



GSIS Government Service Insurance System
Financial Center, Pasay City, Metro Manila 1308

POLICY AND PROCEDURAL GUIDELINES NO. 262-14

FUNCTIONAL AREA : Social Insurance
Housing

DISTRIBUTION : Operations Groups
All Senior Vice Presidents
All Vice Presidents
All Managers
Corporate Services Group
Corporate Planning Office
Corporate Communications Office
Actuarial and Risk Management Group
Controller Group
Legal Services Group
Internal Audit Services Office
Information Technology Services Group

SUBJECT MATTER : **TRANSACTION MONITORING SYSTEM (TMS)**

I. BACKGROUND/RATIONALE

The Transaction Monitoring System (TMS) was initially implemented in the Central Office in April 2009 and in the Branch Offices in 2010. It originated from an in-house system deployed in 2006 which was designed to track complaints, requests and queries (CRQs) of members and pensioners using Microsoft Excel.

Currently, in addition to tracking CRQs, it is also being used to log in and monitor the status of social insurance claims, loans, pension and membership transactions; and selected housing transactions starting from the filing of an application or request until its completion or resolution. The TMS is capable of accommodating scanned copies of original applications and/or correspondences including supporting documents. It can also generate reports on the status of each transaction per type and per processor.

The Internal Audit Services Office (IASO), in its report on the review of the TMS in January 2014, recommended the development of a PPG that will ensure the uniform and efficient implementation of the said system.

II. OBJECTIVES

This PPG aims to:

- A. Establish a system that will serve as the primary tool to monitor and help ensure the efficient processing of transactions;
- B. Standardize the policies and procedural guidelines on handling applications, requests or correspondences upon filing of such until its completion or resolution.
- C. Identify specific functions of each unit involved in the processing of transactions
- D. Delineate the roles of personnel handling TMS transactions;
- E. Institutionalize the role of the Technical Support Departments (TSDs) such that the maintenance and enhancement of the functionality of the TMS is ensured according to the current business needs; and
- F. Ensure that users are given proper training on the TMS such that there is a uniform understanding on the policies and procedures on its implementation.

III. POLICIES

A. Definition of Terms

1. Agency Authorized Officer (AAO) - An officer designated by his or her agency through a signed memorandum of agreement with GSIS, to act in representation of his or her agency to coordinate with the GSIS on matters such as the creation and updating of members' information. He or she will also be issued a unique login ID and password for his or her access to the GSIS Secured Loan Certification Module whereby he or she is authorized to confirm loan applications of members under his or her agency.
2. Applications - Include requests for the processing of claims or loans which necessitate the filling out of a prescribed application form.
3. Cancelled Transaction - Refers to a transaction which was terminated due to erroneous creation, duplication or was officially withdrawn by the Concerned Party.

- 4. Citizen's Charter - Under Sec. 6 of Anti-Red Tape Act (ARTA), refers to the service standards written in the information bulletin boards which should be posted at the main entrance of government offices or at the most conspicuous place, and in the form of published materials written in English, Filipino or in the local dialect, that detail the following:
 - a) The procedure to obtain a particular service;
 - b) The person(s) responsible for each step;
 - c) The maximum time to conclude the process;
 - d) The document(s) to be presented by the clients, if necessary;
 - e) The amount of fees, if necessary; and
 - f) The procedure for filing complaints.

- 5. Closed Transaction - Refers to a transaction with a completed/resolved requested action or complaint, e.g., claim disapproved, account reconciled, claim proceeds e-credited, member record updated, etc.

- 6. Complaint - Refers to an expression of dissatisfaction by the client with GSIS policies or services, how a policy is implemented or a particular service is delivered, including staff attitude, irrespective of the complaint channel used.

- 7. Complex Transactions - Refer to transactions which require special handling to resolve or complete.

- 8. Consolidated User Requirements (CUR) - A document which specifies the functional and business requirements that need to be considered in the development or enhancement of an application system.

- 9. Correspondences - Include any written complaints, requests for information and/or queries of members, pensioners, non-members, government agencies, and/or private offices that may arise from the delivery of GSIS services.

- 10. Deficiency Slip - The checklist of requirements accomplished by

the Members Assistance Unit personnel that indicates the lacking requirements that need to be submitted by the client, before the transaction is accepted and created in the Transaction Monitoring System (TMS).

