

8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42
43
44
45
46
47
48
49
50
51

RESOLUTION NO. 3060, SERIES OF 2014

**PROPOSED Pag-IBIG FUND's
INTERIM ORGANIZATIONAL STRUCTURE**

WHEREAS, Section 15 (f) of R.A. No. 9679 provides, among others, that the Pag-IBIG Fund Board of Trustees shall have the power "to approve the Fund's organizational and administrative structures and staffing pattern, and to establish, fix, review, revise and adjust the appropriate compensation package for the officers and employees of the Fund" in accordance with Section 12(k) of the same law. Section 13 (n) of R.A. No. 9679 also provides that the Fund shall have the power to "establish field offices and to conduct its business and exercise its powers in these places;

WHEREAS, Management is proposing an interim organizational structure that would involve the following:

- a. Alignment of units along functional lines instead of territorial considerations;
- b. Expansion of network of offices by converting existing branches into more but leaner units;
- c. Creation of units under the Housing Operations Cluster that are vital to the Fund's expanding business;
- d. Consolidation of regional housing operations through the creation of Housing Hubs and Housing Business Centers in strategic locations in the country, supported by extension offices and service desks in malls and other key areas for wider coverage; and
- e. Partial consolidation of support services.

1 **WHEREAS**, the existing organizational
2 structure of the Pag-IBIG as approved by the
3 Department of Budget and Management (DBM) in
4 2007 is essentially aligned along territorial lines,
5 rather than functional;
6

7 **WHEREAS**, splitting the two Operations
8 Deputy Chief Executive Officer (DCEOs) created
9 confusion, differences in program implementation
10 and prevented appropriate focus on the Fund's
11 two key functions of savings generation and
12 home financing. The two remaining Senior Vice
13 Presidents (SVPs), although aligned along
14 functions, were both assigned to NCR operations
15 only, and reported directly to the DCEO for NCR
16 Operations;
17

18 **WHEREAS**, branches in the NCR
19 performed purely provident operations functions,
20 with housing operations being centralized. In
21 contrast, regional offices were basically designed
22 as mini-'Pag-IBIG Funds', with both provident and
23 housing operations, as well as support functions.
24

25 **WHEREAS**, the way by which the branches
26 have been structured, particularly considering its
27 sheer size, averaging around 100 personnel per
28 office both in the NCR and in the regions,
29 effectively prevented the Fund from adequately
30 servicing the ever growing requirements of its
31 members across the country.
32

33 **WHEREAS**, the advent of the Pag-IBIG's
34 new charter, R.A. No. 9679, in 2009 likewise
35 created additional stress to the Fund's
36 organizational structure. The phenomenal
37 explosion in membership level experienced over
38 the past few years has brought with it additional
39 demand for service and Pag-IBIG presence in key
40 locations across the archipelago.
41

42 **WHEREAS**, in a span of only eight years,
43 membership level has increased by 124%, Multi-
44 Purpose Loans in gross value by 104%, and
45 House Loans in gross value by 174%. (*Annex G*).
46 Despite this phenomenal growth in business, the
47 Fund's network of branches has expanded
48 minimally over the same period. Considering the
49 country's rugged terrain and archipelagic nature,
50 considerable areas remain not served to this day.
51

1 **WHEREAS**, the approved structure took
2 very little advantage of technology and
3 infrastructure already existing even at its
4 conception. Thus certain functions that could
5 have been streamlined and centralized were
6 essentially left as is resulting in certain
7 inefficiencies.
8

9 **WHEREAS**, the developments in the
10 Fund's housing operations over the last years
11 have also exposed inadequacies in its structural
12 organization, particularly in the area of loans
13 remediation. The present aggressiveness in
14 home financing of private financial institutions and
15 their foray even into the socialized and low cost
16 markets, have also made Pag-IBIG Fund realize
17 the need to actively market its housing products
18 to the people.
19

20 **WHEREAS**, the Fund likewise needs to
21 align its present organizational structure to the
22 ongoing Integrated Information Systems Project
23 (IISP) which is expected to call for far greater
24 consolidation of resources and processes.
25

