

<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board</p>	<p>GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE</p> <hr/> <p>CITIZEN'S CHARTER HANDBOOK</p> <hr/> <p>2021 (1ST Edition)</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
---	---	--



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE
(GPPB – TSO)**

**SERVICE CHARTER
2021 (1st Edition)**



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE
(GPPB – TSO)**

**SERVICE CHARTER
2021 (1ST Edition)**

GOVERNMENT PROCUREMENT POLICY BOARD

As a primary aspect of the Philippine Government's public procurement reform agenda, the Government Procurement Policy Board (GPPB) was established by virtue of Republic Act No. 9184 (R.A. 9184) as an independent inter-agency body that is impartial, transparent and effective, with private sector representation. As established in Section 63 of R.A. 9184, the GPPB shall have the following duties and responsibilities:

1. To protect national interest in all matters affecting public procurement, having due regard to the country's regional and international obligations;
2. To formulate and amend public procurement policies, rules and regulations, and amend, whenever necessary, the implementing rules and regulations Part A (IRR-A);
3. To prepare a generic procurement manual and standard bidding forms for procurement;
4. To ensure the proper implementation by the procuring entities of the Act, its IRR-A and all other relevant rules and regulations pertaining to public procurement;
5. To establish a sustainable training program to develop the capacity of Government procurement officers and employees, and to ensure the conduct of regular procurement training programs by the procuring entities; and
6. To conduct an annual review of the effectiveness of the Act and recommend any amendments thereto, as may be necessary.

GPPB MEMBERS

- Department of Budget and Management (DBM)
- National Economic and Development Authority (NEDA)
- Department of Education (DepEd)
- Department of Energy (DOE)
- Department of Finance (DOF)
- Department of Health (DOH)
- Department of Information and Communications Technology (DICT)
- Department of the Interior and Local Government (DILG)
- Department of National Defense (DND)
- Department of Public Works and Highways (DPWH)
- Department of Science and Technology (DOST)
- Department of Trade and Industry (DTI)
- Department of Transportation (DOTr)
- Private Sector Representative



I. MANDATE

The GPPB, being an inter-agency body composed of top level public officials, is supported by its very own Technical Support Office (TSO) to provide support in the performance of its duties and responsibilities, particularly in spearheading the implementation of public procurement reform initiatives in the Philippines (Sec. 63.2, Implementing Rules and Regulations of Republic Act 9184).

The TSO Functions

The TSO provides research, technical and administrative support to the GPPB (Sec. 63.3, IRR of RA 9184), including:

1. Research-based procurement policy recommendations and rule-drafting;
2. Development and updating of generic procurement manuals and standard bidding documents/forms;
3. Management and conduct of training on procurement systems and procedures;
4. Evaluation of the effectiveness of the government procurement system and recommendation of improvements in systems procedures;
5. Monitoring the compliance to the Act and assisting procuring entities improve their compliance;
6. Monitoring the effectiveness of the Government Electronic Procurement System (G-EPS); and
7. Secretariat support.

II. VISION

Our vision is to become a center of excellence for the advancement of innovative, responsive and sustainable public procurement system.

III. MISSION

The GPPB-TSO is a dynamic and effective agency promoting the highest standard of excellence in government procurement.

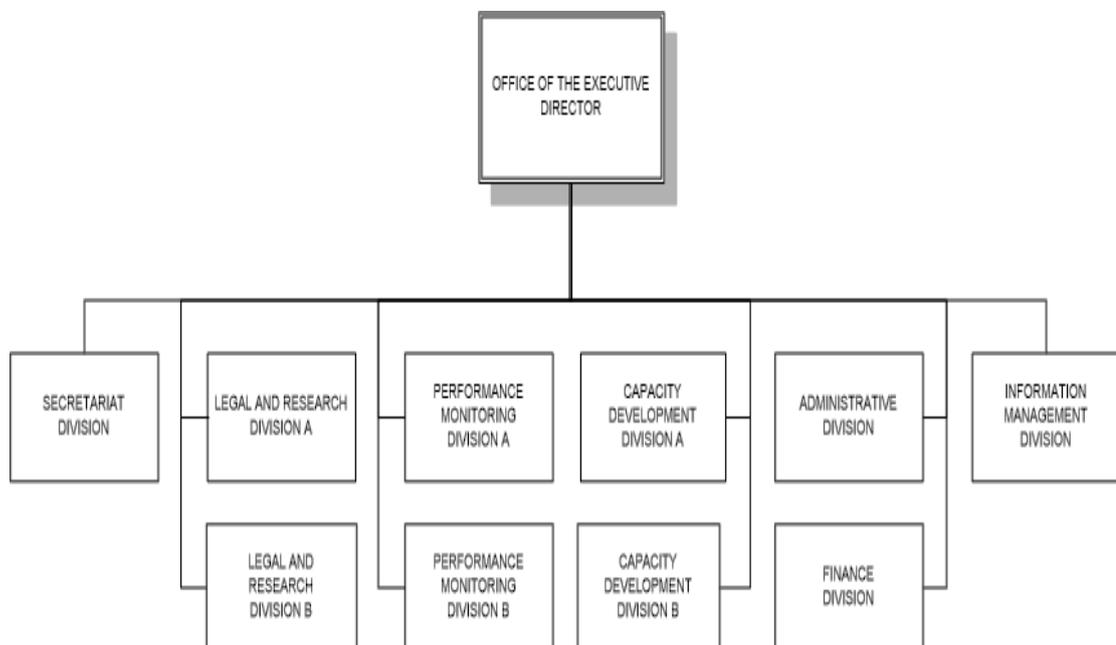
IV. CORE VALUES

- **Professionalism** - At GPPB-TSO, employees are hired to be visionaries, in addition to being stewards of public funds and information. Each individual

understands the importance of his/her contribution and deals with issues in a straightforward manner.

- **Integrity** - Each personnel of the GPPB-TSO, as public servants, demonstrates appropriate behavior in handling stakeholder/customer needs and displays moral uprightness in public service.
- **Teamwork** - GPPB-TSO strengthens and empowers the relationship of its personnel, this is displayed through cooperation, harmony and synergy in the office.
- **Commitment** - All GPPB-TSO personnel takes responsibility and accountability in ensuring that efficient and quality service is delivered as required and expected by the public, government-clients and stakeholders.
- **Honesty** - GPPB-TSO considers honesty in its framework for making decisions. Each personnel displays truthfulness and transparency in his/her official and personal dealings.

v. ORGANIZATIONAL CHART



VI. OFFICES AND ITS FUNCTIONS

a. Legal and Research Division (LRD)

- i. Conducts research studies for procurement policy recommendations to GPPB;
- ii. Assists in the issuance of non-policy matter opinions, letter, and email replies in response to requests by government agencies/ procuring entities, and private entities;
- iii. Drafts policy matter opinions for issuance by the GPPB in response to requests by government agencies/ procuring entities, and private entities;
- iv. Updates the Implementing Rules and Regulations of RA No. 9184, Handbook, Philippine Bidding Documents (PBDs), Generic Procurement Manuals (GPMs), Sample Forms and Frequently Asked Questions (FAQs) handbook; and
- v. Oversees the Public Assistance Team (PAT) tasked to address phone queries on basic procurement concepts;
- vi. Attends to walk-in clients and complex phone-in queries forwarded by the PAT on procurement-related matters.

