

Information **T**echnology **S**ervices **G**roup
Eservices for
Effective
Governance



"Kahit saan, Kahit kailan...Maaasahan."



Eservices for Effective Governance

Armed with vast experience and expertise in corporate law, management, banking and finance, the GSIS remains as the top-earning government enterprise. Its remarkable and successful performance during the past two years has been primarily due to its ambitious and revolutionary projects--- all with the aim of providing service to members, anytime, anywhere...

Kahit Saan, Kahit Kailan, Maaasahan.

Eservices for Effective Governance

*Benchmarking to Industry
Best Practices*

- **Production Management – Increasing the Velocity of Transactions**
- **Supply Chain Management - Partnering with Agencies**
- **Monitoring of Transactions**
- **Customer Relationship Management**

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**Increasing the
Velocity of
Transactions**

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Responsive Operations

THE GSIS ONDOY EXPERIENCE

Typhoon Ondoy drastically hit the Philippines in Sept 2009, bringing a month's worth of downpour in just a few hours.

State pension fund Government Service Insurance System (GSIS) allocated P5 billion as emergency loan fund for members affected by typhoon Ondoy.

Administration was the big challenge for ITSG



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*Speed of
Processing
Loans and
Claims*



Granting within the day

Eservices for Effective Governance

Increased data quality

		Ntry	Curr	Exposure	Maturity	Rating	PD	LGD	EAD
	CHINA	GB	GBP	24241	23/02/2096	AA	0.3	25	252
	BANKING GROUP LTD	AU	AUD	33843	11/12/2097	AA	0.3	25	348
	SCOTLAND	GB	GBP	44990	19/12/2019	AA	0.3	25	236700
	LETTING CENTRE LIMITED	GB	GBP	3222	27/06/2100	AA	0.3	25	32789
87659	BARCLAYS BANK PLC	GB	GBP	0	23/08/2052	CC	0.3	25	3
87660	LLOYDS BANK INT LIMITED	UK	GBP	0	18/07/2097	AA	0.3	25	121
87661	ROYAL BANK OF CANADA	GB	#input	26979	21/12/2098	AA	0.3	25	275
87662	STANDARD CHARTERED BANK	GB	GBP	98740	08/11/2100	AA	0.3	25	987789
87663	THE CO-OPERATIVE BANK PLC	GB	GBP	87374	07/11/2101	AA	0.3	25	865789
87664	DEUTSCHE BANK AG	GB	GBP	94666	17/05/2014	AA	0.3	25	761789
	COTMANHAY COMMUNITY CONCERN	GB	GBP	56493		BB**	101	45	
51005	CORPORATE RISK INTERNATIONAL	US		11774	02/02/2090	B	-4	50	130
51006	DELAWARE BAY COMPANY	US	USD	26979	19/07/2084	B	4	50	321
51007	FIRST ALLIED SECURITIES INC.	US	EUR	98740	10/02/2094	B	4	50	1050
51010	NY CONSULTING GROUP	US		56493	19/03/2085	B	4	50	664
51012	TWEEDY BROWNE COMPANY	US	USD	84161	19/03/2085	B2	4	50	990
51013	WILMINGTON TRUST	US	#input	94147	24/09/2078	B	4	50	1207
51014	ABADI	US	GBP	279565	27/08/2078	B	4	50	3584
51015	DEGUSSA -> RECORD OUT OF DATE!	US	GBP	13480	16/03/2086	B	4	50	156
51017	DIAMANT INVESTMENT CORP	US	USD	7538	10/08/2089	B	4	50	84
51019	MIDWEST COMMSINC (DO NOT USE).	US	UDS	31660	30/07/2092	B	4	50	344
51021	ADVANCED MEDIA CONCEPTS INC.	US		14949	26/01/2087	A1	40	-5	171
51022	STANDARD CHARTERED	US	USD	85481	26/01/2087	B	4	50	982
51023	BOND EXPRESS INC.	US	USD	43640	24/06/2087	B	4	50	501
51024	#INPUT ERROR	US	USD	17601	05/02/2092	B	4	50	191
51026	STANDARD CHARTERED BANK		USD	58756	10/08/2087	B	4	50	675
10121	EMC,DEUTSCHLAND GMBH	DE	EUR	58711	31/03/2063	AB	4	50	931
10122	WULF GAERTNER AUTOPARTS AG	DE	EUR	57954	28/12/2098	B	4	121	591
10123	DZ BANK AG	DE	EUR	13555	15/01/2045	B	4	50	301
87692	BANK OF AMERICA NA LONDON	GB	GBP	33455	12/08/2004	AA	0.3	25	324
87693	AUSTRALIA AND NEW ZEALAND BANK	AU	AUD	165299	30/12/2103	AA	0.3	25	1604

