



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

GSIS Memorandum Circular No. 10 Series of 2019

TO : HEADS OF CONSTITUTIONAL BODIES; BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT OWNED OR CONTROLLED CORPORATIONS; STATE UNIVERSITIES AND COLLEGES; AND ALL OTHERS CONCERNED

SUBJECT : REVISED GSIS CITIZEN'S CHARTER BASED ON REPUBLIC ACT (R.A.) NO. 11032 (AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT DELIVERY OF GOVERNMENT SERVICES)

R.A. No 11032, otherwise known as the "Ease of Doing Business and Efficient Delivery of Government Services Act of 2018", requires that all government agencies shall set-up their respective most current and updated service standards to be known as the Citizen's Charter.

GSIS has revised its Citizen's Charter and is now available through an Interactive Electronic Citizen's Charter (IECC) located at all branches nationwide.

In compliance with R.A. No. 11032, all Social Insurance claims and Housing transactions (except release of Transfer Certificate of Title) shall have a turnaround time of twenty (20) work days.

The revised GSIS Citizen's Charter can also be viewed in the GSIS website (www.gsis.gov.ph).

Please be guided accordingly.

Original Signed

ROLANDO L. MACASAET
Officer-in-Charge, President and General Manager

Date signed: 26 JUL 2019