b. Secretariat Division (SD)

- i. Provides technical support to special projects/studies on procurement reforms; and,
- ii. Provides the following secretariat support to regular meetings of GPPB, IATWG, and other procurement related meetings;
 - Prepares resolutions, circulars, and guidelines to be promulgated by the GPPB;
 - Ensures publication of GPPB issuances;
 - Prepares meeting agenda and minutes of meeting; and,
 - Convenes monthly meetings for GPPB, IATWG, etc.

c. Performance Monitoring Division (PMD)

- i. Evaluates the effectiveness of the government procurement system and the procurement reform program;
- ii. Monitors compliance by Government agencies with procurement laws, rules, and regulations;
- iii. Gathers and analyzes data on complaints against government regarding violations of RA 9184 and its revised IRR and other procurement laws and regulations;
- iv. Monitors performance and effectiveness of the Phil-GEPS;

- v. Coordinates and liaises with other oversight bodies and agencies, civil society and NGOs on procurement reform implementation and initiatives;
- vi. Handles requests for meetings, queries and matters related to procurement performance and compliance monitoring.

d. Capacity Development Division (CDD)

- i. Develops/implements regular nationwide procurement training programs for procurement officials/personnel;
- ii. Manages the implementation of the Professionalization Program for Public Procurement Practitioners by partner State Universities and Colleges (SUCs);
- iii. Establishes/implements a procurement course and certificate programs;
- iv. Monitors/coordinates trainings conducted by authorized trainers nationwide;
- v. Prepares/conducts training needs assessment for procurement officials/personnel;
- vi. Conducts survey on the effectiveness of training programs;
- vii. Updates training modules/tools;
- viii. Provides resource speaker/lecturer on procurement law;
- ix. Assists procuring entities through conduct of training programs, improve their compliance on RA 9184 and its revised IRR;
- x. Maintains database of trained agencies and procurement officials;
- xi. Maintains a pool of GPPB Recognized Trainers; and,
- xii. Develops/implements Continuing Education Program for GPPB Recognized Trainers.

e. Information Management Division (IMD)

- i. Prepares and update strategic communication plan for GPPB-TSO
- ii. Implements communication strategies/programs that reflect and support government's procurement reform programs.
- iii. Conducts information dissemination and strategic media campaign on procurement reform program;
- iv. Develops information materials/communication tools (i.e. print, broadcast, and electronic) to increase awareness of general public on government procurement reform;
- v. Develops system/information exchange with different stakeholders pursuant to the Data Privacy Act of 2012;

- vi. Manages and updates online listings of suspended and blacklisted contractors/suppliers;
- vii. Maintains and updates GPPB-TSO website;
- viii. Formulates the ICT strategic plan, infrastructure and network configuration of the GPPB-TSO through the ISSP;
- ix. Develop system applications to improve GPPB-TSO work processes and
- x. Provide IT support services to the GPPB-TSO.

f. Administrative Division (AD)

- i. Ensure proper acquisition and distribution of supplies, materials and equipment;
- ii. Manage and ensure the adequate provision of facilities, utilities and vehicles;
- iii. Provides secretariat services to the Human Resource Management Promotion and Selection Board, Disciplinary Action Committee, Grievance Committee, Gender and Development Focal Point System;
- iv. Implements human resource management policies and procedures within the framework of the Civil Service Commission (CSC) and Office of the Ombudsman;
- v. Formulates human resource development policies, plans and programs, including the design, implementation and administration of internal training programs;
- vi. Administers hiring and recruitment;
- vii. Manages implementation of employee's compensation and benefits;
- viii. Manages collection and custodial function on cash, checks, including payments for authorized disbursements; and
- ix. Administers records management system.

g. Finance Division (FD)

- i. Prepares the annual budget in coordination with the Planning Officer and in consultation with divisions/units concerned;
- ii. Manages utilization of appropriation under the General Appropriations Act as allotment order policy for personnel services, maintenance and other operating expenses and capital outlay;
- iii. Implements financial management system to provide internal controls on sources of financing and expenditures;

- iv. Undertakes the reconciliation of physical inventories of supplies, plant, property and equipment with the book of accounts;
- v. Formulates and implement an effective financial monitoring system in order to provide oversight agencies with periodic financial reports;
- vi. Ensures the timely, responsive and efficient use of authorized funds;
- vii. Undertakes financial management functions to administer grants and technical assistance (TAs), including fund disbursement management as may be assigned to the GPPBTSO by pertinent project agreements or from inter-agency transfer of fund.

VII. SERVICE PLEDGE

We, the officials and employees of the Government Procurement Policy Board – Technical Support Office, commit to:

- **Guide** the Procuring Entities through research-based procurement policy advisories and recommendations;
- **Provide** excellent, efficient and responsive services offered to all stakeholders;
- **Promote** the Code of Conduct and Ethical Standards in public service;
- **Be** the source of appropriate procurement policy information, excellent capacity development programs and effective compliance monitoring to all stakeholders;
- **Transform** all GPPB-TSO officials and employees into innovative public procurement leaders and advocates;
- **Serve** the public by adhering to our core values and observing utmost courtesy; and
- **Open** to and value the stakeholder's feedbacks, comments, suggestions and needs as part of continual improvement.



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



VIII. OFFICE ADDRESS

Official Address	Unit 2506, Raffles Corporate Center, F. Ortigas Jr. Road, Ortigas Center 1605
Number of office/s	One (1) – Head Office
Number of branches	None

LIST OF SERVICES

Head Office	Division	PAGE NUMBER
External Services¹		
1. Processing of Training Request	Capacity Development Division	13
2. Digital Walk-in	Legal and Research Division	17
3. Physical Walk-in		20
4. Phone-In Queries		22
5. Drafting of Email Replies		24
6. Posting of the Pre-Selected List of Suppliers or Consultants	Performance Monitoring Division	27
7. Processing of Written Request for GPPB Action	Secretariat Division	30
Internal Services²		
8. Request for Service Vehicle	Administrative Division	35
9. Request for Supplies, Materials and Equipment		37
10. Collection of Payment		40
11. Application for Leave of Absence	Administrative Division – Human Resource	42
12. Request for Human Resource (HR) related documents		45
13. Request for Payment	Administrative and Finance Divisions	47
14. ICT Equipment Basic Troubleshooting	Information Management Division	52
15. Processing of Posting of Issuances in the GPPB Website		54

¹ Arranged per division's services

² Arranged per division's services



Head Office



External Services



EXTERNAL SERVICES

PROCESSING OF TRAINING REQUEST

Capacity Development Division (CDD)

Contact No.: (02) 7900 - 6741 to 44 locals 106, 112 and 121

Email Address: training@gppb.gov.ph

Name of Service Process:	Processing of Training Request
Division/Office/Unit:	Capacity Development Division (CDD)
Description:	Responds to requests for training and invitations for Resource Speaker on government procurement from all clients.
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government G2B - Government to Business G2C - Government to Citizen
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays
Who May Avail:	NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs and Private Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) letter / email containing details of the request.	Requesting Party
2. One (1) Training Needs Assessment (TNA)	Capacity Development Division/ GPPB Website