CONSISTENCY

DUPLICATION

INTEGRITY

ACCURACY

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Informatica Data Quality Match Report - Microsoft Internet Explorer provided by Informatica

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites

Address C:\Program Files\Informatica Data Quality\RESULTS\match_results_mm_data_MatchReport.html Go

Informatica Data Quality™ Match Report

Cluster 4						
33150	2344706	I	JOEL KENWARD	1/9/1970	YU UY 310 B MANGGA ST. SAN JUAN METRO MANILA	0.86
33308	3146939	I	UY JOEL KENWARD	1/9/1970	UNIT B 310 MANGGA STREET SAN JUAN METRO MANILA	0.98
33320	3146940	I	UY JOEL KENWARD YU	1/9/1970	UNIT B 310 MANGGA STREET SAN JUAN METRO MANILA	0.98
Cluster 5						
33161	2367127	I	AGUILAR PORTIA ANN L.	9/28/1980	139 P.BURGOS ST. UGNATAN MALABON METRO MANILA	0.86
33226	2591642	I	DE LEON PORTIA ANN AGUILAR	9/28/1980	139 P. BURGOS ST. MALABON CITY	0.86
Cluster 6						
33174	2541358	I	CHUA MARY LOU TALON	9/2/1977	B7 L22 DONA HELEN SUBD. CAMARIN NOVALICHES Q. C. (VIZCARRA)	1.00
Cluster 7						
33188	2541371	I	CHUA MARYLOU C ITF-ANNABEL C. LEE		209 C.M. RECTO ST. ADDITION HILLS SAN JUAN METRO MANILA	0.52
Cluster 8						
33202	2541372	I	CHUA MARYLOU CHENG	3/9/1965	209 CM RECTO STREET ADDITION HILLS SAN JUAN MANILA	0.52
Cluster 9						
33215	2541373	I	CHUA MARYLOU TAN	12/29/1958	16 M. H. DE JESUS ST. BATANGAS CITY	0.46
Cluster 10						
33265	2798763	I	LIM KENWARD SIY	5/2/1969	3 QUIRINO SOUTH ADMIRAL VILLAGE PARANAQUE M.M.	1.00
Cluster 11						
33277	2935758	I	PAGASPAS PORTIA ANN SALAZAR	5/18/1978	LOT28 BLK20 REYES AVE. GREENFIELDS 1 C/O PHOTOKINA NOVA. Q. C.	1.00
Cluster 12						
33293	3068274	I	SIATAN PORTIA ANN LAGANDAON(LOCALS)	11/8/1982	86-D JASMIN ST. BIGLANG AWA CALOOCAN CITY C/O LOCALS	1.00
Cluster 13						
33346	8454343	I	MIKE CHUA	10/27/1975	BLK.7 L32 P2 CITIHOMES MOLINO BACCOOR CAVITE CITY	0.87
33358	2345245	I	MICHEAL CHUA	10/27/1975	BLK 7 LOT 32 PH2 6TH AVE. CITIHOMES MOLINO BACCOOR CAVITE	0.87

Done

Discussions Discussions not available for this document

start InfoAlchem... C:\Program ... 2 Internet... Informatica ... 85% My Computer 08:39

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*Improved
Remote
Communications*



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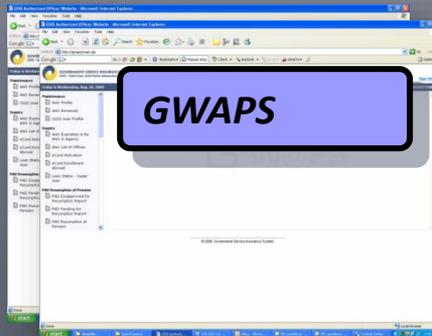
Partnering with other
agencies