- 11. e-Credited
 - Electronic deposit to a member/pensioner's bank account of loan proceeds, dividends and other claims/benefits.
- 12. Enrolment Jar (eJar)
 - Refer to a database which contains members' and pensioners' personal data and information which include, among others, his or her name, contact information, GSIS number, picture and signature. This is also referred to as the GSIS Enrolment System.
- 13. Follow-up Flags
 - Are used to indicate when the status of a particular transaction is being inquired.
- 14. Liaison Officer
 - An employee designated by the Head of Agency who is authorized to transact business with the GSIS.
- 15. Main Transaction
 - Refer to the main type of grouping in the TMS which identifies the nature of request submitted (e.g. Membership, Claims, Loans, etc.).
- 16. Member's Request Form (MRF)
 - The form which a GSIS client fills out when filing a request or follow-up on status of loans/claims filed; membership transactions; e-Services concerns such as mobile enrolment or home visitation; or requests for reconciliation of premium / loan accounts.
- 17. Priority Transactions
 - Refer to transactions that are urgent and of utmost importance.
- 18. Receiving Units
 - Refer to personnel or offices whose main function is to provide frontline services or members' assistance.
- 19. Recreated Transaction
 - Refers to a newly-created transaction which supersedes a previously-created erroneous transaction.



- 20. Reopened Transaction - Refers to a previously closed transaction that was reopened due to erroneous closing.
- 21. Requests - Include requests for services that are written on a Membership Request Form (MRF).
- 22. Security Questions - Refer to a series of questions on information about the Concerned Party to validate his/her identity.
- 23. Special handling - Refer to additional measures needed to be undertaken which will require time beyond the prescribed turn-around time (TAT) under the GSIS Citizen's Charter.
- 24. Status Flags - Are used to indicate whether a transaction is currently being processed or is already completed.
- 25. Transaction Detail - Services falling under the indicated category (e.g. Retirement under PD 1146, RA 660, RA 1616, RA 8291, etc.).
- 26. Transaction Receipt - The transaction receipt generated from the Transaction Monitoring System (TMS) upon creation / encoding of a transaction (loan/claim filed at and received by the GSIS), which reflects the Reference No.; the client's name; date filed; transaction; sub-type; transaction details; name of processor who received/encoded the transaction in the TMS. It also includes the contact number of the GSIS Branch Office / GSIS Call Center or Hotline Number and the requirements for claiming of checks (whether by the claimant himself or by accredited Liaison Officer or by an authorized representative other than the LO).
- 27. Transaction Sub-Detail - Refer to additional details of the service requested (e.g. For Retirement under 8291 – Portability Law. Cash Payment, 5-year Lump Sum, etc.).
- 28. Transaction Type - Refer to the category of transaction being requested (e.g. Compulsory Life Insurance, Disability, Retirement, etc.).



29. Transactions Awaiting Resolution - Refer to transactions which were referred to the Board of Trustees (BOT), Committee on Claims (COC), Information Technology Services Group (ITSG), Legal Services Group (LSG) for resolution or legal opinion; or transactions which require the submission of additional documents by Concerned Parties as advised by the GSIS.
30. Users - Refer to employees who are authorized or given access to particular functionalities in the TMS.
31. Walk-In Parties - Concerned Parties who personally go to a GSIS office to avail of its services.

B. Coverage

1. This PPG shall cover transactions involving the following:
 - a. Regular Transactions involving social insurance and other loan transactions, such as, but not limited to the following:
 - 1) Processing of applications for claims, pension, membership, and loans;
 - 2) Reconciliation of accounts;
 - 3) Release of Title;
 - 4) Release of Mortgage;
 - 5) Restructuring of accounts;
 - 6) Processing of refund;
 - 7) Sale of acquired assets;
 - 8) Requests for copies of documents from the Records Management Department (RMD); and
 - 9) e-Services which include requests for annual renewal of active status, eCard or UMID enrolment and activation, eCrediting and other similar services.

- b. Written queries, requests for information, or complaints regarding services provided by the Operations Groups and the Real Estate Asset Disposition and Management Office (READMO).

C. General Classification of Transactions

For documentation and monitoring purposes, the system shall distinguish regular transactions from correspondences.

1. Regular Transactions pertain to any request or application for the processing of social insurance and housing-related services that are filed in the GSIS office through any of the following:
 - a. Walk-In;
 - b. Liaison Officer (LO) of the agency concerned;
 - c. Emailed accomplished forms from Agency Authorized Officer (AAO); and
 - d. Inter-Office referral (IOR).

Transactions shall be classified according to Main Transaction, Transaction Type and Transaction Detail and Transaction Sub-Detail.