No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	SUBMIT Training request letter and duly accomplished TNA Form at the GPPB-TSO's office or via email at training@gppb.gov.ph.	Receiving Officer (RO) RECEIVES the requirements	None	1 working day	Administrative Division (AD) RO or CDD RO a. AD RO, in case of physical submission of training request b. CDD RO, in case of training requests sent via CDD email	<p><i>CDD will only process request with complete documents. Requesting agencies should submit the abovementioned requirements at least forty-five (45) calendar days before their intended training schedule.</i></p> <p><i>For requests received beyond the prescribed period and/or in case of unavailability of Resource Speakers, the training activity shall be moved on a later date proposed by the PMO, subject to the confirmation of the requesting party.</i></p> <p><i>CDD will process a maximum of two (2) training batches per agency and will only accept training requests from January until 01 October of every</i></p>

						<p>year. No training schedule every December.</p>
2	None	<p>ASSIGNS request to CDD PMO; ASSESS request; and COORDINATE with the requesting party's activity coordinator and GPPB Trainers</p>	None	20 working days	CDD Heads CDD PMOs	<p><i>CDD PMOs are assigned in a per area and category basis (government agencies from NCR, Luzon, Visayas, and Mindanao, and private sector)</i></p> <p><i>Assigned CDD PMO checks the completeness of documents and assesses the training needs of requesting party. In case TNA is not submitted, the assigned PMO will request for the submission of a duly accomplished TNA within five (5) working days upon formal request.</i></p> <p><i>Coordination with the GPPB Trainers shall only commence once all required documents are complete and training schedule is conformed by the requesting party. Training schedule are subject to the availability of the proposed GPPB Trainers.</i></p> <p><i>Assigned CDD PMO may request for re-scheduling, in case the GPPB trainers are unavailable.</i></p>
3	None	<p>APPROVES request</p> <p><i>CDD PMOs submits the Memorandum for Approval (MFA) of Consolidated Training Requests to OED</i></p>	None	5 working days from the submission of MFA	OED CDD PMOs	<p><i>Once approved, the PMO sends a Confirmation Letter to the requesting party and Endorsement Letters to the GPPB Trainers. Contact details of RPs are also specified in the confirmation letter of the GPPB-TSO including the deadline of submission of post-training documents and the OTMS guide</i></p>

						<p><i>and control number.</i></p> <p><i>In case of request for re-scheduling, the Requesting Party shall submit a formal request to the GPPB-TSO citing the new schedule, venue (for physical trainings), and purpose for re-scheduling. The period in processing the request for re-scheduling is 20 working days upon receipt of the request Requesting Party shall only be allowed for a maximum of 2 requests for re-scheduling.</i></p>
END OF TRANSACTION						
TOTAL No. of Client Steps					1	
TOTAL No. of Agency Action					3	
TOTAL No. of TAT or Duration of the Activity					26 working days	

EXTERNAL SERVICES

DIGITAL WALK-IN

Legal and Research Division

Contact No.: (02) 7900 - 6741 to 44 locals 117 and 124

Email Address: legal@gppb.gov.ph

Name of Service Process:		Digital Walk-ins				
Division/Office/Unit:		Legal and Research Divisions A and B				
Description:		Consultations with LRD personnel for more in-depth assistance or to discuss more than one procurement issues				
Classification:		Complex to Highly Technical				
Type of Transaction:		All				
Schedule of Availability of Service:		Monday to Friday, 7:00 AM or 8:00 AM, to 4:00 PM or 5:00 PM (except holidays)				
Who May Avail:		NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs, and Private Sector				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. Client's contact details and email address.					Requesting party	
No.	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Email legal.helpdesk.gppb@gmail.com to make an appointment.	Helpdesk Officer (HDO) for the week asks the requestor for the list of all the advanced questions concerning the issues they want to be discussed, prior to checking the availability of the AOD (Action Officer of the Day).	None	1-3 working days	Help Desk Officer (HDO)	a. No cut-off time, HDO should send a reply immediately. b. If no list was received, follow up with the requestor. No advanced questions, no confirmation. Only the questions submitted shall be discussed. c. Include in the acknowledgment receipt that it is a Digital Consultation, and no written response/communication will be sent afterward.
2	None	Once the requestor submits the list of questions and issues, HDO will coordinate with the AOD regarding the schedule.	None		HDO	Coordinate with other divisions if the concerns involve non-LRD matters.
3	Email the list of email addresses.	Inform the client of the final schedule. HDO asks the requestor for	None		HDO	Under "Label as" in Gmail, put the name of the HDO and the AOD.

		<p>attendees and their designations, as well as the email addresses of all the attendees.</p> <p>Following their response, the HDO sends out meeting invites to the attendees & AOD through MS Teams.</p>				<p>If need be, LRD will include a Director-level attendee.</p>
4	None/ Submit a request for a copy of the recording of the meeting.	<p>During the date and time set for the meeting, the HDO shall inform the attendees that the meeting shall be recorded.</p> <p>Inform them that they may receive a copy upon written request.</p>	None		HDO	<p>a. Should the AOD require assistance in answering questions, they may send an SOS message via MS Teams.</p> <p>All LRD personnel are expected to be on standby, particularly when there are scheduled digital walk-in consultations/ meetings.</p> <p>b. If the AOD cannot answer the questions at the top of their heads, offer other venues, i.e., email reply, or another digital consultation</p>
5	None	Send a "Client Feedback Form", as well as the links to the Non-Policy Opinions (NPMs) and GPPB Resolutions provided during the Digital Consultation.	None		HDO	<p><i>See Appendix "B" for a sample template of the Client Feedback Form for Digital Walk-Ins.</i></p>
6	Email the accomplished Client Feedback Form.	Log the accomplished Feedback Form sent by the client for monitoring purposes.			HDO	
END OF TRANSACTION						
TOTAL No. of Client Steps					3 - 4	
TOTAL No. of Agency Actions					6	
TOTAL No. of TAT or Duration of the Activity					1 - 3 working days	



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



EXTERNAL SERVICES

PHYSICAL WALK-IN

Legal and Research Division

Contact No.: (02) 7900 - 6741 to 44 locals 117 and 124

Email Address: legal@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Name of Service Process:	Physical Walk-ins					
Division/Office/Unit:	Legal and Research Divisions A and B					
Description:	Consultations with LRD personnel for more in-depth assistance or to discuss more than one procurement issues					
Classification:	Complex to Highly Technical					
Type of Transaction:	All					
Schedule of Availability of Service:	Monday to Friday, 7:00 AM or 8:00 AM, to 4:00 PM or 5:00 PM (except holidays)					
Who May Avail:	NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs, and Private Sector					
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. Client's contact details and email address.					Requesting party	
No.	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Personally appears in the building.	Check who is the available AOD for that day.	None	1 working day	Help Desk Officer (HDO)	
2	Fill out a form at the front desk, and write the topics and issues to be asked.	Provide a room and a laptop for the consultation.				Request from IMD.
3		Discuss the provisions of RA 9184 and its IRR, pertaining to their concerns.	None		AOD	
4	Write the accomplished Client Feedback Form	Log the accomplished Feedback Form sent by the client for monitoring purposes.	None		HDO	<i>See Appendix "C" for a sample template of the Client Feedback Form for Physical Walk-Ins.</i>
END OF TRANSACTION						
TOTAL No. of Client Steps					3	
TOTAL No. of Agency Actions					4	
TOTAL No. of TAT or Duration of the Activity					1 working day	