26 **WHEREAS**, over the past two years,
27 Management has sought to address the foregoing
28 concerns through the re-alignment of functions of
29 some of its key officials and units, as well as the
30 creation of task forces through the issuances of
31 corresponding office and special orders.
32

33 **NOW, THEREFORE**, the Board
34 **RESOLVED**, to approve the proposed Pag-
35 IBIG Fund's Interim Organizational Structure.
36

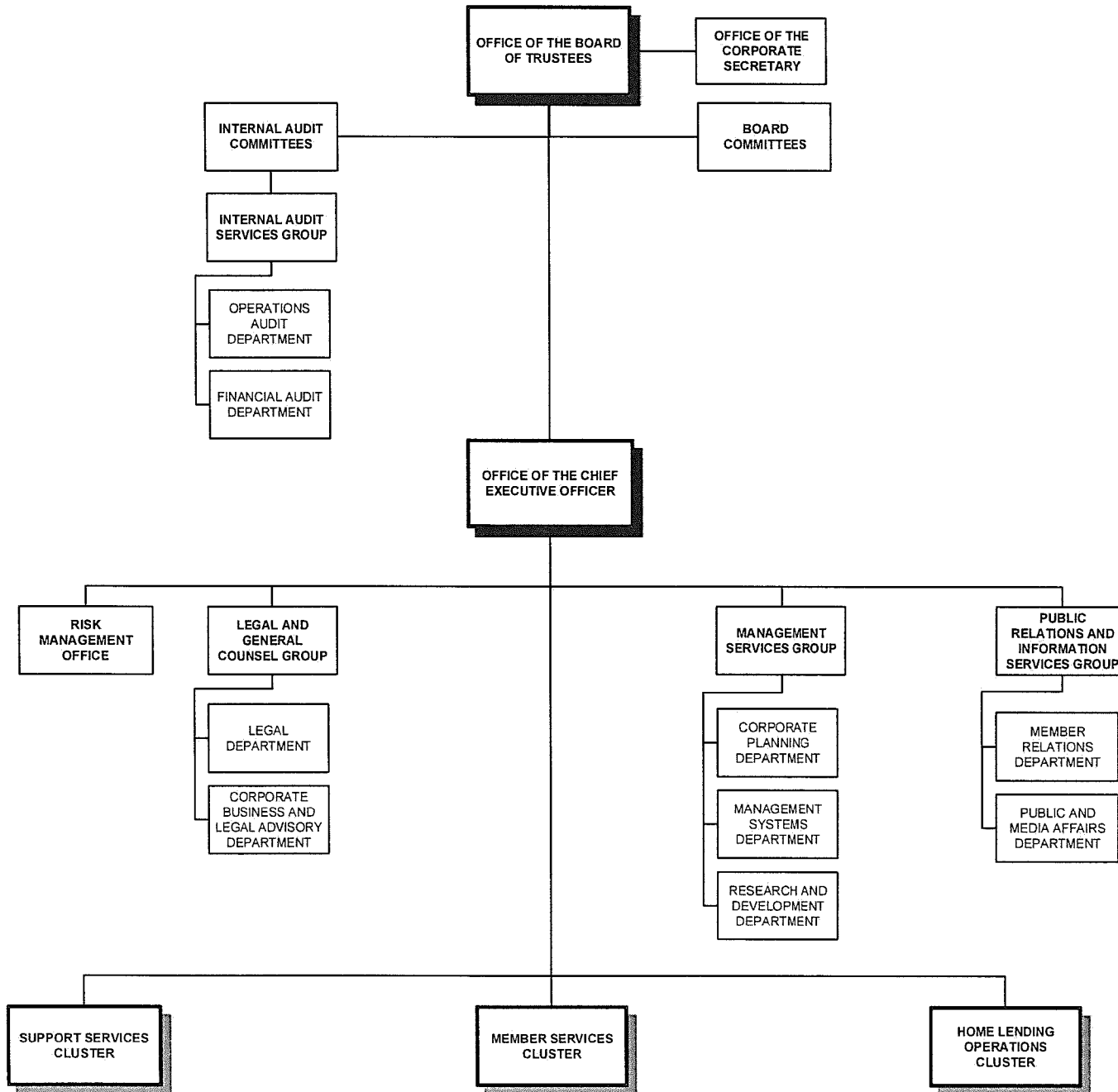
37 **APPROVED**, as presented by
38 Management in its Memorandum dated 27
39 January 2014, integrated herein as Annexes "G"
40 to "G-14".
41



