



**GOVERNMENT PROCUREMENT POLICY BOARD  
TECHNICAL SUPPORT OFFICE**

**CITIZEN'S CHARTER HANDBOOK**

**2023 (1<sup>ST</sup> Edition)**



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

**SERVICE CHARTER  
2023 (1<sup>ST</sup> Edition)**



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## 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)
- Philippine Space Agency
- 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.

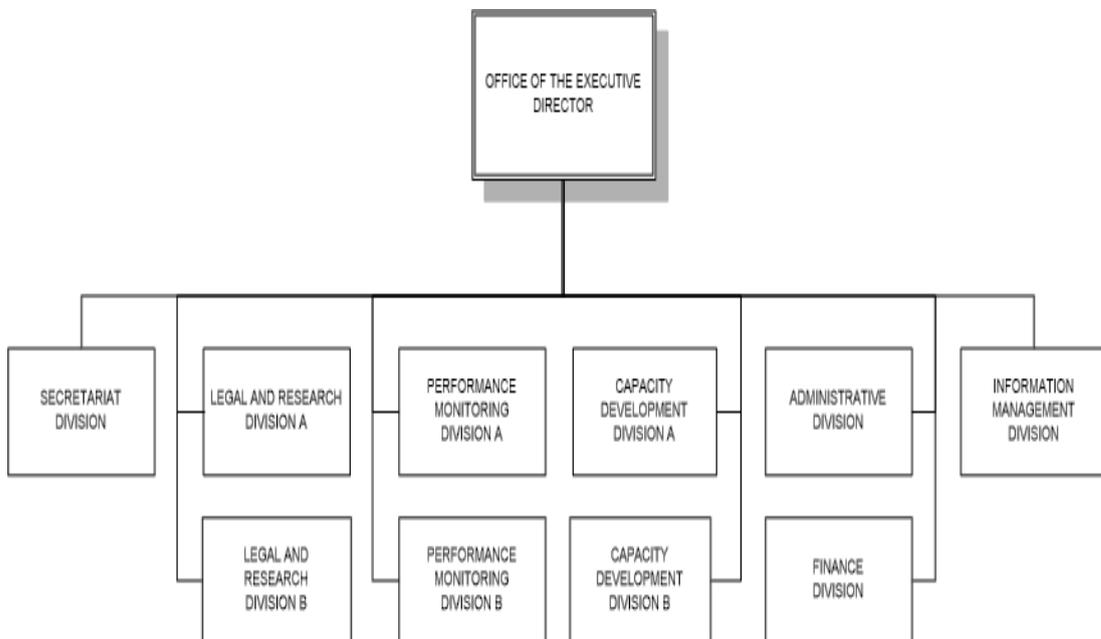
## IV. CORE VALUES

- **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.

**VIII. OFFICE ADDRESS**

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

## LIST OF SERVICES

| Head Office   | Division                                      | PAGE NUMBER |
|---|---|-------------|
| <b>External Services<sup>1</sup></b>                                  |   |             |
| 1. Processing of Training Request <sup>3</sup>                        | Capacity Development Division                 | 13          |
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| <b>Internal Services<sup>2</sup></b>                                  |   |             |
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<sup>1</sup> Arranged per division's services

<sup>2</sup> Arranged per division's services

<sup>3</sup> Declared as critical services



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## **Head Office**

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## **External Services**

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**EXTERNAL SERVICES**

## **PROCESSING OF TRAINING REQUEST**

**Capacity Development Division (CDD)**  
**Contact No.:** (02) 7900 - 6741 to 44 locals 102 and 105  
**Email Address:** [training@gppb.gov.ph](mailto:training@gppb.gov.ph)