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



EXTERNAL SERVICES

PHONE-IN QUERIES

Legal and Research Division

Contact No.: (02) 7900 - 6741 to 44 locals 117 and 124

Public Assistance Team (PAT) locals: 101, 116, 119

Email Address: legal@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Name of Service Process:		Phone-in Queries				
Division/Office/Unit:		Legal and Research Divisions A and B				
Description:		Phone-in consultations with the LRD Phone Responders and Public Assistance Team (PAT) for simple procurement questions				
Classification:		Simple/ Complex				
Type of Transaction:		All				
Schedule of Availability of Service:		Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays				
Who May Avail:		NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs, and Private Sector				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. Client's contact details and email address.					Requesting party	
No.	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Calls and makes inquiries or requests	Receives inquiries and records complete contact details of callers.	None	15 minutes	PAT	Use of Phone Query System/ Monitoring Sheet and other monitoring tools
2	None	Answers call and respond based on available/known legal bases OR endorse the call to another Division.	None	15 minutes	PAT	Ask permission to hold the line for 15-20 minutes, and if more time is needed, PAT can request the Client to call us back
3	None	Answers forwarded calls and/or monitors the answers provided by the PAT for quality control or escalate the concern into email or digital consultation	None	15 minutes	PAT or Available Attorneys/PMOs under SWA	Only if the PAT cannot answer the queries because of the complexity of the issue
4	Emails the accomplished Client Feedback Form	Emails the Phone-In clients for customer satisfaction feedback form (at least 8-10% of the total number of phone-in clients called in a month)	None	10 working days	Designated PAT	- To be conducted on the last Monday of the current month - Deadline of Memo/Report: 10 working days after the assignment
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Actions					4	
TOTAL No. of TAT or Duration of the Activity					45 minutes	



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



EXTERNAL SERVICES

DRAFTING OF E-MAIL REPLIES

Legal and Research Division

Contact No.: (02) 7900 - 6741 to 44 locals 117 and 124

Email Address: legal@gppb.gov.ph

Name of Service Process:		Drafting of Email Replies				
Division/Office/Unit:		Legal and Research Divisions A and B				
Description:		Drafts replies to email queries sent to/forwarded to legal@gppb.gov.ph				
Classification:		Simple to Complex				
Type of Transaction:		All				
Schedule of Availability of Service:		Monday to Friday, 7:00 A.M. to 4:00 P.M., except holidays				
Who May Avail:		NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs, and Private Sectorj				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. Client's contact details and email address.					Requesting party	
No.	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Sends email request or query	Receives email request or query and records the same in the Document Management Tracking System (DMTS)/Monitoring Sheet.	None	1 working day	Monitoring Officers (MOs) with access to incoming LRD emails	Incoming emails addressed to legal@gppb.gov.ph may be accessed by limited LRD personnel only
2	None	Auto-generated acknowledgement email reply will be sent to requesting agency	None		None	Auto-generated acknowledgement email reply will be sent through legal@gppb.gov.ph
3	None	Forwards email queries to the Email Officer of the Day (EOD)	None		MO	Cut-off time is 2:00pm
		a. If the email is categorized as highly technical in nature, forwards to Team Leader (TL) in-charge for instruction.		MO		



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**



CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)

		b. Other matters that are not within the scope of LRD will be forwarded to the concerned Division.				
4	Receiving of Email Reply and accomplishment of Client Feedback Form.	Drafts and sends email reply with a link to the Online Client Feedback Form at the end and updates the DMTS/Monitoring Sheet.	None	3-6 working days	EOD	Follow up questions shall be addressed by the EOD assigned on the date the follow-up queries were received.
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Actions					4	
TOTAL No. of TAT or Duration of the Activity					7 working days	



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



EXTERNAL SERVICES

**POSTING OF THE PRE-SELECTED LIST OF
SUPPLIERS OR CONSULTANTS**

Performance Monitoring Division (PMD)
Contact No.: (02) 7900 - 6741 to 44 local 102
Email Address: monitoring@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Name of Service Process:		Posting of the Pre-Selected List of Suppliers or Consultants				
Division/Office/Unit:		Performance Monitoring Division (PMD)				
Description:		For agencies submitting documents of Pre-Selected List of Suppliers for posting in the GPPB Website.				
Classification:		Simple				
Type of Transaction:		G2G - Government to Government				
Schedule of Availability of Service:		Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays				
Who May Avail:		NGAs, SUCs, GOCCs, GFIs, LGUs				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
One (1) copy of Pre-Selected List of Suppliers and Certification from the Head of the Procuring Entity (HoPE)				List of Pre-selected Suppliers and the Certification from the HoPE shall be coming from the Procuring Entity (PE)		
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Client submits Pre- Selected List of Suppliers	Receiving Officer (RO) receives and logs the document submission in the Document Management Tracking System (DMTS) and assigns to PMD RO	None <i>costs are outside of our control/ borne by the sender</i>	4 hours	Receiving Officer (RO), Administrative Division	<i>Submissions may be submitted through electronic email</i>
2	None	PMD RO reviews and assigns the document submission to the Procurement Management Officer (PMO) for processing.	None	4 hours	RO, PMD	<i>Assignment of document is through the GPPB-TSO DMTS. Document goes through the usual routing and assigning process, and reviewed at first-in, first-out basis</i>

		GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE				
CITIZEN'S CHARTER HANDBOOK						
2021 (1ST Edition)						
3	None	<p>PMO reviews the submitted documents. If in order, the Pre-Selected List of Suppliers shall be posted in the GPPB Website, and an acknowledgment letter and checklist will be issued, copy furnished the office of Philippine Government Electronic Procurement System.</p> <p>For documents with deficiencies/findings, a reply letter and checklist is prepared to notify the concerned PE.</p>	None	1 working day	PMO-in-Charge; Division Head, Performance Monitoring Division	<i>Includes processing the drafting, review, and approval</i>
4	None	RO for AD releases the approved acknowledgment/ reply letter and checklist to the concerned PE.	None	4 hrs	RO, Administrative Division	<i>Includes updating of status in the DMTS</i>
TOTAL No. of Client Steps					1	
TOTAL No. of Agency Steps					4	
TOTAL No. of TAT or Duration of the Activity					2 working days, 4 hours	
<p>Notes:</p> <p><i>Increase in number of agency actions (From 3 to 4) is attribute to the effort of the office to centralized the receiving and releasing of documents to and from the GPPB-TSO. This will ensure that all documents are safely kept and properly tracked and monitored through the use of DMTS</i></p>						