2. Correspondences include any written complaints, requests for information and/or queries of members, pensioners, non-members, government agencies, and/or private offices that may arise from the delivery of GSIS services. These may be received by the GSIS through any of the following:
 - a. GSIS Call Center;
 - b. Emails received through the official GSIS email addresses;
 - c. Inter-Office referral (IOR);
 - d. Text message/SMS;
 - e. Letters; and
 - f. GSIS-approved web-based accounts.

Subpoena duces tecum and other court-related documents should be logged in the TMS and tagged as "PRIORITY". The document shall be immediately scanned and transmitted by the Receiving Unit to the Manager concerned to expedite the action required by the Court.

D. Transaction Flags and Tags

Transaction flags and tags shall be used to indicate the status and nature of a transaction.

1. Flags

There shall be two (2) types of transaction flags – status flags and follow-up flags.

- a. Status flags shall be used to indicate whether a transaction is currently being processed or is already completed.
- b. A follow-up flag shall be indicated when the status of a particular transaction is being inquired. Only the Receiving Unit shall be authorized to indicate follow-up flags.

2. Tags

- a. Tags shall be used to identify transactions of the following nature:

1) Complex

- a) A transaction shall be tagged as "Complex" when special handling is required to resolve or complete the transaction. Special handling refers to additional measures needed to be undertaken which will require time beyond the prescribed turn-around time (TAT) under the Citizen's Charter, such as but not limited to the following:
 - i) Transactions with clarificatory items, and unposted loan and premium payments, brought about by problems in SAP, which entail tedious verification and reconciliation; and
 - ii) Unreliable migrated mainframe and SAP loan balances which require further reconciliation and validation before being deducted from renewal of loans or claim benefits.
- b) A processor may request for the re-classification of a transaction to "Complex" subject to the approval of the Manager concerned.

2) Awaiting resolution

A transaction shall be tagged as "Awaiting Resolution" under any of the following circumstances:

- a) When the unresolved transaction is referred to the OPGM or ManCom for policy direction or guidance;
- b) When the unresolved transaction is referred to TSD, ITSG or service provider for technical support due to system-related issues or errors encountered.

- c) When the subject transaction is elevated to the Committee on Claims for resolution;
- d) When the subject transaction is referred for legal opinion to the Legal Services Group; and
- e) When the GSIS is awaiting the submission of additional document/s from the Concerned Party as advised by the OUC concerned

3) Priority

- a) A transaction shall be tagged as "Priority" when its resolution is urgent and of utmost importance. These transactions are usually referred by the Office of the President and General Manager (OPGM) and the Board of Trustees (BOT). This shall likewise include subpoena duces tecum and requests for court-related documents.
- b) Transactions tagged as "priority" shall be resolved or completed the soonest possible time.

Transactions tagged as "Complex", "Priority" and "Awaiting Resolution" shall be monitored by the head of the unit concerned until fully resolved or completed. Monthly reports shall be submitted to the SVPs concerned on the status of such cases.

Only Managers shall be authorized to tag transactions in their respective areas of jurisdiction.

E. Verification of the Identity of Walk-in Clients

- 1. Requests of walk-in clients who are members or pensioners shall be accommodated upon verification of their identity through one or more of the following means, as deemed necessary:
 - a. Enrolment Jar (eJar);
 - b. Presentation of prescribed proofs of identification; and
 - c. Security questions.
- 2. Requests for information regarding the personal data or status of processing of benefits may be made through any of the following third parties upon presentation of proofs of authorization and/or identification:
 - a. For living member or pensioner.
 - 1) Through the agency's Liaison Officer (for members); or

2) Through a representative duly authorized by the member or pensioner concerned.

b. For deceased members or pensioners.

1) Through the agency's Liaison Officer (for deceased members);

2) Through legal heirs (for deceased members and pensioners); and

3) Through Attorney In Fact by virtue of Special Power of Attorney (SPA).