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

| <b>CHECKLIST OF REQUIREMENTS</b>                             | <b>WHERE TO SECURE</b>                         |
|--|--|
| 1. One (1) letter / email containing details of the request. | Requesting Party                               |
| 2. One (1) Training Needs Assessment (TNA)                   | Capacity Development Division/ GPPB Website    |
| 3. One (1) Indicative Program                                | Requesting Party                               |
| 4. One (1) Conforme Letter                                   | Capacity Development Division/<br>GPPB Website |

| <b>No</b> | <b>CLIENT STEP</b>   | <b>AGENCY ACTION</b>                           | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> | <b>REMARKS</b>   |
|-----------|--|--|------------------------|------------------------|---------------------------|--|
| <b>1</b>  | <b>SUBMIT</b><br>Training request letter, indicative program, duly accomplished TNA Form and conforme at training@gppb.gov.ph. | <b>CDD HO RECEIVES and ASSESSES</b><br>request | None                   | 3 working days         | CDD HO                    | <p><i>CDD will only process request with complete documents.</i></p> <p><i>Requesting agencies should submit the abovementioned requirements at least forty-five (45) calendar days before their intended training schedule.</i></p> <p><i>Assigned CDD HO checks the completeness of documents and assesses the training needs of requesting party. In case of incomplete submission of requirements, the assigned PMO will request for the submission of other requirements.</i></p> <p align="right"><i>For requests received</i></p> |

\*Declared as critical service pursuant to item 4.2.1 of the AO25 Memorandum Circular No. 2022-01, dated 24 March 2022

|          |      |  |      |   |   |   |
|----------|------|--|------|---|---|---|
|          |      |  |      |   |   | <p>beyond the prescribed period, the training activity shall be moved to a later date proposed by the PMO, subject to the confirmation of the requesting party.</p> <p>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 year. No training schedule every December.</p>   |
| <b>2</b> | None | <b>CDD HO COORDINATES with GPPB Trainers</b> | None | 14 working days                                   | CDD HO  | <p>Coordination with the GPPB Trainers shall only commence once all required documents are complete and training schedule is conformed by the requesting party.</p> <p>Training schedule are subject to the availability of the proposed GPPB Trainers. Assigned.</p> <p>If there are no available RPs on preferred date, CDD HO will have an extension of 5 wds to look for RPs, upon receipt of approval to reschedule by requesting party.</p> |
| <b>3</b> | None | <b>CONFIRMS AVAILABILITY OF RPs</b>          | None | 7 working days from approval of Requesting Agency | CDD HOs, GPPB-TSO Lecturers/ GPPB Recognized Trainers | <p>Upon receipt of approval of Requesting Agency, the HO drafts and sends Confirmation Letter to the requesting party and Endorsement Letters to the RPs. 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 and control number.</p>   |

|  |  |   |  |  |                 |   |  |
|--|--|---|--|--|-----------------|---|--|
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|  |  | <b>CITIZEN'S CHARTER HANDBOOK</b>                                       |  |  |                 |   |  |
|  |  | <b>2023 (1<sup>ST</sup> Edition)</b>                                    |  |  |                 |   |  |
|  |  |   |  |  |                 |   |  |
| <b>TOTAL No. of Client Steps</b>   |  |   |  |  | 1               |   |  |
| <b>TOTAL No. of Agency Action</b>  |  |   |  |  | 3               |   |  |
| <b>TOTAL No. of TAT or Duration of the Activity</b>                              |  |   |  |  | 24 working days |   |  |



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**EXTERNAL SERVICES**

## **DIGITAL WALK-INS**

***Legal and Research Division***

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

**Email Address :** [policyresearch@gppb.gov.ph](mailto:policyresearch@gppb.gov.ph)



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|   |  |
|---|--|
| <b>Name of Service Process:</b>             | <b>Digital Walk-ins</b>  |
| <b>Division/Office/Unit:</b>                | <b>Legal and Research Divisions A and B</b>  |
| <b>Description:</b>                         | Consultations with LRD personnel for more in-depth assistance or to discuss more than one procurement issues |
| <b>Classification:</b>                      | Complex to Highly Technical  |
| <b>Type of Transaction:</b>                 | All  |
| <b>Schedule of Availability of Service:</b> | Monday to Friday, 7:00 AM or 8:00 AM, to 4:00 PM or 5:00 PM (except holidays)                                |
| <b>Who May Avail:</b>                       | NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs, and Private Sector  |