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



EXTERNAL SERVICES

**PROCESSING OF WRITTEN REQUEST
FOR GPPB ACTION**

Secretariat Division (SD)
Contact No.: (02) 7900 - 6741 to 44 locals 107 and 123
Email Address: secretariat@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Name of Service Process:	Request for Policy Action (Agency or External Request)
Division/Office/Unit:	Secretariat Division
Description:	Processing of external requests received by the GPPB-TSO Secretariat Division. This process starts with the assignment of the request to a Handling Officer and ends with the inclusion of the request in the GPPB Calendar.
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government G2B - Government to Business G2C - Government to Citizen
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays
Who May Avail:	NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs and Private Organizations

CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. One (1) letter / email containing details of the request.					Requesting Party	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	<i>Letter/email from the requesting entity</i>	Receive letter/email and record in the Document Tracking System or database	None	2 <i>working days</i>	Receiving Officer (RO)	<i>None</i>
2	<i>None</i>	Assess and assign the request for policy action	None		Atty. V or OIC	<i>In consultation with Team Leaders (TLs) to assess the details of the request whether it requires GPPB intervention agree on the assignment of the project or request for policy for action to a handling officer (HO)</i>
2a	<i>None</i>	Inform the requesting party through email that the request is	None		Assigned PMO, Secretariat Division	<i>If documents are not complete, letter must</i>

 Republic of the Philippines GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE		 Republic of the Philippines gppb-tso Government Procurement Policy Board Technical Support Office				
CITIZEN'S CHARTER HANDBOOK						
2021 (1ST Edition)						
		directed to appropriate division for processing				require Requesting Party to submit necessary documents.
						END OF PROCESS
3	None	Prepare general instructions pertaining to the request and forward to assigned PMO	None		Atty. V or OIC	Atty. V or OIC to prepare general instructions for preparation of required documents (CSW and Ex Ante Impact Evaluation Assessment, Project Briefer/Policy Paper) anent the request.
3a	None	Endorse the request for policy action to assigned HO	None		Assigned PMO, Secretariat Division	General instructions included in the endorsement of the request for policy action to the assigned HO
3b	None	Record and update DMTS or database the assignment of the request for policy action	None		Assigned PMO, Secretariat Division	None
4	None	Conduct of CSW and Ex Ante Impact Evaluation	None	16 working days	Handling Officer	Period may be extended depending on the requirements of the request
4a	None	Request and approval for extension	None		Handling Officer, Atty. V or OIC	HO requested deadline shall be assessed and approved by the Atty. V or OIC of the Secretariat Division

4b	None	Request for Secretariat Assistance	None		Handling Officer	Request for Secretariat Assistance may include any of the following : meeting arrangements , surveys to target respondents and sending of invitations for FGDs
4c	None	Provide Secretariat Assistance	None		Assigned PMO, Secretariat Division	None
5	None	Review the documents submitted and endorse recommendation to OED	None	4 WDs	Head/OIC/PMO, Secretariat Division	None
6	None	Decide whether to include the request in the agenda for presentation to the IATWG/GPPB	None	7 WDs	Executive Director	None
7	None	Calendar the request for IATWG/GPPB And email reply informing the requesting party as to the status	None	2 WDs	Head/OIC/PMO, Secretariat Division	None

END OF TRANSACTION

TOTAL No. of Client Steps	1
TOTAL No. of Agency Action	7
TOTAL No. of TAT or Duration of the Activity	31 working days * (Extendable)

** Extendable - Request for GPPB action/intervention requires Complete Staff Work (CSW) that is beyond conduct of research and study by the assigned project lead. It may include coordination and consultation meetings and conduct of focus group discussions and other means to gather data and information that are deemed necessary by the project lead to address the issue/concern in the request.*

Only after conduct of necessary staff work can the project lead prepare its recommendations and report to ED for the latter's review. Call for coordination/consultation meetings and setting up of focus group discussions depends highly on availability and participation of third party which the GPPB-TSO has no control over.

Further, while regular schedule of IATWG and GPPB meetings are on a monthly basis, conduct of actual meetings depend on the availability of members of both IATWG and GPPB. Failure to establish quorum necessarily would warrant rescheduling of regular meetings.



Head Office



Internal Services





**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



INTERNAL SERVICES

REQUEST FOR SERVICE VEHICLE

Administrative Division (AD)
Contact No.: (02) 7900 - 6741 to 44 local 113
Email Address: admin@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Name of Service Process:	Request for Service Vehicle
Division/Office/Unit:	Administrative Division
Description:	Processing of request for service vehicle for official and authorized travels by GPPB-TSO employee
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Schedule of Availability of Service:	Monday to Friday, 7:30 A.M. to 6:00 P.M., except holidays
Who May Avail:	GPPB-TSO Employees

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. One (1) Copy of duly accomplished Trip Ticket				Administrative Division		

No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submit duly accomplished Trip Ticket	Check completeness of trip ticket and assign driver. Incomplete form, return to employee concerned	None	10 minutes	Administrative Officer III Administrative Division	<i>Only request with complete information shall be processed</i>
2	none	Approval/disapproval of request	None	5 minutes	Chief Administrative Officer Administrative Division	
3	None	Inform employee concerned and provide the trip ticket to driver/s	None	5 minutes	Administrative Officer III Administrative Division	

END OF TRANSACTION

TOTAL No. of Client Steps	1
TOTAL No. of Agency Actions	3
TOTAL No. of TAT or Duration of the Activity	20 minutes



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



INTERNAL SERVICES

**REQUEST FOR SUPPLIES, MATERIALS AND
EQUIPMENT**

Administrative Division (AD)

Contact No.: (02) 7900 - 6741 to 44 local 113

Email Address: admin@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Name of Service Process:		Request for Supplies, Materials and Equipment				
Division/Office/Unit:		Administrative Division				
Description:		Processing of request for supplies, materials and equipment by GPPB-TSO employee				
Classification:		Simple				
Type of Transaction:		G2G – Government to Government				
Schedule of Availability of Service:		Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays				
Who May Avail:		GPPB-TSO Employees				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. One (1) Copy of Duly Accomplished Requisition and Issue Slip (RIS)					Administrative Division	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submit duly accomplished RIS Form	Check availability of requested supplies, materials and equipment requested	None	10 minutes	Administrative Officer III Administrative Division	<i>Only request with complete information shall be processed</i>
2	Received supplies, materials and equipment requested	If available, issue supplies, materials or equipment requested. If not available, return RIS with remarks "no available stock"	None	10 minutes		
3	None	*Prepare Inventory Custodian Slip (ICS) or Property Acknowledgement Receipt (PAR) for semi-expendable properties and equipment	None	1 day	Administrative Officer III Administrative Division	<i>*For the monitoring, control and accountability for small tangible items, ICS is prepared; For monitoring control and accountability of equipment, PAR is prepared.</i>

<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board</p>	<p>GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE</p> <p>CITIZEN'S CHARTER HANDBOOK</p> <p>2021 (1ST Edition)</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
END OF TRANSACTION		
TOTAL No. of Client Steps	2	
TOTAL No. of Agency Actions	3	
TOTAL No. of TAT or Duration of the Activity	50 minutes	