F. Receipt and Evaluation of Applications, Requests and Correspondences

1. Only Receiving Units shall be authorized to receive requests and correspondences from external parties. The Receiving Units are those units in the CO, BO and EO whose function is to perform frontline functions or members' assistance. Transactions submitted by Concerned Parties to other units through mail, email, etc. shall be immediately forwarded to the Receiving Unit for logging in the TMS.
2. Applications, requests and correspondences shall be evaluated by the Receiving Units based on the following:
 - a. Regular transactions shall be evaluated based on the approved documentary requirements.
 - b. Correspondences shall be given due course if there is sufficient information to address the request, such as:
 - 1) Name of the Concerned Party;
 - 2) Birth Date, GSIS ID number, Policy number, BP number or retirement number (for social insurance transactions only), if the Concerned Party is a member or pensioner;
 - 3) Complete office and/or residential address or contact number (cell phone or landline) and/or e-mail address; and
 - 4) Details of the request, complaint or concern.
3. The Concerned Party shall be immediately informed, in writing, when applications or correspondences lack the required information and/or documents. Walk-in clients shall be issued a Deficiency Slip (DS) and shall be advised to file his or her request upon completion of the necessary documents.



4. Re-submission of requests or correspondence pertaining to a transaction which is being processed shall be construed as a follow-up.

G. Processing of TMS Transactions

1. Creation

- a. A TMS transaction shall be created by Receiving Units within one (1) working day upon receipt of applications, requests or correspondences by the GSIS. The creation of a TMS transaction after the fact or after the processing of an application or request shall not be allowed.
- b. A transaction receipt shall be issued by Receiving Units to walk-in parties acknowledging the receipt of the filed request or application. It shall contain among others, the TMS reference number and the contact numbers where the status of the transaction can be inquired.
- c. When a communication is received from a Concerned Party containing several requests which are independent of each other (e.g., Maturity/CSV/TV/Retirement claim and request for refund of excess loan repayments), these shall be treated as separate transactions with distinct TMS reference numbers.

TMS reference numbers shall be provided separately for each type of loan in case of request for reconciliation of two or more service loan accounts of the member and processing of refund of excess payments.

- d. When several transactions which are dependent on each other (e.g., from posting up to settlement of claim) are contained in a single communication from the Concerned Party, the communication shall be considered as a single TMS transaction.
- e. Any follow up or resubmission of communication or documents for a previously submitted transaction, for which a TMS reference number has been issued, shall no longer be logged as a new TMS transaction. However, follow up or resubmission of communication or documents shall result in the tagging of the existing TMS transaction as "follow-up".
- f. Any request for reconsideration or appeal of resolved or completed transactions shall not be logged in the TMS but shall be referred directly to the Committee on Claims.
- g. Only the Receiving Unit shall be allowed to create a TMS transaction for applications, requests or correspondences filed by Concerned Parties.

- h. The Receiving Unit shall ensure that the correct Business Partner (BP) number and other required information are entered in the TMS.

2. Scanning and Attachment of Documents

- a. Only Receiving Units shall be authorized to scan and attach basic documentary requirements in the TMS. Other units shall be allowed to attach relevant documents within their areas of concern.
- b. Documents attached to the TMS transaction shall be the bases for the evaluation and processing of requests by the operating units concerned (OUC), together with other pertinent records and documents.

3. Transmittal of Documents for Records Keeping

The original/hard copies of submitted documents which were already scanned and attached to the TMS transaction shall be transmitted by the Receiving Units and OUCs to the Records Management Department (RMD) (for CO) or the Records Custodian (for BOs and EOs) for records keeping.

4. Forwarding

- a. All TMS users shall be given access to forward or refer transactions to other OUCs.
- b. Receiving Units shall forward TMS transactions to OUCs within twenty-four (24) hours upon receipt of applications, requests or correspondences by the GSIS.
- c. TMS transactions shall be forwarded to OUCs or personnel concerned for any of the following reasons:
 - 1) For distribution to units concerned;
 - 2) For processing or re-processing by the unit concerned;
 - 3) For approval or disapproval;
 - 4) For resolution of issues;
 - 5) For preparation of reply to queries or requests for information; and
 - 6) For return to OUC for erroneously forwarded TMS transaction.
- d. The unit forwarding a transaction shall clearly indicate the action desired. Additional remarks may likewise be indicated to further clarify the requested action. Forwarded TMS with unclear desired action shall be returned to the originating unit.



- e. Erroneously sent TMS transactions or those with incomplete attachments and/or documentary requirements shall be immediately returned to the originating unit for appropriate action.

5. Closing

- a. A transaction shall be closed only when the requested action is completed, e.g., claim disapproved, account reconciled, claims proceeds e-credited, member record updated, etc.
- b. Sending of letters requesting for submission of additional documents to facilitate the processing of transactions shall not trigger the closing of a transaction.