| CHECKLIST OF REQUIREMENTS       |   |  |                 | WHERE TO SECURE    |                         |  |
|---------------------------------|---|--|-----------------|--------------------|-------------------------|--|
| 1. E-mail request of the client |   |  |                 | Requesting party   |                         |  |
| No.                             | CLIENT STEP   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME    | PERSON RESPONSIBLE      | REMARKS  |
| 1                               | Email the designated email account (posted at the GPPB website) to make an appointment. | Acknowledges receipt of the request for digital walk-in consultation and requests from the client their list of attendees and advanced questions, prior to checking the availability of the AOD (Action Officer of the Day). | None            | 1 – 2 working days | Help Desk Officer (HDO) | <ul style="list-style-type: none"> <li>a. No cut-off time, HDO should send a reply immediately.</li> <li>b. If no advanced questions were received, follow up with the client. If there are still no advanced questions after 2 days, no digital consultation meeting will be confirmed.</li> <li>c. Coordinate with other divisions if the concern does not involve LRD matters.</li> </ul> |
| 2                               | Sends the list of attendees and advanced questions.                                     | Upon receipt of the list of attendees and advanced questions, confirms the schedule and forwards the meeting link to the AOD and the client.   | None            |                    | HDO                     | <ul style="list-style-type: none"> <li>a. Only the questions submitted shall be discussed.</li> <li>b. The digital consultation meeting will be limited to a maximum of 1 hour only.</li> </ul> <p>Use the MS Teams Calendar to schedule and generate the</p>  |





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## **EXTERNAL SERVICES**

# **PHYSICAL WALK-IN**

***Legal and Research Division***

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

***Email Address: [legal@gppb.gov.ph](mailto:legal@gppb.gov.ph)***



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| <b>Name of Service Process:</b>                     |   | <b>Physical Walk-ins</b>   |                 |                        |  |   |
|---|---|--|-----------------|------------------------|--|---|
| <b>Division/Office/Unit:</b>                        |   | <b>Legal and Research Divisions A and B</b>  |                 |                        |  |   |
| <b>Description:</b>                                 |   | Consultations with LRD personnel for more in-depth assistance or to discuss more than one procurement issues                                 |                 |                        |  |   |
| <b>Classification:</b>                              |   | Complex to Highly Technical  |                 |                        |  |   |
| <b>Type of Transaction:</b>                         |   | All  |                 |                        |  |   |
| <b>Schedule of Availability of Service:</b>         |   | Monday to Friday, 7:00 AM or 8:00 AM, to 4:00 PM or 5:00 PM (except holidays)  |                 |                        |  |   |
| <b>Who May Avail:</b>                               |   | NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs, and Private Sector  |                 |                        |  |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                    |   |  |                 | <b>WHERE TO SECURE</b> |  |   |
| 1. Filled out Walk-in Client Request Form           |   |  |                 | Requesting party       |  |   |
| No.   | CLIENT STEP   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME        | PERSON RESPONSIBLE                                     | REMARKS   |
| 1   | Personally appears in the GPPB-TSO Office and fills out a Walk-in Client request Form.  | Requests the client to fill out a Walk-in Client Request Form and informs the Division/ Team concerned.                                      | None            | 1 working day          | Front Desk Officer of the Administrative Division (AD) |   |
| 2   | None  | Provides a meeting room, including a laptop for the consultation.  | None            |                        | AD   | Request a laptop from the IMD.                      |
| 3   | Attends the walk-in consultation and if needed, requests a Certificate of Appearance and/or copy of the recording of the meeting. | Answers the client's queries and gives the Feedback Form, Certificate of Appearance, and copy of the recording of the meeting, if requested. | None            |                        | Action Officer of the Day (PMO or Lawyer from the LRD) | Certificate of Appearance is provided upon request. |
| <b>END OF TRANSACTION</b>                           |   |  |                 |                        |  |   |
| <b>TOTAL No. of Client Steps</b>                    |   |  |                 |                        | <b>2</b>   |   |
| <b>TOTAL No. of Agency Actions</b>                  |   |  |                 |                        | <b>3</b>   |   |
| <b>TOTAL No. of TAT or Duration of the Activity</b> |   |  |                 |                        | <b>1 working day</b>                                   |   |