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



INTERNAL SERVICES

COLLECTION OF PAYMENTS

Administrative Division

Contact No.: (02) 7900 - 6741 to 44 local 114

Email Address: admin@gppb.gov.ph

Name of Service Process:		Collection of Payments				
Division/Office/Unit:		Administrative Division				
Description:		Procedure on collection of payment from review and verification of payment details up to issuance of Official Receipt.				
Classification:		Simple				
Type of Transaction:		G2G – Government to Government G2C – Government to Client				
Schedule of Availability of Service:		Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays				
Who May Avail:		NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs and Private Sectors				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. One (1) copy of Billing Statement or Statement of Account issued by CDD or FD					Requesting Party	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Present Order of Payment/ Billing Statement	Review and Verification of Payment Details	None	3 minutes	Administrative Officer IV Administrative Division	
2	Received Official Receipt	Issue Official Receipt	None	3 minutes	Administrative Officer IV Administrative Division	<i>Fees collected are based on amount reflected in the Order of Payment/ Billing Statement presented by client</i>
END OF TRANSACTION						
TOTAL No. of Client Steps				2		
TOTAL No. of Agency Action				2		
TOTAL No. of TAT or Duration of the Activity				6 minutes		

INTERNAL SERVICES

APPLICATION FOR LEAVE OF ABSENCE

Administrative Division (AD)
Contact No.: (02) 7900 - 6741 to 44 local 109
Email Address: admin@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Name of Service Process:		Application for Leave of Absence				
Division/Office/Unit:		Administrative Division				
Description:		Processing of application for leave of absence by GPPB-TSO Employee				
Classification:		Simple				
Type of Transaction:		G2G – Government to Government				
Schedule of Availability of Service:		Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays				
Who May Avail:		GPPB-TSO Employees				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. One (1) copy of Duly Accomplished Leave Application Form					Administrative Division	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submit accomplished Leave Application Form	Review accomplished Leave Application Form	None	5 minutes	Administrative Officer II Administrative Division	<i>Only leave application with complete information and signed by the immediate supervisor shall be processed</i>
2	None	If complete, fill-up the Certification of Leave Incomplete details, return to employee concerned	None	15 minutes	Administrative Officer II Administrative Division	
3	None	Approval/ Disapproval of leave application	None	1 working day	Supervising Deputy Executive Director IV for Division Heads and below) Executive Director V for Office of the Executive Director	



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



4	Received copy of approved/disapproved leave application	Release employee's copy	None	5 minutes	Administrative Officer IV Administrative Division	
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Actions					4	
TOTAL No. of TAT or Duration of the Activity					1 working day and 25 minutes	



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



INTERNAL SERVICES

**REQUEST FOR HUMAN RESOURCE (HR) RELATED
DOCUMENTS**

Administrative Division (AD)

Contact No.: (02) 7900 - 6741 to 44 local 109

Email Address: admin@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Name of Service Process:	Request for Human Resource (HR) related documents
Division/Office/Unit:	Administrative Division
Description:	Processing of request for HR-related documents by GPPB-TSO employee.
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Client
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays
Who May Avail:	GPPB-TSO Employees

CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. One (1) copy of HR Documents Request Form					Administrative Division	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submit accomplished HR request form	Receive and Validate completeness of request	None	5 minutes	Administrative Officer II Administrative Division	
2	None	Prepare requested document/s	None	2 hours	Administrative Officer II Administrative Division	
3	None	Review/Sign document/s requested (if needed)	None	5 minutes	Chief Administrative Officer Administrative Division	
4	Received requested HR document/s	Issue HR document/s requested		5 minutes	Administrative Officer II Administrative Division	
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Actions					4	
TOTAL No. of TAT or Duration of the Activity					2 hours and 15 minutes	



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



INTERNAL SERVICES

REQUEST FOR PAYMENT

Finance Division

Contact No.: (02) 7900 - 6741 to 44 local 114

Email Address: admin@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Name of Service Process:	Request for Payment
Division/Office/Unit:	Administrative and Finance Divisions
Description:	Processing of request for payment from review of attached documentary requirements up to release of payment to payee
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Client
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays
Who May Avail:	GPPB-TSO Employees/Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. Documentary requirements based on the following type of transaction:	
<u>a. Payment of approved travel expenses</u>	
1. One (1) copy of Request for payment	1. From the Client
2. One (1) copy of Office Order	2. From the Client
3. One (1) copy of Invitation Letter	3. From the Client
4. One (1) copy of Official Receipts (OR) for expenses not included as Per Diem/DSA	4. From the Client
5. One (1) copy of Hotel Room/Lodging bills with OR	5. From the Client
6. One (1) copy of Boat/bus tickets, boarding pass, terminal fee	6. From the Client
7. One (1) copy of RER (Reimbursement Expense Receipt) (if applicable)	7. From the Client
8. One (1) copy of Reimbursement of expenses not requiring official receipts (if applicable)	8. Administrative Division
9. One (1) copy of Certificate of Appearance/Participation/Attendance	9. From the Client
10. One (1) copy of Actual Itinerary of Travel	10. Administrative Division
11. One (1) copy of Certificate of Travel Completed (CTC)	11. From the Client
12. One (1) copy of Boarding Pass (Original)	12. From the Client
13. One (1) copy of Back to Office Report / Travel report	13. From the Client
14. One (1) copy of E-ticket / Flight itinerary issued by the airline/ticketing office/travel agency	14. From the Client
15. One (1) copy of UNDP DSA Rate (foreign travel)	15. UNDP website
16. One (1) copy of BSP Reference Exchange Rate (foreign travel)	16. BSP Website
<u>b. Payment of purchased goods and/or acquired services</u>	
1. One (1) copy of Purchase Request (P.R.) / Job Order Request (J.O.R.)	1. From the Client
2. One (1) copy of Annual Procurement Plan (APP)	2. From the Client
3. One (1) copy of Supplemental APP, if applicable	3. From the Client
4. One (1) copy of Request for Quotation (RFQ) No.	4. From the Client

5. One (1) copy of Proof of Posting of RFQ in PhilGeps, for procurement with ABC above 50K	5. From the Client
6. One (1) copy of Certification re: Posting of RFQ and NOA in conspicuous places	6. From the Client
7. One (1) copy of Filled-out RFQ	7. From the Client
8. One (1) copy of TWG Report	8. From the Client
9. One (1) copy of AOQ / BAC Resolution No.	9. From the Client
10. One (1) copy of Notice of Award	10. From the Client
11. One (1) copy of Notice of Disqualification	11. From the Client
12. One (1) copy of Contract of Agreement, if applicable	12. From the Client
13. One (1) copy of Purchase Order (PO) / Job Order No.	13. From the Client
14. One (1) copy of Certificate of Availability of Funds (CAF)	14. From the Client
15. One (1) copy of Certificate of Non-Availability of Stocks (CNAS) (if applicable)	15. From the Client
16. One (1) copy of Memorandum re: Request for Payment	16. From the Client
17. One (1) copy of Statement of Account (SOA) / Billing Statement	17. From the Client
18. One (1) copy of Delivery Receipt No.	18. From the Client
19. One (1) copy of Inspection and Acceptance Report (IAR) for purchase of supplies/goods/equipment/property	19. From the Client