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Authorized
Agency Officers



KIOSKS



GWAPS



SAP

Note: *CPIC - Common Programming Interface for Communication

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GSIS Authorized Officer Website - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address <http://cert.gsis.gov.ph/default.jsp>

 **GOVERNMENT SERVICE INSURANCE SYSTEM**
GSIS - Kahit Saan, Kahit Kailan Maasahan.

[Sign Out](#)

Authorized Officer Website MARY JOCELYN PARIS of GSIS HUMAN RES INFO DIV

Tasks [Loan Certification](#) 1 to 5 of 5 records [FIRST](#) [PREV](#) [NEXT](#) [LAST](#)

- Personal Information
- Change Password
- Loans for Certification

Reports

- Pending Certification
- Loans Confirmed
- Loans Not Confirmed
- No Action Taken

Contacts

Download

GSIS ID	NAME	LOAN TYPE	MONTHLY AMORT	DATE APPLIED	LOAN TERM	DEDUCTION		CONFIRM	
						START	END	YES	NO
53122300052	VILLANUEVA, MORRIS S	Policy Loan	0	2010-01-19			2019-01-02	<input type="radio"/>	<input type="radio"/>
59032600217	FERRERAS, CELESTE E	Conso Loan	13,110.1	2010-01-19	6	2010-04-10	2016-04-01	<input type="radio"/>	<input type="radio"/>
69010602246	AGRA, MELCHORA C	Policy Loan	0	2010-01-19			2034-01-06	<input type="radio"/>	<input type="radio"/>
58050502625	OBIAS, ADELITA G	Conso Loan	3,184.01	2010-01-19	3	2010-04-10	2013-03-10	<input type="radio"/>	<input type="radio"/>
73022301249	VELEZ, JENNIFER E	Policy Loan	0	2010-01-19			2038-02-23	<input type="radio"/>	<input checked="" type="radio"/>

Reason: Comment:

*Note: To check the office name of the member, point cursor to the GSIS ID and office name will appear in yellow box.

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GSIS Authorized Officer Website - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address <http://cert.gsis.gov.ph/default.jsp>

 **GOVERNMENT SERVICE INSURANCE SYSTEM**
GSIS - *Kahit Saan, Kahit Kailan Maarahon.*

[Sign Out](#)

Authorized Officer Website MARY JOCELYN PARIS of GSIS HUMAN RES INFO DIV

Tasks [Loan Certification](#) 1 to 5 of 5 records [« FIRST](#) [< PREV](#) [NEXT >](#) [LAST »»](#)

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Download

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						START	END	YES	NO
53122300052	VILLANUEVA, MORRIS S	Policy Loan	0	2010-01-19			2019-01-02	<input type="radio"/>	<input type="radio"/>
59032600217	FERRERAS, CELESTE E	Conso Loan	13,110.1	2010-01-19	6	2010-04-10	2016-04-01	<input type="radio"/>	<input type="radio"/>
69010602246	AGRA, MELCHORA C	Policy Loan	0	2010-01-19			2034-01-06	<input type="radio"/>	<input type="radio"/>
58050502625	OBIAS, ADELITA O	Conso Loan	3,184.01	2010-01-19	3	2010-04-10	2013-03-10	<input type="radio"/>	<input type="radio"/>
73022301249	VELEZ, JENIFER E	Policy Loan	0	2010-01-19			2038-02-23	<input type="radio"/>	<input type="radio"/>

[CANCEL](#)

*Note: To check the office name of the member, point cursor to the GSIS ID and office name will appear in yellow box.

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Transaction Monitoring

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Knowing Transactions of Members

on 2.0.10] - [Inquiry Window] Exit Program Menu

eServices Support Department III ::
 Castro, Celerino B ::
 Manager [Home Office] W

F8 - View Attachment | F7 - View History | F6 - Export | F5 - View Details | F3 - Search

BP Number GSIS ID No. Member Name (Lastname, Firstname, Middlename)
 _____ _____ TOLENTINO, ERNESTO

