gsis.gov.ph. If you have questions regarding our services you may contact us through the following:


Email: gsiscares@gsis.gov.ph

GSIS Call Center Numbers:

- For Calls within Metro Manila: (02) 8-847-4747
- For International Calls: (632) 8-847-4747
- For Provincial Calls: 1-800-8-847-4747 (for Globe subscribers)
or 1-800-10-8474747 (for Smart subscribers)


FOR YOUR GUIDANCE.

Very truly yours,


ROLANDO L. MAGASAET
President and General Manager

4-03

DEPED TAGBILARAN CITY DIVISION
SDS OFFICE
DOWNLOADED

BY  DATE: 4/7/20