No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submit request for payment Memorandum from concerned unit/division	<u>Finance Division:</u> 1. Review of attached documentary requirements	None	30 minutes	Accountant III Finance Division	<i>Only request with complete documentary requirements/ attachments shall be processed</i>
2	None	2. Prepare Obligation Request Status and update report monitoring files	None	1 hour	Administrative Officer V Finance Division	
3	None	3. Prepare Disbursement Vouchers (DVs) and other appropriate documents (e.g. LDDAP-ADA, BIR tax forms, etc.)	None	1 hour	Accountant III Finance Division	

		and update report monitoring files/system (e.g. eNGAS, summary of disbursement, etc.)				
4	None	<u>Admin Division:</u> 1. Prepare Payroll Register/Check, Letter of Debit for the bank, and Advice of Checks Issued and Cancelled (ACIC)**	None	30 minutes	Administrative Officer IV Administrative Division	
5	None	2. Payment approval	None	30 minutes	Supervising Deputy Exec. Dir. for Finance Division (<u>below P1,000,000</u>) Executive Director V (<u>P1,000,000 and above</u>)	
6	None	3. Delivery of duly signed bank-related documents (e.g. LDDAD-ADA, ACIC, etc.) to Land Bank	None	1 hour	Administrative Officer II Administrative Division	

7	Received Payment	4. Released of Check/ LDDAP-ADA payments to creditors/ payees***	None	10 minutes*	Administrative Officer II Administrative Division	<i>*Check payments shall be released to creditor after one banking day. Payments thru Check/ LDDAP-ADA will be available after 24 hours but not later than 48 hours after AGSB's receipt of duly bank-related documents.</i>
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Action					7	
TOTAL No. of TAT or Duration of the Activity					4 hours and 40 minutes	



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



INTERNAL SERVICES

REQUEST FOR ICT EQUIPMENT BASIC TROUBLESHOOTING

Information Management Division
Contact No.: (02) 7900 - 6741 to 44 local 102
Email Address: imd@gppb.gov.ph

Name of Service Process:		ICT Equipment Basic Troubleshooting				
Division/Office/Unit:		Information Management Division (IMD)				
Description:		Processing of request of ICT Equipment Basic Troubleshooting –related services by GPPB-TSO employee				
Classification:		Simple				
Type of Transaction:		G2G - Government to Government				
Schedule of Availability of Service:		Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays				
Who May Avail:		GPPB-TSO Employees				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. One (1) IMD Job Request Form				From Information Management Division		
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submits IMD Job Request Form	IMD receives Job Request Form (JRF)	None	1 working day	Procurement Management Officer (PMO) III/IV, Information Management Division	
	None	IMD Head assigns troubleshooting to IMD Personnel	None		Head/OIC, Information Management Division	
2	None	IMD Personnel checks for problem and take initial action/s	None	1 working day	PMO III/IV, Information Management Division	
3	None	IMD Personnel performs troubleshooting	None	1 working day	PMO III/IV, Information Management Division	1 day processing time for basic troubleshooting, depending on the complexity of the problem.
4	Acknowledges the completion of the request	Informs the requesting party on the completion of the request	None		PMO III/IV, Information Management Division	
END OF TRANSACTION						
TOTAL No. of Client Steps				2		
TOTAL No. of Agency Action				4		
TOTAL No. of TAT or Duration of the Activity				3 working days		

INTERNAL SERVICES

**PROCESSING OF POSTING OF ISSUANCES IN THE
GPPB WEBSITE**

Information Management Division
Contact No.: (02) 7900 - 6741 to 44 local 102
Email Address: imd@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Name of Service Process:	Processing of Posting of Issuances in the Website
Division/Office/Unit:	Information Management Division (IMD)
Description:	Processing of request for posting of issuances in the GPPB-TSO website
Classification:	Simple
Type of Transaction:	G2C - Government to Government
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays
Who May Avail:	GPPB-TSO Employees

CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. One (1) document for posting					Requesting Party	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Informs/ Notifies IMD on request for posting in the GBBP website	Information Management Division receives request from DMTS, email or other online platforms	None	1 working day	Procurement Management Officer (PMO) III/IV/Head/OIC, Information Management Division	
2	None	IMD Head assigns posting to IMD Personnel	None		Head/OIC, Information Management Division	
3	None	IMD Personnel checks completeness of the documentary requirements	None	1 working day	PMO III/IV, Information Management Division	
4	None	IMD Personnel posts the document/s in the GPPB website	None	1 working day	PMO III/IV, Information Management Division	
5	Acknowledges the completion of the request	Informs the requesting party on the completion of the request	None			
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Action					5	
TOTAL No. of TAT or Duration of the Activity					3 working days	

FEEDBACK AND COMPLAINTS MECHANISM

Your feedback is important.

Please let us know how we have served you by doing any of the following:

1. Accomplish our Client Feedback or Complaints Forms the GPPB-TSO Front Desk
2. Send your Feedback through email – feedback@gppb.gov.ph or mgmt@gppb.gov.ph
3. Talk to our Action Officer-of-the-Day (AOD).

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Action Officer-of-the-Day.

Contact Information:

Office	Phone Number	Email address
GPPB-TSO	7-900-6741 to 44	gppb@gppb.gov.ph
Presidential Complaints Center	8888	pcc@malacanang.gov.ph
CSC Contact Center ng Bayan	0908-8816565 1-6565	email@contactcenterngbayan.gov.ph
Anti-Red Tape Authority	8478-5093	info@arta.gov.ph complaints@arta.gov.ph

Thank you for helping us improves our services!



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE
CITIZEN'S CHARTER HANDBOOK
2021 (1ST Edition)**



Appendix "A" Generic Client Feedback Form

		GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE (GPPB – TSO) CLIENT FEEDBACK FORM					
<i>Please let us know how we have served you. You may use this form for Compliments, Complaints and/or Suggestions.</i>							
CONTACT INFORMATION							
Name							
Address							
Sex		<input type="checkbox"/>	Male	<input type="checkbox"/>	Female		
Contact Numbers							
E-Mail Address							
Agency/Office							
TYPE OF FEEDBACK (Kindly check)							
<input type="checkbox"/>	COMPLIMENT		<input type="checkbox"/>	COMPLAINT		<input type="checkbox"/>	
Date							
Action Officer of the Day							
Comments/Suggestions Details: <hr/> <hr/> <hr/> <hr/> <hr/>							
CRITERIA							
		E	VS	S	F	P	
1	Management and assistance extended by TSO Personnel						
2	Professionalism and attitude exhibited by TSO Personnel						
3	Acts on request/concerns of client promptly						
4	Suggestions/recommendations given were helpful to the objective of the agency						
5	Facilities are comfortable/functional/clean/organized.						
<i>Legend: E – Excellent, VS – Very Satisfactory, S – Satisfactory, F- Fair, P- Poor</i>							
Overall Satisfaction (please check)							
EXCELLENT		VERY SATISFACTORY		SATISFACTORY		FAIR	
Thank you for helping us improves our services!							

