

## 1. Processing of Beneficiary Update Requests (TOR, Reactivation, Change of Head)

The Modified Conditional Cash Transfer Division facilitates specific beneficiary update requests from the regions requiring NPMO account access such as Transfer of Residence (TOR), Reactivation of Households and Change of Head.

<b>Office or Division:</b>	4Ps - Modified Conditional Cash Transfer Division (MCCTD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Clients			
<b>Who may avail:</b>	Regional Program Management Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete and properly accomplished Update Request of Beneficiaries with corresponding attachments		Municipal Operations Office/ Community Facilitator/ Case Worker		
Incident Report		Municipal Operations Office/ Community Facilitator/ Case Worker		
Request for Update (TOR/Reactivation/Change of Head)		Provincial Operations Office and Regional Program Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorsement of request for beneficiary updating (TOR/Reactivation/ Change of Head)	1.1. Receive, review, and record regional request including the required attachments, as deemed necessary	None	10 mins.	Administrative Assistant II
	1.2. Review and endorse request to corresponding regional monitor/focal person	None	10 mins	Division Chief, MCCT
	1.3 Review request and ensure eligibility of update based on attached documents. Coordinate with Regional Computer Management Technician for clarification and submission of missing documents if any	None	15 mins per request	Project Development Officer III
	1.4 Execute updating of eligible requests in the MCCT IS	None	5 minutes per request	Project Development Officer III

1.5 Prepare and submit feedback memo on the conduct of updating including the reasons for non-update of other requests, if any, for review and comment of PDO IV	None	15 minutes	Project Development Officer III
1.6 Review and comment on memo and endorse to Division Chief for approval.	None	10 minutes	MCCT Project Development Officer IV
1.7 Review and Approve memo to region/s	None	5 minutes	Division Chief, MCCT
1.8 Record and Transmit Acknowledgement and Endorsement Letters to Office of the Deputy Program Manager for Operations and National Program Manager	None	10 minutes	Administrative Assistant II
<b>TOTAL:</b>	<b>None</b>	<b>1 hour, 20 Minutes</b>	