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## ***EXTERNAL SERVICES***

## **PHONE-IN QUERIES**

***Administrative Division (AD)***

***Contact No.:*** (02) 7900 - 6741 to 44 local 101

***Email Address:*** [admin@gppb.gov.ph](mailto:admin@gppb.gov.ph)

| <b>Name of Service Process:</b>                     |                                       | <b>Phone-in Queries</b>  |                 |                        |                        |   |
|---|---------------------------------------|--|-----------------|------------------------|------------------------|---|
| <b>Division/Office/Unit:</b>                        |                                       | <b>Administrative Division</b>   |                 |                        |                        |   |
| <b>Description:</b>                                 |                                       | Phone-in consultations with the Public Assistance Team (PAT) for TSO client processes, including simple procurement-related questions.                             |                 |                        |                        |   |
| <b>Classification:</b>                              |                                       | Simple   |                 |                        |                        |   |
| <b>Type of Transaction:</b>                         |                                       | All  |                 |                        |                        |   |
| <b>Schedule of Availability of Service:</b>         |                                       | Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays  |                 |                        |                        |   |
| <b>Who May Avail:</b>                               |                                       | NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs, and Private Sector  |                 |                        |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                    |                                       |  |                 | <b>WHERE TO SECURE</b> |                        |   |
| n/a   |                                       |  |                 | n/a                    |                        |   |
| No.   | CLIENT STEP                           | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME        | PERSON RESPONSIBLE     | REMARKS   |
| 1   | Calls and makes inquiries or requests | Answers the call and records complete contact details of the caller.   | None            | 3 minutes              | PAT                    | Use of Phone Query Management System/ Monitoring Sheet and other monitoring tools.<br><br>Records the contact details for future reference for client feedback. |
| 2   | None                                  | Responds to the queries based on the available/known legal bases or endorse the call to another Division and logs the conversation for monitoring/quality control. | None            | 15 minutes             | PAT                    | May ask permission to hold the line for 5-10 minutes to search for references/ confer with other team members.  |
| 3   | None                                  | Answers the forwarded calls if the PAT cannot answer the query or escalate the concern into email or digital consultation.   | None            | 15 minutes             | AOD<br>(PMO or Lawyer) | Only if the PAT cannot answer the queries because of the complexity of the issue.   |
| <b>END OF TRANSACTION</b>                           |                                       |  |                 |                        |                        |   |
| <b>TOTAL No. of Client Steps</b>                    |                                       |  |                 |                        | <b>1</b>               |   |
| <b>TOTAL No. of Agency Actions</b>                  |                                       |  |                 |                        | <b>3</b>               |   |
| <b>TOTAL No. of TAT or Duration of the Activity</b> |                                       |  |                 |                        | <b>33 minutes</b>      |   |



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## ***EXTERNAL SERVICES***

# **DRAFTING OF E-MAIL REPLIES**

***Legal and Research Division***

***Contact No.: (02) 7900 - 6741 to 44 local 117***

***Email Address: legal@gppb.gov.ph***



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|                                      |  |
|--------------------------------------|--|
| 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 the Action Officer of the Day |
| 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 Sector                            |

| CHECKLIST OF REQUIREMENTS        |                              |  |                 | WHERE TO SECURE  |                                       |  |
|----------------------------------|------------------------------|--|-----------------|------------------|---------------------------------------|--|
| 1. Email of the requesting party |                              |  |                 | Requesting party |                                       |  |
| No.                              | CLIENT STEP                  | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE                    | REMARKS  |
| 1                                | Sends email request or query | Receives the email request or query and records the same in the Document Management System (DMS)/ Monitoring Tool.   | None            | 1 working day    | Receiving Officer of the TSO          | Includes Call Referrals escalated from the Public Assistance Team                          |
| 2                                | None                         | <ol style="list-style-type: none"> <li>If Simple or Complex email query, forwards it to the Action Officer of the Day (AOD) for drafting, and tagged to the Team Leader (TL).</li> <li>If Highly Technical, forwards to the TL, tagged the Deputy Executive Director (DED) for assigning of who will draft the Letter Reply/Non-Policy Matter Opinion.</li> <li>If not an LRD concern, endorse it to the proper Division/Team.</li> <li>Sends an acknowledgement letter, and informs action on the request.</li> </ol> | None            |                  | Legal and Research Division (LRD) AOD | Acknowledgment must indicate the team it has been endorsed and the expected date of reply. |
| 3                                | None                         | Answers the email query and copy furnished the same to the GPPB email for monitoring or quality control.   | None            | 7 working days   | AOD                                   |  |