Appendix "B"
Client Feedback Form for Digital Walk-ins via Google Forms

GPPB-TSO Client Feedback Form

Form description

Email *

Valid email

This form is collecting emails. [Change settings](#)

Service Availed from GPPB-TSO *

- Phone-in Query
- Email Query
- Walk-in Consultation
- NPM/Letter Request

Walk-in Consultation Client Feedback Form

Description (optional)

Agency/Company/Affiliation *

Short answer text

Contact Number

Short answer text

Email Address *

Short answer text

Date of Digital Walk-In

Month, day, year 

Time of Digital Walk-In

Time 

Sex

Male

Female

Prefer not to say

Type of Feedback *

Compliment

Complaint

Suggestion

Is this your first time to virtually visit the GPPB-TSO? *

Yes

No



If No, how often do you visit the GPPB-TSO to ask for assistance? *

- Once or twice a day
- Twice a week
- Once a week
- Once a month
- Rarely



How did our Help Desk Officer (scheduler) do? *

- Excellent
- Good
- Average
- Poor



How did our Action Officer do? *

- Excellent
- Good
- Average
- Poor

⋮

Are you likely to visit again if you have any questions and concerns in the future? *

Yes

No

If we could do anything, what should we do to WOW you?

Long answer text
.....

⋮

*GPPB-TSO shall keep Responder's Confidential Information in the strictest confidence. GPPB-TSO will neither disclose such information to anyone outside the agency without Responder's prior written consent nor will GPPB TSO make use of any Confidential Information for any purposes other than this Client Satisfaction Feedback.

Thank you for helping us improve our services!



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



Appendix "C"
Feedback Form for Physical Walk-in Clients

Please let us know how we have served you. You may use this form for Compliments, Complaints, and/or Suggestions.

CONTACT INFORMATION			
Name			
Address			
Sex (optional)	<input type="checkbox"/>	Male	<input type="checkbox"/>
			Female
Contact Numbers			
E-Mail Address			
Agency/Office			
TYPE OF FEEDBACK (Kindly check)			
<input type="checkbox"/>	COMPLIMENT	<input type="checkbox"/>	COMPLAINT
<input type="checkbox"/>		<input type="checkbox"/>	SUGGESTION
Date			
<p>Is this your first time to virtually visit the GPPB-TSO? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If No, how often do you visit the GPPB-TSO to ask for assistance? <input type="checkbox"/> Once or twice a day <input type="checkbox"/> Twice a week <input type="checkbox"/> Once a week <input type="checkbox"/> Once a month <input type="checkbox"/> Rarely</p> <p>How did our Help Desk Officer (scheduler) do? <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor</p> <p>How did our Action Officer do? <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Average <input type="checkbox"/> Poor</p> <p>Are you likely to visit again if you have any questions and concerns in the future? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If we could do anything, what should we do to WOW you?</p> <hr/> <hr/> <hr/> <hr/>			

Thank you for helping us improve our services!

Appendix "D"
Feedback Form for Phone-In Queries via Google Forms

GPPB-TSO Client Feedback Form

Form description

Email *

Valid email

This form is collecting emails. [Change settings](#)

Service Availed from GPPB-TSO *

- Phone-in Query
- Email Query
- Walk-in Consultation
- NPM/Letter Request

*GPPB-TSO shall keep Responder's Confidential Information in the strictest confidence. GPPB-TSO will neither disclose such information to anyone outside the agency without Responder's prior written consent nor will GPPB TSO make use of any Confidential Information for any purposes other than this Client Satisfaction Feedback

Thank you for helping us improve our services!

After section 1 Continue to next section

Section 2 of 5

Phone-in Queries Feedback Form

Description (optional)

Name *

Short answer text

Address

Long answer text

Sex

Male

Female

Prefer not to say

Contact Number

Short answer text

Email Address *

Short answer text

Agency/Office *

Short answer text

Type of feedback *

Compliment

Complaint

Suggestion

Date

Month, day, year 

Is this your first time to call the GPPB-TSO? *

Yes

No

If No, how often do you call the GPPB-TSO to ask for assistance? *

Once or twice a day

Twice a week

Once a week

Once a month

Rarely

How did our phone responder do? *

Excellent

Good

Average

Poor

Are you likely to call again if you have any questions and concerns in the future? *

Yes

No

If we could do anything, what should we do to WOW you?

Long answer text





**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



*GPPB-TSO shall keep Responder's Confidential Information in the strictest confidence. GPPB-TSO will neither disclose such information to anyone outside the agency without Responder's prior written consent nor will GPPB TSO make use of any Confidential Information for any purposes other than this Client Satisfaction Feedback

Thank you for helping us improve our services!

After section 2 Submit form

Appendix "E"
Feedback Form for E-mail Queries via Google Forms

The image shows two screenshots of Google Forms. The top form is titled "GPPB-TSO Client Feedback Form". It includes a "Form description" field, an "Email *" field with a "Valid email" label and a "Change settings" link, and a "Service Availed from GPPB-TSO" section with four radio button options: "Phone-in Query", "Email Query", "Walk-in Consultation", and "NPM/Letter Request". The bottom form is titled "Email Queries Feedback Form". It includes a "Description (optional)" field, a "Name *" field with a "Short answer text" label, an "Address *" field with a "Long answer text" label, and a "Sex" section with three checkbox options: "Male", "Female", and "Prefer not to say". Both forms have a vertical toolbar on the right side with icons for adding, deleting, duplicating, and other form elements.

<p>Contact Number</p> <p>Short answer text</p>	     
<p>Email Address *</p> <p>Short answer text</p>	
<p>Agency/Office *</p> <p>Short answer text</p>	
<p>Type of feedback *</p> <p><input type="checkbox"/> Compliment</p> <p><input type="checkbox"/> Complaint</p> <p><input type="checkbox"/> Suggestion</p>	
<p>Date</p> <p>Month, day, year </p>	
<p>Is this your first time to send an email query to the GPPB-TSO? *</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p>	
<p>If No, how often do you send an email to the GPPB-TSO to ask for assistance? *</p> <p><input type="checkbox"/> Once or twice a day</p> <p><input type="checkbox"/> Twice a week</p> <p><input type="checkbox"/> Once a week</p> <p><input type="checkbox"/> Once a month</p> <p><input type="checkbox"/> Rarely</p>	

How did our email responder do? *

- Excellent
- Good
- Average
- Poor

Are you likely to send an email query again if you have any questions and concerns in the future? *

- Yes
- No

If we could do anything, what should we do to WOW you?

Long answer text

*GPPB-TSO shall keep Responder's Confidential Information in the strictest confidence. GPPB-TSO will neither disclose such information to anyone outside the agency without Responder's prior written consent nor will GPPB TSO make use of any Confidential Information for any purposes other than this Client Satisfaction Feedback

Thank you for helping us improve our services!

After section 3 Submit form





**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2021 (1ST Edition)



- END -