Batch Number Reference Number
 _____ _____

Transaction Type Type of Request
 _____ _____

Detail of Request

Transactions List

Transaction No.	Bundle No.	BP Number	GSIS ID No.	Last Name	First Name	Middle Name	Transaction	Transaction Type	Transaction Detail	Status	Remarks
R-20090424-000040			50061501794	TOLENTINO	ERNESTO	E	Claims	Check Replacement	Check Replacement	Disapproved	DISAPPROVAL LETTER ATTACHED.
R-20090428-000240			44022301214	TOLENTINO	ERNESTO	F	Claims	Retirement	RA 8291 5YLS	Cheque released	TMS Processed
R-20090429-000107			44022301214	TOLENTINO	ERNESTO	F	Claims	Regular Life	CSW/TV	Cheque signed: ready for releasing	

CAPS INS NUM 192.168.112.246 PRIS 3/23/2010

start Inbo... - Microsoft Out... Transaction Monitorin... Pics history.bmp - Windo... 5:00 PM

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History of Transactions



GOVERNMENT SERVICE INSURANCE SYSTEM
GSIS – Kahit Saan, Kahit Kailan Maasahan.

Tran

Transaction History

Reference No : R-20090429-000107

Bundle No :

BP No :

GSIS No : 44022301214

Member Name : ERNESTO F TOLENTINO

Transaction : Claims

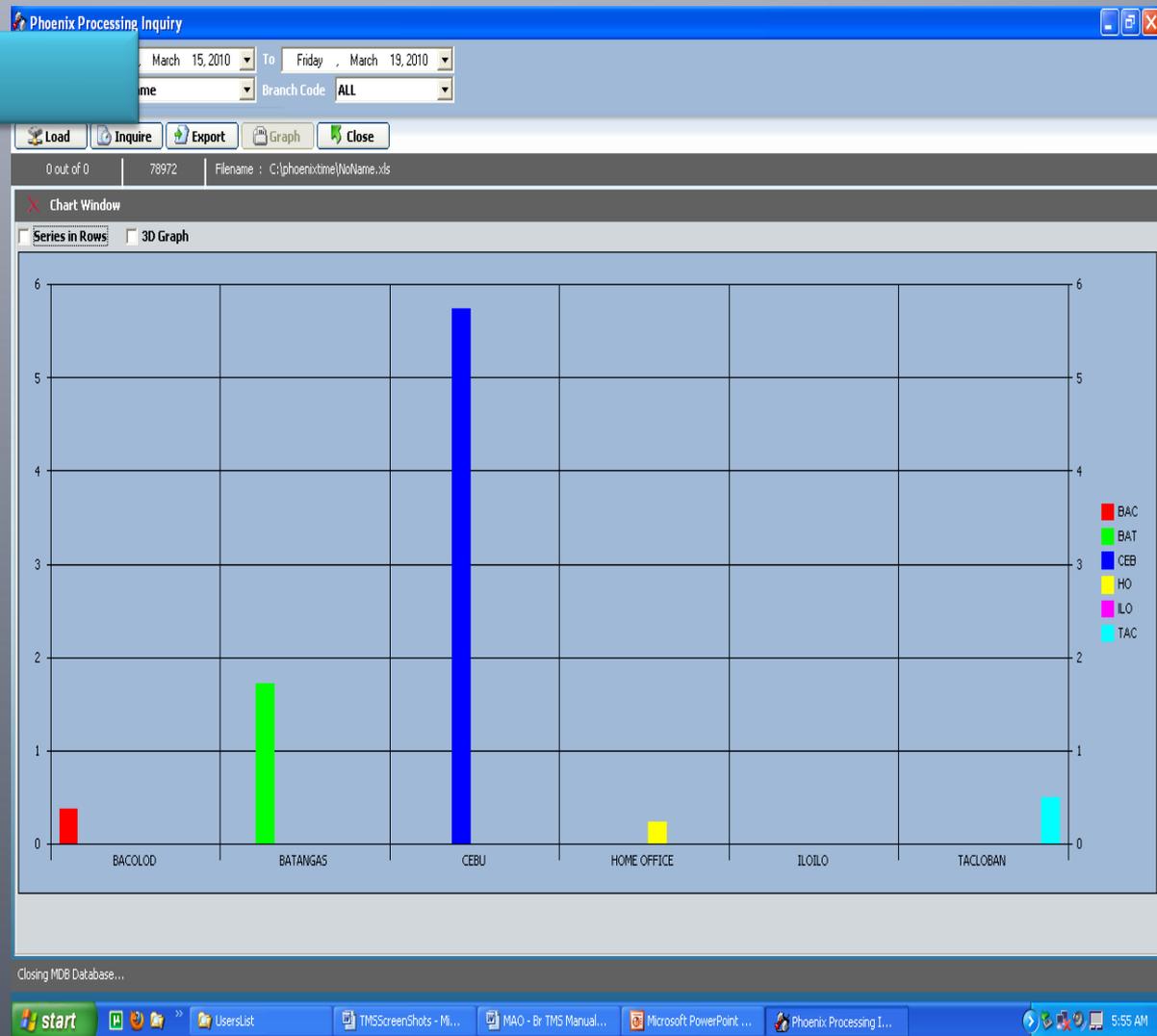
Transaction Type : Regular Life

Transaction Detail : CSV/TV

Date In	Date Out	Date Due	Diff	Processed by	Office	Status	Remarks	
23-Jul-2009	1:45 pm	25-Jul-2009	1:45 pm	DIONISIO ROSALES DOMINGO		Cheque signed, ready for releasing		
20-Jul-2009	7:43 am	22-Jul-2009	1:45 pm	2	CYNTHIA GOREEN C VALDELLON	TO IN-VM / Technical Assistant	Cheque signed, ready for releasing	
10-Jul-2009	9:01 am	20-Jul-2009	7:49 am	2	Angelo Benito J Arheta	TO IN-NCR/L / Technical Assistant	Cheque countersigned by Ms/Mr Cash Unit	
15-Jul-2009	3:47 pm	18-Jul-2009	9:01 am	3	DOMINGO CAMU MONFORTE		Cheque signed by POC, Upon Cash Unit	
15-Jul-2009	1:54 pm	15-Jul-2009	3:47 pm	0	DOLORA ANJADIACION EUGENIO		Cheque in Process	
07-Jul-2009	1:43 pm	15-Jul-2009	1:54 pm	8	CORAZON S DARDA	Claims Department / TEAM LEADER	DV signed for cheque processing	