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| <b>END OF TRANSACTION</b>                           |                       |
|---|-----------------------|
| <b>TOTAL No. of Client Steps</b>                    | <b>1</b>              |
| <b>TOTAL No. of Agency Actions</b>                  | <b>3</b>              |
| <b>TOTAL No. of TAT or Duration of the Activity</b> | <b>7 working days</b> |



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**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](mailto:monitoring@gppb.gov.ph)



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| <b>Name of Service Process:</b>   |   | <b>Posting of the Pre-Selected List of Suppliers or Consultants</b>  |  |   |   |   |
|---|---|--|--|---|---|---|
| <b>Division/Office/Unit:</b>  |   | <b>Performance Monitoring Division (PMD) - B</b>   |  |   |   |   |
| <b>Description:</b>   |   | For agencies submitting documents of Pre-Selected List of Suppliers for posting in the GPPB Website.   |  |   |   |   |
| <b>Classification:</b>  |   | Simple   |  |   |   |   |
| <b>Type of Transaction:</b>   |   | G2G - Government to Government   |  |   |   |   |
| <b>Schedule of Availability of Service:</b>   |   | Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays  |  |   |   |   |
| <b>Who May Avail:</b>   |   | NGAs, SUCs, GOCCs, GFIs, LGUs  |  |   |   |   |
| <b>CHECKLIST OF REQUIREMENTS</b>  |   |  |  | <b>WHERE TO SECURE</b>  |   |   |
| 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) |   |   |
| <b>No</b>   | <b>CLIENT STEP</b>                            | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b>  | <b>PERSON RESPONSIBLE</b>                                 | <b>REMARKS</b>  |
| 1   | Client submits Pre-Selected List of Suppliers | Front Desk Officer (FDO) receives the copy of Pre-Selected List of Suppliers and Certification from the HOPE and assigns to PMD Handling Officer (PMD-HO)  | None<br><i>costs are outside of our control/ borne by the sender</i> | 4 hours   | Receiving Officer (RO),<br>Administrative Division        | <i>Submissions may be submitted through electronic email</i>  |
| 2   | None  | PMO HO 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. | None   | 1 working day   | PMO-HO; Division Head,<br>Performance Monitoring Division | <i>Includes processing the drafting, review, and approval</i> |

|  |      | <b>GOVERNMENT PROCUREMENT POLICY BOARD<br/>TECHNICAL SUPPORT OFFICE</b>   |      |         |                                 |  |  |
|--|------|---|------|---------|---------------------------------|---|--|
|  |      | <b>CITIZEN'S CHARTER HANDBOOK</b>   |      |         |                                 |   |  |
|  |      | <b>2023 (1<sup>ST</sup> Edition)</b>  |      |         |                                 |   |  |
|  |      | For documents with deficiencies/ findings a templated reply and checklist of the documentary requirements is prepared to notify the concerned PE of the lacking documents for re-submission, tag the FDO in the DMTS to release the reply and checklist to the <b>concerned PE</b> , copy furnished PhilGEPS. |      |         |                                 |   |  |
| 3  | None | GPPB-TSO posts the Pre-Selected List of Suppliers in the GPPB Website   | None | 4 hours | Information Management Division |   |  |
| 4  | None | FDO releases the approved acknowledgment / reply letter and checklist to the concerned PE.  | None | 4 hours | RO, Administrative Division     | Includes updating of status in the DMTS   |  |
| <b>TOTAL No. of Client Steps</b>   |      |   |      |         |                                 | 1   |  |
| <b>TOTAL No. of Agency Steps</b>   |      |   |      |         |                                 | 4   |  |
| <b>TOTAL No. of TAT or Duration of the Activity</b>                              |      |   |      |         |                                 | 2 working days, 4 hours   |  |