Pag-IBIG Fund Interim Organizational Structure

Executive and Management Offices

as of December 2020

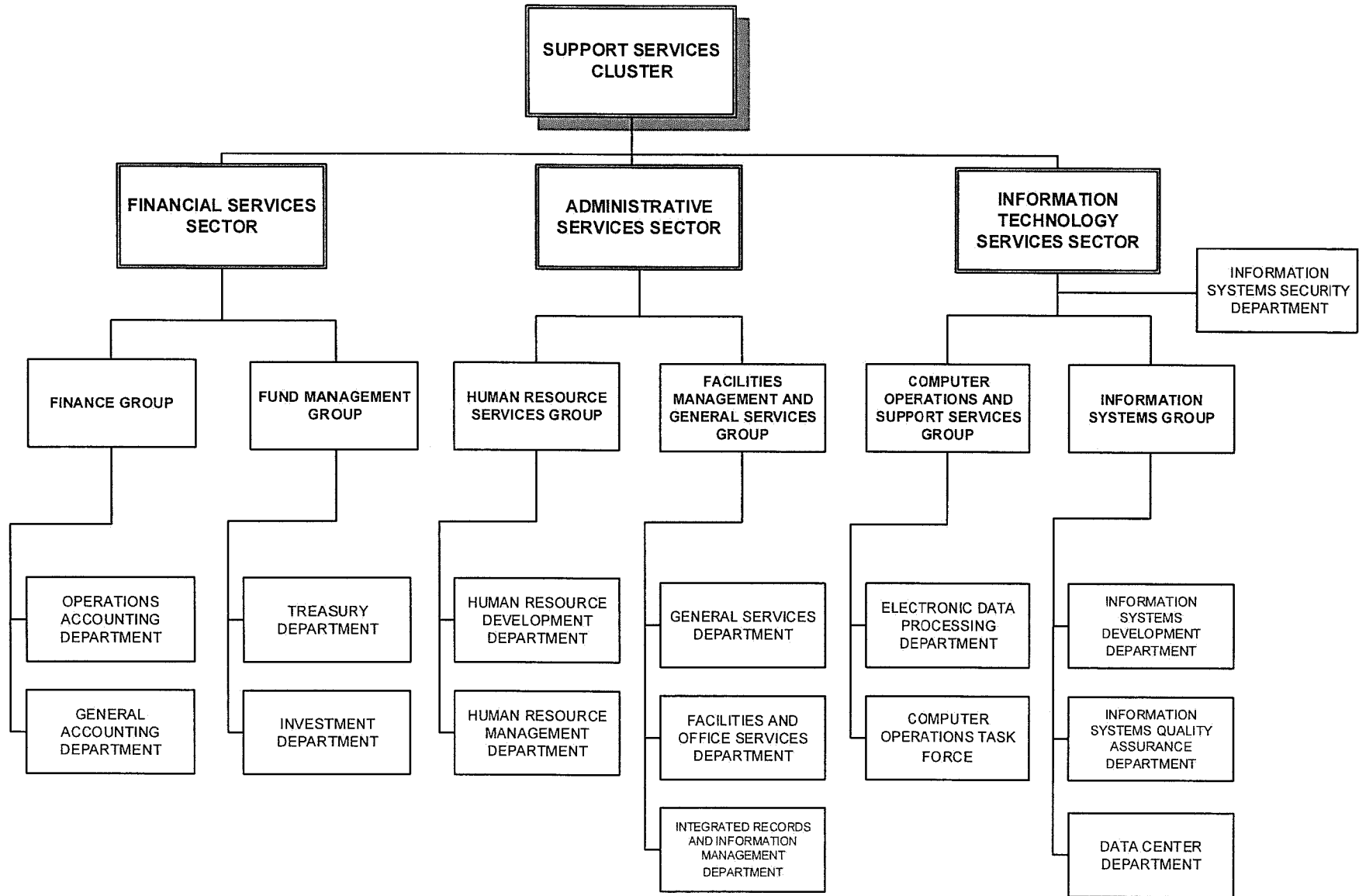




Pag-IBIG Fund Interim Organizational Structure