07-Jul-2009	1:39 pm	17-Jul-2009	1:43 pm	0	DOLORA ANJADIACION EUGENIO		Referred to Claims Team Leader	
02-Jul-2009	5:30 pm	17-Jul-2009	1:39 pm	5	DOMINGO CAMU MONFORTE		Referred to CLAIMS for DV reprocessing	
11-Jun-2009	5:12 pm	12-Jul-2009	5:30 pm	21	GUJA GOLECINDA SOTOLONGO		Cheque in Process	
20-May-2009	11:00 am	1-Jun-2009	5:12 pm	22	DULCE N JUNAHON	Claims Department / TEAM LEADER	DV signed for cheque processing	
19-May-2009	7:54 pm	4-May-2009	11:00 am	1	RODRIGO FERNANDEZ MANUEL	Membership Dept. 1 (Membership Processing 1) / DIV	CIUR/CIOR/CIOP/CLMB acted upon/returned to Claims D	UPDATED
19-May-2009	10:26 am	4-May-2009	7:54 pm	0	MARJORIE GRACE G PLATA	Membership Dept. 1 (Membership Processing 1) / PRO	CIUR/CIOR/CIOP/CLMB acted upon/ return to claim	DONE
15-May-2009	9:13 pm	4-May-2009	10:26 am	4	RODRIGO FERNANDEZ MANUEL	Membership Dept. 1 (Membership Processing 1) / DIV	Assigned to Membership Department Processor	
15-May-2009	4:45 pm	3-May-2009	9:13 pm	0	DULCE N JUNAHON	Claims Department / TEAM LEADER	Referred to Membership Group	CIUR sent to MG 5/15
07-May-2009	7:51 pm	3-May-2009	4:45 pm	8	TERESTA M BRAVO	Claims Department / PROCESSOR	Assigned to Claims Team Leader	FOR REASSIGNMENT

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Graphical View



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Scanned Documents

g-Transaction Monitoring Module

Assignment Window] Menu

Claims Department :: Foronda, Junior C :: Manager [Home Office] ::

F8 - View Attachment | F7 - View History | F6 - Export | F5 - View Details | F3 - Search

Transaction Window No. of Transactions : 001

Selection	Transaction No.	Date In	Processing Stage	BP Number	GSIS ID No.	Last Name	First Name	Middle Name	Transaction(s)	Transaction Type	Transaction Detail	Department
-----------	-----------------	---------	------------------	-----------	-------------	-----------	------------	-------------	----------------	------------------	--------------------	------------