**EXTERNAL SERVICES**

**REQUEST FOR POLICY ACTION  
(AGENCY OR EXTERNAL REQUEST)**

**Secretariat Division (SD)**  
**Contact No.:** (02) 7900 - 6741 to 44 local 117  
**Email Address:** [secretariat@gppb.gov.ph](mailto:secretariat@gppb.gov.ph)



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|   |  |
|---|--|
| <b>Name of Service Process:</b>             | <b>Request for Policy Action (Agency Request)</b>  |
| <b>Division/Office/Unit:</b>                | <b>Secretariat Division</b>  |
| <b>Description:</b>                         | 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. |
| <b>Classification:</b>                      | <b>Highly Technical</b>  |
| <b>Type of Transaction:</b>                 | G2G - Government to Government<br>G2B - Government to Business<br>G2C - Government to Citizen  |
| <b>Schedule of Availability of Service:</b> | Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays  |
| <b>Who May Avail:</b>                       | NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs and Private Organizations  |

| CHECKLIST OF REQUIREMENTS                                 |  |   |                 |                 | WHERE TO SECURE                    |  |
|---|--|---|-----------------|-----------------|------------------------------------|--|
| 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 and record in the incoming monitoring tool of the GPPB-TSO Receiving Officer (RO) and transmit to SD | None            | 4 hours         | RO                                 | <i>None</i>  |
| 2a  | <i>None</i>                                    | Log and assess the request if for policy action   | None            | 2 working days  | Assigned PMO, Secretariat Division | <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> |

|  |      | <b>GOVERNMENT PROCUREMENT POLICY BOARD<br/>TECHNICAL SUPPORT OFFICE</b>                                 |      |                 |  |  |
|--|------|---|------|-----------------|---|--|
| <b>CITIZEN'S CHARTER HANDBOOK</b>  |      |   |      |                 |   |  |
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| 2b   | None | Inform the requesting party through email that the request is:  | None |                 | Assigned PMO, Secretariat Division  | If documents are not complete, letter must require Requesting Party to submit necessary documents.               |
| 2b.i   |      | <ul style="list-style-type: none"> <li>directed to appropriate division for processing; and</li> </ul>  | None |                 |   |  |
| 2b.ii  |      | <ul style="list-style-type: none"> <li>endorsed the request for policy action to assigned HO</li> </ul> | None |                 |   |  |
| 2c   |      | Record and update the monitoring database of the assignment of the request for policy action            | None |                 |   |  |
| 3  | None | Conduct the Research and Impact Evaluation  | None | 10 working days | Assigned PMO, Secretariat Division  | Period may be extended depending on the requirements of the request, which should not exceed 15 working days     |
| 3a   | None | Request approval and for extension  | None |                 | Assigned PMO, Atty. V or OIC, Secretariat Division                                  | Assigned PMO requested deadline shall be assessed and approved by the Atty. V or OIC of the Secretariat Division |
| 3b   | None | Request for Secretariat Assistance  | None |                 | Assigned PMO  | Request for Secretariat Assistance may include any of the following:   |

|    |      |   |      |                |                                    |  |
|----|------|---|------|----------------|------------------------------------|--|
|    |      |   |      |                |                                    | meeting arrangement, surveys to target respondents, and sending of invitations for FGDs. |
| 3c | None | Provide Secretariat Assistance  | None |                | Assigned PMO, Secretariat Division | None   |
| 4  | None | Review the documents submitted and endorse recommendation to OED  | None | 4 working days | Head/OIC/PMO, Secretariat Division | None   |
| 5  | None | Decide on readiness of proposal for inclusion in agenda for presentation to the IATWG/GPPB                        | None | 5 working days | Deputy Executive Director          | None   |
| 6  | None | Schedule the request for IATWG/ GPPB presentation and email reply informing the requesting party as to the status | None | 4 hours        | Head/OIC/PMO, Secretariat Division | None   |

| END OF TRANSACTION   |  |
|--|--|
| <b>TOTAL No. of Client Steps</b>   | 1                                      |
| <b>TOTAL No. of Agency Action</b>  | 6                                      |
| <b>TOTAL No. of TAT or Duration of the Activity</b>  | 25 / 50 working days *<br>(Extendable) |
| <p><i>* 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.</i></p> <p><i>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.</i></p> <p><i>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 a quorum</i></p> |  |