Support Services Cluster

as of December 2020

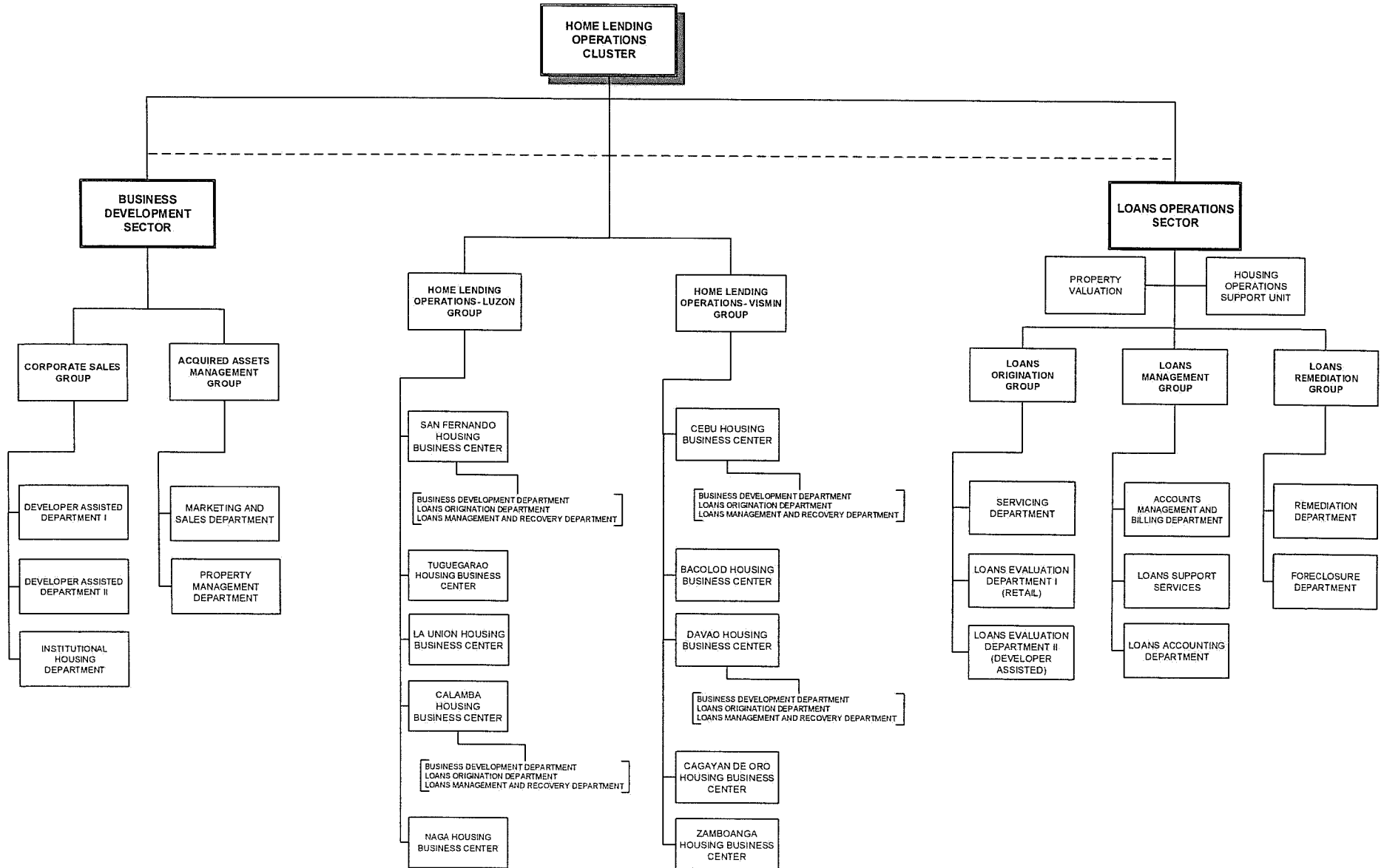




Pag-IBIG Fund Interim Organizational Structure

Home Lending Operations Cluster

as of December 2020