Document Preview

Preview Window

70% Document : Application Form

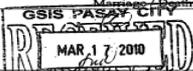
Republic of the Philippines
GOVERNMENT SERVICE INSURANCE SYSTEM
 Financial Center, Reclamation Area, Pasay City

PRE-NEED PROGRAM
APPLICATION FOR PLAN CONVERSION
and FOR OTHER BENEFITS UNDER THE PLAN
(Except for Life Insurance)

Date: 12 March 2010	Plan Agreement No. GEA-5189
Name: <u>Sapete</u> <u>Nela</u> <u>Marias</u>	Remarks: <u>Pl. adjust my 2nd Transition Fee of 40,000 pesos</u> <u>2nd year (2nd year) 2009-2010 amount to 912,445.50</u>
Tel. No. 970-85-35	Signature: _____

Purpose / Reason	From	To
<input type="checkbox"/> Change of School Category		
<input type="checkbox"/> Change of College Program		
<input type="checkbox"/> Change of Scholar		
<input type="checkbox"/> Re-Application		
<input type="checkbox"/> Updating		
<input type="checkbox"/> Refund of Excess Premium/s		
<input type="checkbox"/> Termination of Value - Reason		
<input checked="" type="checkbox"/> Availment of College Education Benefit	Effective: <u>2nd Transition (2nd year) 2009-2010</u>	
<input type="checkbox"/> Unavailment of College Education Benefit	Reason:	
<input type="checkbox"/> Plan holder's Retirement Benefit	Date of Graduation:	
<input type="checkbox"/> Transfer of Plan -	Date of Birth:	
<input type="checkbox"/> Name of Transferee:		
<input type="checkbox"/> Office Name/Address:		
<input type="checkbox"/> Assignment/Change of beneficiary/heirs		
<input type="checkbox"/> Others, please specify -		
<input type="checkbox"/> Doc. Submitted:	Cert. of remittance / Official Receipts / Plan Agreement / CFP / Birth / Marriage / Death Cert. /	

Received by: _____ Date: _____



Good Afternoon REVES,
VIOLA B

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Load Balancing

Transaction Assignment Window

Claims Department ::
Foronda, Junar C. ::
Manager [Home Office] ::

F8 - View Attachment | F7 - View History | F6 - Export | F5 - View Details | F3 - Search

No. of Transactions : 003

Selection	Transaction No.	Date In	Processing Stage	BP Number	GSIS ID No.	Last Name	First Name	Middle Name	Transaction(s)	Transaction Type	Transaction Detail	
<input checked="" type="checkbox"/>	R-20100318-000051	3/19/2010 8:30:43 AM	For Distribution		68022100789	CARANDANG	MARISSA	BANAS	Claims	Pre-need	Edu-Child	Public Relations
<input type="checkbox"/>	R-20100318-000016	3/19/2010 8:28:54 AM	For Distribution		55092601489	SANBUENAVENTURA	ANTONETTE	CAMPO	Claims	Funeral Benefits	Life	Public Relations
<input type="checkbox"/>	R-20100318-000169	3/18/2010 3:04:09 PM	For Distribution		44011500916	ANTIPOLO	HILARIA	D	Claims	Check Replacement	Check Replacement	Public Relations

Remarks

Action

Close Transctn

Performer Window

Processor	User Role	Department	H.o. of Transactions	H.o. of Processed Transaction(s)(for the day)
Reala,Rowena	PROCESSOR	Claims Unit II	27	0
REYES,VIOLA B	PROCESSOR	Claims Unit II	64	0
RINOZA,CECILIA P	PROCESSOR	Claims Unit II	25	0
Salangui,Reynaldo	PROCESSOR	Claims Unit II	31	0
Sermona,Karen F	PROCESSOR	Claims Unit II	472	0
Sia,Preciosa	PROCESSOR	Claims Unit II	33	0

Good Morning FORONDA, JUNAR C

CAPS INS NUM 192.168.112.246 PRIS 3/19/2010

8:36 AM

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**Customer
Relationship
Management**

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Service Dashboard

Home - Oracle CRM On Demand - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://secure-ausomxdsa.crmondemand.com/OnDemand/user/Homepage