## Head Office

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## Internal Services

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***INTERNAL SERVICES***

## **REQUEST FOR SERVICE VEHICLE**

***Administrative Division (AD)***

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

***Email Address:*** [admin@gppb.gov.ph](mailto:admin@gppb.gov.ph)



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

|  |  |  |  |                         |  |  |
|--|--|--|--|-------------------------|--|--|
| <b>CHECKLIST OF REQUIREMENTS</b>                 |  |  |  | <b>WHERE TO SECURE</b>  |  |  |
| 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<br>Administrative Division   | <i>Only request with complete information shall be processed.</i> |
| 2  | None                                 | Approval/disapproval of request  | None            | 5 minutes       | Chief Administrative Officer<br>Administrative Division |   |
| 3  | None                                 | Inform employee concerned and provide the trip ticket to driver/s                                  | None            | 5 minutes       | Administrative Officer III<br>Administrative Division   |   |

|   |  |  |  |            |  |  |
|---|--|--|--|------------|--|--|
| <b>END OF TRANSACTION</b>                           |  |  |  |            |  |  |
| <b>TOTAL No. of Client Steps</b>                    |  |  |  | 1          |  |  |
| <b>TOTAL No. of Agency Actions</b>                  |  |  |  | 3          |  |  |
| <b>TOTAL No. of TAT or Duration of the Activity</b> |  |  |  | 20 minutes |  |  |



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***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](mailto:admin@gppb.gov.ph)



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| <b>Name of Service Process:</b>                                       |  | <b>Request for Supplies, Materials and Equipment</b>  |                 |                         |   |  |
|---|--|---|-----------------|-------------------------|---|--|
| <b>Division/Office/Unit:</b>  |  | <b>Administrative Division</b>  |                 |                         |   |  |
| <b>Description:</b>   |  | Processing of request for supplies, materials and equipment by GPPB-TSO employee  |                 |                         |   |  |
| <b>Classification:</b>  |  | Simple  |                 |                         |   |  |
| <b>Type of Transaction:</b>   |  | G2G – Government to Government  |                 |                         |   |  |
| <b>Schedule of Availability of Service:</b>                           |  | Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays   |                 |                         |   |  |
| <b>Who May Avail:</b>   |  | GPPB-TSO Employees  |                 |                         |   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                                      |  |   |                 | <b>WHERE TO SECURE</b>  |   |  |
| 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<br>Administrative Division | <i>Only requests with complete information shall be processed</i>  |
| 2   | Received supplies, materials and equipment requested | If available, issue supplies, materials or equipment requested.<br><br>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            | 30 minutes              | Administrative Officer III<br>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> |



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**END OF TRANSACTION**

|   |                   |
|---|-------------------|
| <b>TOTAL No. of Client Steps</b>                    | <b>2</b>          |
| <b>TOTAL No. of Agency Actions</b>                  | <b>3</b>          |
| <b>TOTAL No. of TAT or Duration of the Activity</b> | <b>50 minutes</b> |



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***INTERNAL SERVICES***

## **COLLECTION OF PAYMENTS**

***Administrative Division***

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

***Email Address:*** [admin@gppb.gov.ph](mailto:admin@gppb.gov.ph)

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

<sup>1</sup> Refers to physical collection of payment by the Cashier.