6. Reassignment or Reloading

- a. A transaction may be transferred or reassigned from one processor to another by the Team Leaders, Division Chiefs, Managers, VPs and SVPs concerned within their areas of jurisdiction under any of the following conditions:
 - 1) If the personnel concerned will be on a scheduled leave of absence for more than five (5) working days;
 - 2) If the personnel concerned is promoted or transferred/reassigned to another unit or agency;
 - 3) If the personnel concerned was separated from the service due to resignation, retirement, dismissal, dropping from the rolls or death; and
 - 4) If the personnel concerned has been absent without notice to the immediate supervisor for more than two (2) working days;
 - 5) If the personnel concerned will be on sick leave for more than two (2) working days;
 - 6) As determined by the Team Leader/Division Chief/Manager/VP/SVP concerned to ensure that the transaction may be resolved or completed the soonest possible time.
- b. No clearance shall be given to employees or executives who transferred or were reassigned to another unit, promoted or separated from the service unless all pending transactions assigned to him or her are reassigned.

7. Cancellation of Created Transactions

- a. Transactions may be cancelled due to the following reasons:
 - 1) Duplicate transaction;
 - 2) Erroneous creation; and
 - 3) Withdrawal of application or request
- b. Concerned Parties shall be required to submit a written request for the withdrawal of a pending application.
- c. Users requesting for cancellation of a transaction shall be required to submit an email-request with justification to his or her Manager, through channels.
- d. The TSD concerned shall cancel transactions upon endorsement of the Manager concerned.

8. Recreation of Transactions

- a. Transactions may be recreated to replace an erroneously-created transaction. An erroneously-created transaction is automatically cancelled upon its recreation. The recreated transaction shall have a new TMS reference number but the same date of receipt as the previous one.
- b. Users requesting for recreation of transactions shall be required to submit an email-request with justification to his or her Manager, through channels.
- c. The date of creation of the original TMS transaction shall be adopted for the recreated transaction.
- d. The Receiving Unit shall recreate transactions upon endorsement of the Manager concerned.

9. Reopening of Closed Transactions

- a. Erroneously-closed transactions may be reopened upon request of the OUC.
- b. A TMS transaction shall be reopened upon endorsement of the Manager concerned subject to the submission of an email-request which includes a justification by the personnel concerned.
- c. TSD shall reopen closed transactions upon endorsement of the Manager concerned.



H. Period of Resolution

1. As a general rule, TMS transactions shall be processed on a first-in, first-out basis.
2. Transactions shall be resolved or completed within the prescribed turn-around time (TAT). The TAT for regular transactions shall be in accordance with the approved Citizen's Charter.

I. Period to Address Correspondences

Correspondences shall be addressed within fifteen (15) working days upon receipt as prescribed under Section 5 (a) of Republic Act 6713, Code of Conduct and Ethical Standards for Public Officials and Employees

J. Access Authorizations

1. A role-based user authorization in the TMS shall be defined to ensure the following:
 - a. Segregation of duties and responsibilities of users;
 - b. Check and balance in the processing of transactions; and
 - c. Information security.
2. Users shall be given access to information that is within his or her area of responsibility only.
3. The TMS authorization matrix shall be defined by the Technical Services Departments, in coordination with the Information Security Office (ISO), TMS Competence Team and the users from the functional groups concerned.
4. Approval of requests for authorization in the TMS shall be subject to existing rules on the grant of authorization.
5. Any proposed revision in the TMS authorization matrix shall be subject to approval of the SVPs concerned and the VP-ISO prior to its implementation.

K. Monitoring of TMS Transactions

1. Unresolved issues and concerns relating to TMS transactions shall be elevated by processors concerned to the Team Leader, Division Chief then to the Manager. Issues and concerns which cannot be resolved at the department level shall be endorsed to the TSDs concerned for appropriate action.

2. Reports shall be prepared and submitted by processors concerned, through appropriate channels, to the respective VPs to aid in the monitoring of TMS transactions and evaluation of individual or office performance.

a. Regular Reports

- 1) Regular reports shall be submitted as follows:

Report	Person/s Responsible	For submission to
Daily Report (individual)	Processor	Team Leader
Daily Report (per section/division)	Team Leader/Division Chief	Division Chief/Manager concerned
Weekly Report (per department)	Manager concerned	VP concerned
Monthly report (per VP group)	VP concerned	SVP concerned
Monthly report (per SVP group)	SVP concerned	OPGM/Mancom cc: Strategic Planning and Control Department (SPCD)- Corporate Planning Office (CPO)

- 2) These reports shall include the following:

For processors:

- a) Transactions received, processed and pending which shall include the following information:
 - 1) TMS reference number
 - 2) Name of Concerned Party
 - 3) Date of receipt of request or application by GSIS
 - 4) Date closed
 - 5) Ageing as of date of report, if still pending

For Team Leaders and up:

- b) Total number of transactions received, processed and pending;
- c) Total number of transactions which are beyond the prescribed TAT;
- d) Ageing and justification or explanation for transactions which are beyond the prescribed TAT;
- e) No. of cancelled, recreated and reopened transactions with listing;

- f) No. of cases which are tagged as complex, priority, and cases awaiting resolution including the list and status of each one.
- b. The SVPs of Operations Groups and the VP, READMO shall submit a monthly consolidated report per FG which shall include the following:
 - 1) List of complex cases and those awaiting resolution which occur frequently enough to warrant a more systematic approach on its resolution;
 - 2) List of issues and concerns which need to be resolved;
 - 3) Recommended courses of action and target date for the resolution of complex cases and other issues and concerns.

The said report shall be submitted to the PGM, copy furnished the SPCD-CPO.

- 3. Accomplishment reports shall be verified in the TMS and shall be used as a basis for individual performance rating, taking into consideration the timeliness of resolution, quality and complexity of cases handled.
- 4. Any unexplained inaction and/or failure to act promptly on all transactions shall be a ground for disciplinary action.

L. Letters or Communications

- 1. Letters/communications shall be sent to Concerned Parties as follows:
 - a. Acknowledgement Receipt
 - 1) For regular transactions
 - a) A pro-forma transaction receipt shall be generated from the TMS upon receipt of complete documentary requirements by GSIS.
 - b) A pro-forma deficiency slip (DS) shall be issued by the Receiving Unit to the Concerned Party if there is/are lacking documentary requirement/s.
 - 2) For correspondences, an acknowledgement letter for all created transactions in the TMS shall be prepared. This letter shall contain the following information:
 - a) If with incomplete information or documentary requirements, a list of additional information, requirements, or documents,

specifying reasonable period of time within which they should be submitted

b) If with complete information or documentary requirements:

- i. The action to be taken;
- ii. The name of the particular official or employee in charge thereof; and
- iii. The date when the action on the request can be completed, barring unforeseen circumstances;

c) If the nature of transaction is outside the jurisdiction of the GSIS:

- i. Advice that the transaction is not within the jurisdiction of the GSIS; and
- ii. Copy of the letter or referral sent to proper Department, Office or Agency

b. Update on the Status of Request

An update on the status of the request shall be sent two (2) weeks before the committed date when the action on the request cannot be completed on the date indicated in the acknowledgement receipt.

It shall include, among others, the following information:

- 1) Status of the request;
- 2) Reason for the delay; and
- 3) The date when the action on the request can be completed, barring unforeseen circumstances;

c. Advice on the Disapproval of Request

Advice shall be sent to Concerned Parties immediately upon the disapproval of his or her request including the reason for such action.

d. Reply to queries, complaints or request for information

Replies to queries, complaints or request for information shall be cleared with the Office of the President and General Manager.

e. Referral to other agencies



f. Follow-up letter

A follow-up letter shall be sent to Concerned Parties, if necessary, regarding the submission of lacking and/or additional requirements.

2. Pro-forma letters and standard replies shall be prepared by the Corporate Communications Office (CCO) based on requests from the functional group concerned.
3. The functional groups concerned shall maintain an inventory of all pro-forma letters currently being used and shall determine if additional templates are needed.
4. All correspondences shall be signed by at least the Manager concerned.

M. Responsibilities

1. The TSD shall be responsible for maintaining the functionality of the TMS.
 - a. The TSD-NCR shall be the repository of the following documents, which shall include, among others, the following:
 - 1) Procedure Manual / Description of the business process
 - 2) End-User Manual
 - 3) Functionality Test Plan and Test Scripts including signed-off Test Results; and
 - 4) Other similar documents
 - b. The TSDs concerned shall be responsible for resolving system-related errors and/or policy-related issues which cannot be resolved and referred to them by OUCs under their areas of jurisdiction.
 - c. The TSDs shall regularly convene to discuss issues and/or errors which remain unresolved at their level. Representatives from OUCs and other resource persons may provide inputs during the discussions.
 - d. The TSD-Vismin shall act as the secretariat for these meetings and shall be responsible for the preparation of the following:
 - 1) Minutes of meetings;
 - 2) Advisories necessary for the information dissemination on the resolution of issues and/or concerns; and