Training and Support | Admin | My Setup | Deleted Items | Help

Welcome

Home Members CRQs Knowledgebase Reports Dashboard

My Homepage

Edit Layout | Help | Print

Today's Calendar

New

Start Time	Subject
12:00 PM - 01:00 PM	Process Loan Request

[View Calendar](#)

My Open CRQs

New

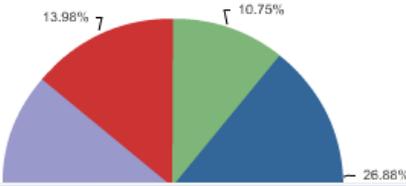
CRQs Number	Subject
484426-287821192	Membership Update
484426-282777959	Complain for testing the email sent out...
484426-282777870	Complain about the previous complaint
484426-282777261	Complaint about the previous complaint
484426-282770011	Complaint about response time
SR-0003	Can't find next year's health benefits info
SR-9901	Nfinity internal fault alarm
SR-0001	What is our policy for leaves of absence?
SR-9005	Unhappy about service response time
SR-9001	Customer needs to know current account balance.

[Show Full List](#)

Case Analysis

Service Analysis

of SR by: Priority



Priority	Percentage
High	13.98%
Medium	10.75%
Low	26.88%
Very Low	48.39%

Alerts

- How to download the CRM On Demand Office Integration tools
- New annual report available
- New corporate Web site
- Company meeting on Friday

[Show Full List](#)

Advanced

Create

- Agency
- Appointment
- CRQ
- Household
- Knowledgebase
- Lead
- Member

Done

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CRQ of a Member

Members - Oracle CRM On Demand - Mozilla Firefox

File Edit View History Bookmarks Tools Help

omxdsa.crmondemand.com/OnDemand/user/ContactDetail?OMTGT=ContactDetailF ☆ Google

Welcome

Home Members CRQs Knowledgebase Reports Dashboard

Member Detail: **Coco Reyes** | Back to Members Homepage Edit Layout | Help | Print

Member Details New Edit Copy Delete Merge

Key Member Information:

Mr./Ms. **Mr.** Work Phone # **1 (872) 599-8101**
 First Name **Coco** Work Fax # **1 (872) 599-8902**
 Last Name **Reyes** Cellular Phone # **1 (872) 667-7548**
 Agency **DFA** Email **creyes@dfa.gov.ph**
 Job Title **President** Never Email
 Web Search [Click here](#)

Member Detail Information:

Additional Information:

Available Section:

CRQs New

	CRQs Number	Subject	Priority	Status	Opened Time	Member	Agency	Owner
Edit	484426-288274100	New GSIS Request	3-Medium	Pending	2/11/2010 02:02 AM	Coco Reyes	DFA	Jonatha
Edit	484426-288246762	Consoloan request	3-Medium	Open - Escalated	2/11/2010 12:08 AM	Coco Reyes	DFA	
Edit	484426-287821192	Membership Update	3-Medium	Open	2/9/2010 07:09 PM	Coco Reyes	DFA	Joanne
Edit	484426-287668302	Membership Complaint	3-Medium	Open	2/9/2010 10:07 AM	Coco Reyes	DFA	
Edit	SR-9901	Nfinity internal fault alarm	2-High	Open	1/29/2009 02:39 PM	Coco Reyes	DFA	Joanne

Show Full List

Agencies Add

Member Interests Add

	Interests	Category	Details	Webpage
Edit	Golf	None Specified	Capital Country Club	www.CapitalCountryClub-od.com

Show Full List

Done

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CRQ Details

The screenshot displays the Oracle CRM On Demand interface for a Case Request Query (CRQ). The browser address bar shows the URL: `...mondemand.com/OnDemand/user/ServiceRequestDetail?ServiceRequest`. The page title is "CRQs - Oracle CRM On Demand".

The main content area is titled "CRQ Detail: 484426-288246762" and includes a "Back to Member Detail" link. The CRQ is categorized as "Request" with a status of "Open - Escalated". The member associated with the CRQ is "Coco Reyes".

The interface includes a left-hand navigation menu with options such as "Home", "Members", "CRQs", "Knowledgebase", "Reports", and "Dashboard". The "CRQs" section is currently selected.