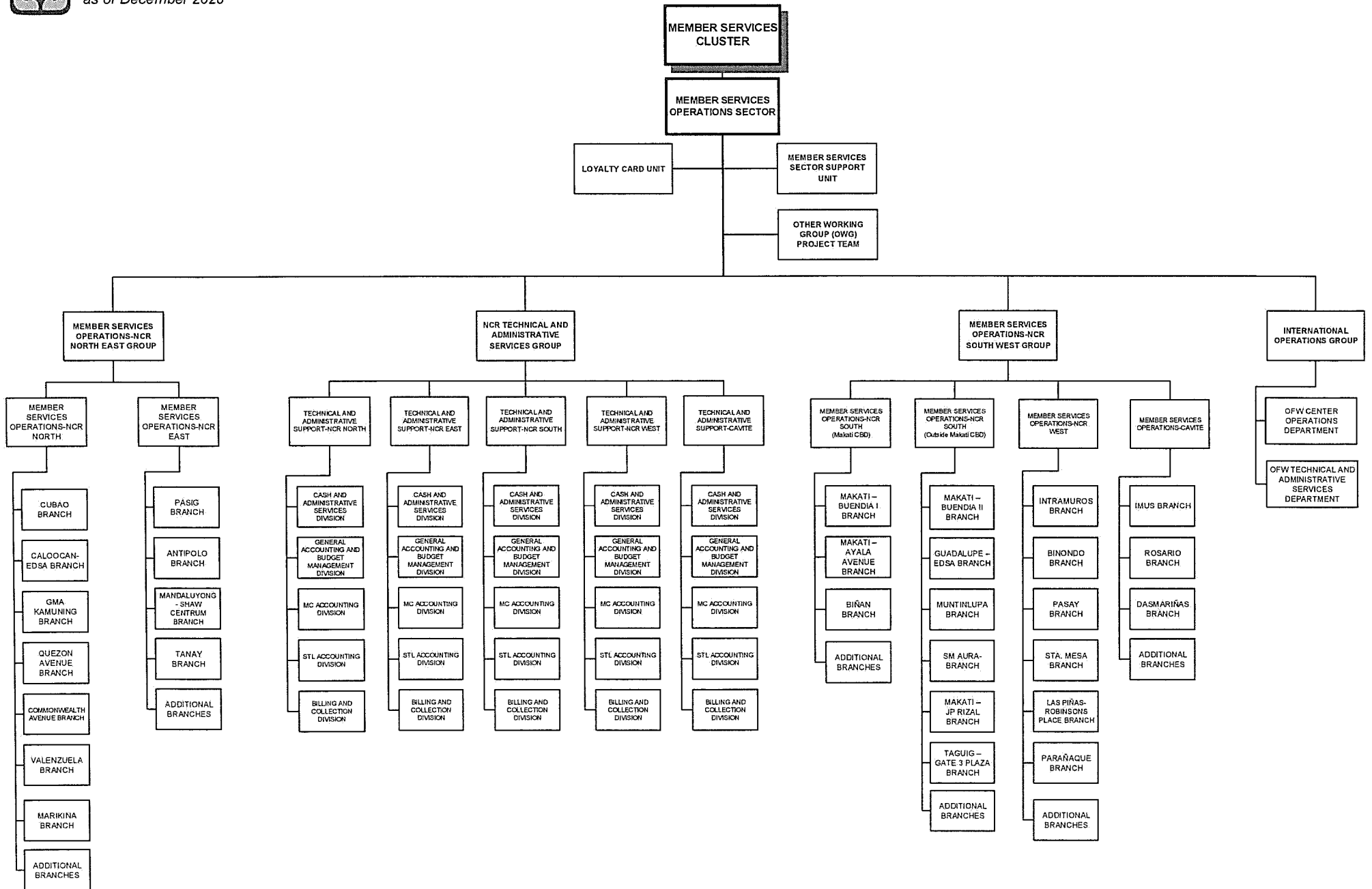




Pag-IBIG Fund Interim Organizational Structure

Member Services Operations – NCR

as of December 2020

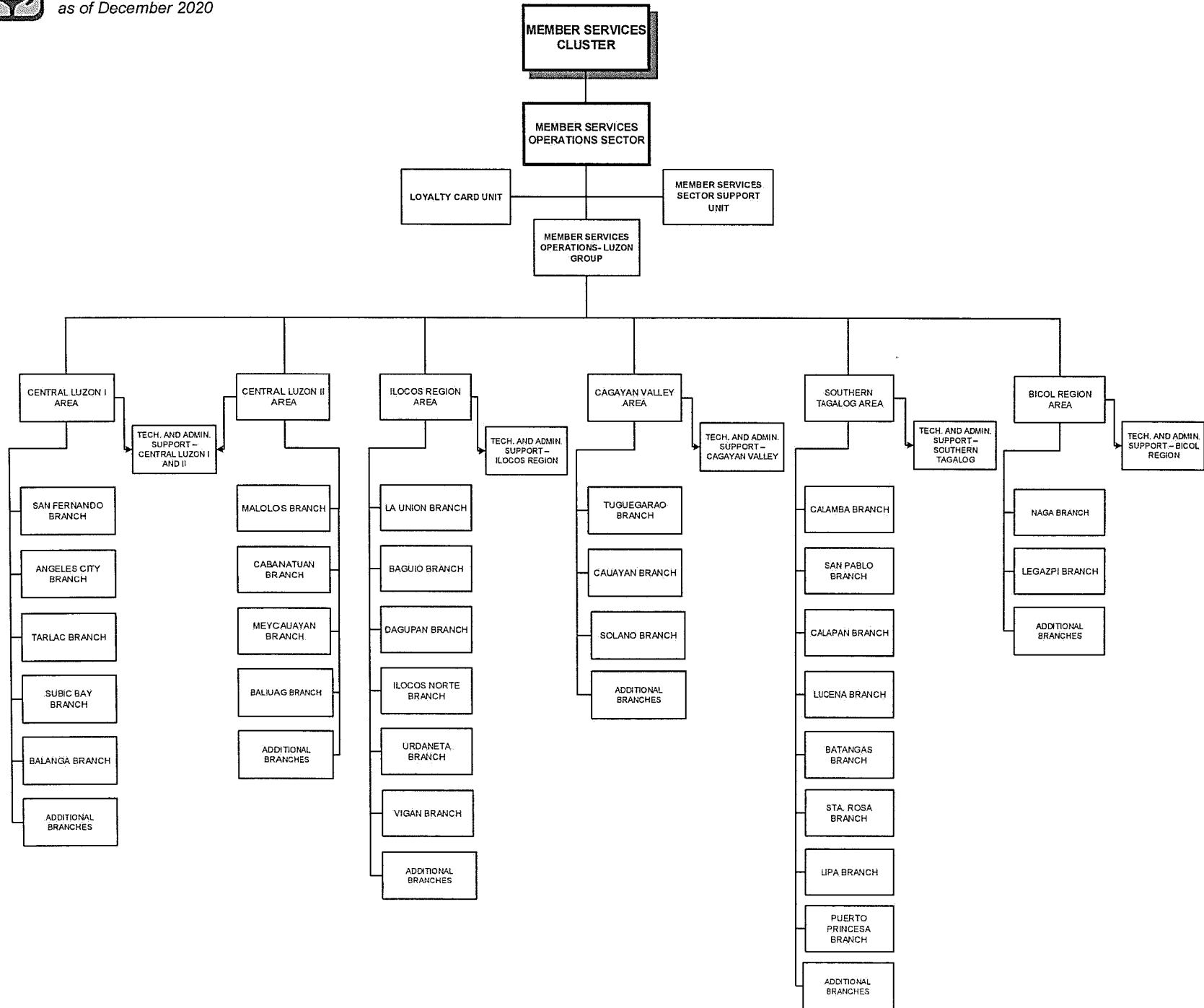




Pag-IBIG Fund Interim Organizational Structure

Member Services Operations – Luzon

as of December 2020





Pag-IBIG Fund Interim Organizational Structure

Member Services Operations – Visayas-Mindanao

as of December 2020

