

EXAMINATION OF DOUBTFUL CURRENCY NOTES FOR ISSUANCE OF CERTIFICATION

Description	: EXAMINATION OF DOUBTFUL NOTES AS TO THEIR GENUINENESS, FOR ISSUANCE OF CERTIFICATION
Clients	: Law Enforcement Agencies /General Public
Documents Required	: Letter of Request or Application for Examination of Doubtful/Doubtful Currencies (AE Form; CM Form No.12-079, 12-080)
Schedule of Service Availability	: Banking days, 8:00 A.M. to 4:30 P.M.
Contact Information	: Currency Integrity Staff (CIS), Currency Issue and Integrity Office (CIIO), Security Plant Complex, East Avenue, Diliman, Quezon City, <u>Telephone Numbers: 352-1485, 988-4834; E-mail: ciiohelpdesk@bsp.gov.ph</u>
Total Processing Time	: Total processing time starts from the date of receipt up to completion of certification/result examination. a. For cases consisting of 1 to 100 pieces of notes, within 5 working days b. For cases consisting of more than 100 pieces of notes, within 15 working days
Total fees	: None

STEP NO.	CLIENT STEP	BSP ACTION	OFFICER RESPONSIBLE / LOCATION	DOCUMENT(S) REQUIRED	DOCUMENT(S) GENERATED
1	Prior to submission to Cash Department (CD), prepare and segregate the doubtful notes by series, denomination and serial number.			Doubtful notes; relevant documents.	

STEP NO.	CLIENT STEP	BSP ACTION	OFFICE RESPONSIBILITY/ LOCATION	DOCUMENT(S) REQUIRED	DOCUMENT(S) GENERATED
2	Present Letter of Request or fill up AE and submit together with the doubtful notes to BSD.	<p>Receive the claim, verify if Letter of Request or AE/ relevant documents and category of doubtful notes are in order.</p> <p>Indicate reference number and sign Letter of Request or AE .</p>	<p>Banking Services Division (BSD) I, Teller Area, Ground Floor, Multi-Storey Building, BSP Head Office, A. Mabini cor. P. Ocampo Sts., Malate, Manila</p> <p>Banking Services Division (BSD) II, Teller Area, Ground Floor (GF), Building D, Cash Department (CD), Security Plant Complex (SPC), Bangko Sentral (BSP), East Avenue, Diliman, Quezon City (QC)</p>	Letter of Request or AE; doubtful notes and relevant documents.	Letter of Request or filled out AE with Reference No. and corresponding signatures of BSD Officer/Personnel; doubtful notes with relevant documents.

STEP NO.	CLIENT STEP	BSP ACTION	OFFICE RESPONSIBLE/ LOCATION	DOCUMENT(S) REQUIRED	DOCUMENT(S) GENERATED
4		Receive from BSD the claim for examination, i.e., doubtful notes, Letter of Request or AE and other relevant documents; validate accuracy of details and contents.	CIS, 2nd Floor, Building D Annex, Currency Issue and Integrity Office (CIIO), BSP-SPC, East Avenue, Diliman, Quezon City	-do-	Summary of claims validated by CIIO-CIS
5		Record/encode the details of the claim prior to submission to the Head, Laboratory Section-CIS for endorsement to the Currency Specialist for examination.	-do-	-do-	Proof sheet reflecting receipts for the day
6		Conduct examination of doubtful notes.	-do-	-do-	Examined notes

STEP NO.	CLIENT STEP	BSP ACTION	OFFICE RESPONSIBLE/ LOCATION	DOCUMENT(S) REQUIRED	DOCUMENT(S) GENERATED
7		Document the result of examination and submit Certification with corresponding notes to designated Officers for review.	-do-	Letter of Request or filled out AE and other relevant documents; examined notes	Certification – multiple copies
8		Review and/or certify correctness of the result of examination.	CIS/Currency Issue and Integrity Office (CIIO), BSP-SPC, East Avenue, Diliman, Quezon City	Letter of Request or filled out AE and other relevant documents; examined notes; Certification	Letter of Request or filled out AE; other relevant documents; examined notes; duly signed Certification
9		Encode, segregate and endorse for releasing by CIS Representative assigned at the Telling Area the completed claim, i.e., original copy of duly signed Certification/ related documents	CIS, 2nd Floor, Building D Annex, Currency Issue and Integrity Office (CIIO), BSP-SPC, East Avenue, Diliman, Quezon City	Letter of Request or filled out AE; other relevant documents; examined notes; and duly signed Certification	Proof sheet reflecting releases for the day

STEP NO.	CLIENT STEP	BSP ACTION	OFFICE RESPONSIBLE/ LOCATION	DOCUMENT(S) REQUIRED	DOCUMENT(S) GENERATED
10	Receive original copy of Certification from CIS.	Release the original copy of Certification.	<p>CIS Representative at Teller Area, Ground Floor, Multi-Storey Building, BSP Head Office, A. Mabini cor. P. Ocampo Sts., Malate, Manila; or</p> <p>BSD II, Teller Area, Ground Floor (GF), Building D, Cash Department (CD), Security Plant Complex (SPC), Bangko Sentral (BSP), East Avenue, Diliman, Quezon City (QC)</p>	Client's copy of Letter of Request/AE; and Duly signed Certification	Duly signed Certification
END OF TRANSACTION					