The "Member Information" section displays the following details:

- CRQs Number: 484426-288246762
- Member: Coco Reyes
- Work Phone #: 1 (872) 599-8101
- Email: creyes@dfa.gov.ph

The "CRQs Detail Information" section displays the following details:

- Type: Request
- Area: [Blank]
- Source: [Blank]
- Priority: 3-Medium
- Status: Open - Escalated
- Opened Time: 2/11/2010 12:08 AM
- Closed Time: [Blank]

The "Additional Information" section displays the following details:

- Subject: Consoloan request
- Description: Coco Reyes

The "Attachments" section shows a table with the following data:

Attachment Name	Size (In Bytes)	Type	Created By	Modified By	Last Modified
Consoloan	27,615	doc	Joanne Brown	Joanne Brown	2/11/2010 12:10 AM

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Knowledge Management

The screenshot displays a web browser window titled "Knowledgebase - Oracle CRM On Demand - Mozilla Firefox". The address bar shows the URL: somxdsa.crmondemand.com/OnDemand/user/SolutionsDetailPage?SolutionDetailForr. The browser's menu bar includes File, Edit, View, History, Bookmarks, Tools, and Help. The page content is organized into several sections:

- Navigation:** Home, Members, CRQs, Knowledgebase, Reports, Dashboard.
- Page Title:** Knowledgebase Detail: GSIS ConsoLoan | Back to Knowledgebase Homepage
- Actions:** New, Edit, Copy, Delete, Rate Knowledgebase.
- Knowledgebase Detail Information:**

Knowledgebase ID	ADSA-4REFAX	Status	Approved
Title	GSIS ConsoLoan	Published	<input checked="" type="checkbox"/>
Product		Externally Published	<input type="checkbox"/>
Product Category		CRQ Count	0
Knowledgebase Rating	0	Created External	Joanne Brown 2/9/2010 11:50 PM
Number of Ratings	0	Modified External	Joanne Brown 2/9/2010 11:57 PM
- FAQ: Consolidated Loan FAQ**

Knowledgebase Details

1. What is GSIS Conso-Loan?
It is a loan window of the GSIS that consolidates the following loans of a GSIS member:

 - Salary Loan
 - Restructured Salary Loan
 - Enhanced Salary Loan
 - Emergency Loan Assistance
 - Summer One-Month Salary Loan

The GSIS Conso-loan gives higher loanable amount with the additional amount of twice the basic monthly salary top of the existing salary loan.

If you are in default or experiencing difficulty paying these loans and have incurred arrearages, penalties and surcharges in the process, the Conso-Loan Plus will provide you the opportunity to restore your status as a member in good standing and lower monthly amortization.

Your availment of the Conso-Loan fully settles these loans. Your outstanding penalties or surcharges are waived. The loan is renewable, but the privilege of having your penalties condoned can be enjoyed only during the first availment.

2. Who may avail of the Conso-Loan Plus?
The following are qualified to avail of the Conso-Loan Plus:

 - Active members with no pending administrative and/or criminal case are qualified to apply for the loan, provided that they have paid and remitted at least three (3) monthly premium payments (both PS and GS) within the (6) months prior to the filing of the application.
 - Must not be on leave of absence without pay.
 - Members' net take-home pay should be sufficient to cover the regular monthly amortization.

Members from suspended agencies are not qualified to avail of the Conso-loan.

3. How much can I apply for under the Conso-Loan Plus?

The left sidebar contains a search box, a "Create" menu with options like Agency, Appointment, CRQ, Household, Knowledgebase, Lead, Member, Opportunity, Task, and Transaction, and a "Welcome" message with a logo.

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Results achieved with good practices in IT

Membership behaviour

- E-card oriented
- Appreciates the efficiency and effectiveness of the GSIS automated loan processing system
- No longer willing to make do with manual application and processing
- Expects the same excellent service for each of their transaction whatever the circumstances

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Other Improvements

- General improvement in the corporate image of GSIS in many areas of its operations
- Members have immediately felt the impact of reduced processing time in their loans and benefit claims transactions.
- Proper information dissemination activities and the immediate resolution of concerns and problems have also been recognized.

Truly the GSIS investments in IT has paid off and is expected to reap more benefits for the GSIS and for its members for a long time to come.

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Thank You!