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***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](mailto:admin@gppb.gov.ph)



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|   |   |
|---|---|
| <b>Name of Service Process:</b>             | <b>Application for Leave of Absence</b>                             |
| <b>Division/Office/Unit:</b>                | <b>Administrative Division</b>                                      |
| <b>Description:</b>                         | Processing of application for leave of absence by GPPB-TSO Employee |
| <b>Classification:</b>                      | Simple  |
| <b>Type of Transaction:</b>                 | G2G – Government to Government                                      |
| <b>Schedule of Availability of Service:</b> | Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays           |
| <b>Who May Avail:</b>                       | GPPB-TSO Employees  |

|   |  |                         |
|---|--|-------------------------|
| <b>CHECKLIST OF REQUIREMENTS</b>                            |  | <b>WHERE TO SECURE</b>  |
| 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<br>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<br>Administrative Division  |   |
| 3  | None                                       | Approval/ Disapproval of leave application   | None            | 1 working day   | Supervising Deputy Executive Director IV for Division Heads and below)<br><br>Executive Director V for Office of the Executive Director |   |

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



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**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](mailto:admin@gppb.gov.ph)

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

| <b>CHECKLIST OF REQUIREMENTS</b>                    |                                     |  |                        |                        | <b>WHERE TO SECURE</b>                                  |                |
|---|-------------------------------------|--|------------------------|------------------------|---|----------------|
| 1. One (1) copy of HR Documents Request Form        |                                     |  |                        |                        | Administrative Division                                 |                |
| <b>No</b>   | <b>CLIENT STEP</b>                  | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                               | <b>REMARKS</b> |
| 1   | Submit accomplished HR request form | Receive, validate completeness of request and prepare the requested document/s | None                   | 2 hours                | Administrative Officer II<br>Administrative Division    |                |
| 2   | None                                | Review/Sign document/s requested (if needed)                                   | None                   | 5 minutes              | Chief Administrative Officer<br>Administrative Division |                |
| 3   | Received requested HR document/s    | Issue HR document/s requested  | None                   | 5 minutes              | Administrative Officer II<br>Administrative Division    |                |
| <b>END OF TRANSACTION</b>                           |                                     |  |                        |                        |   |                |
| <b>TOTAL No. of Client Steps</b>                    |                                     |  |                        |                        | 2   |                |
| <b>TOTAL No. of Agency Actions</b>                  |                                     |  |                        |                        | 3   |                |
| <b>TOTAL No. of TAT or Duration of the Activity</b> |                                     |  |                        |                        | 2 hours and 10 minutes                                  |                |



**GOVERNMENT PROCUREMENT POLICY BOARD  
TECHNICAL SUPPORT OFFICE**

**CITIZEN'S CHARTER HANDBOOK**

**2023 (1<sup>ST</sup> Edition)**



**INTERNAL SERVICES**

**REQUEST FOR PAYMENT**

**Finance Division**

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

**Email Address:** [admin@gppb.gov.ph](mailto:admin@gppb.gov.ph)



**GOVERNMENT PROCUREMENT POLICY BOARD  
TECHNICAL SUPPORT OFFICE**

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

| <b>CHECKLIST OF REQUIREMENTS</b>   |  | <b>WHERE TO SECURE</b>      |
|--|--|-----------------------------|
| 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><br>1. Review of attached documentary requirements                                   | None            | 30 minutes      | Accountant III<br>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<br>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<br>Finance Division           |  |

|   |      |  |      |            |  |  |
|---|------|--|------|------------|--|--|
|   |      | and update report monitoring files/system (e.g. eNGAS, summary of disbursement, etc.)  |      |            |  |  |
| 4 | None | <u>Admin Division:</u><br>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<br>Administrative Division   |  |
| 5 | None | 2. Payment approval  | None | 30 minutes | Supervising Deputy Exec. Dir. for Finance Division ( <u>below P1,000,000</u> )<br><br>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<br>Administrative Division   |  |

|   |                  |   |      |             |  |   |
|---|------------------|---|------|-------------|--|---|
| 7   | Received Payment | 4. Released of Check/ LDDAP-ADA payments to creditors/ payees | None | 10 minutes* | Administrative Officer II<br>Administrative Division | *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. |
| <b>END OF TRANSACTION</b>                           |                  |   |      |             |  |   |
| <b>TOTAL No. of Client Steps</b>                    |                  |   |      |             | 2  |   |
| <b>TOTAL No. of Agency Action</b>                   |                  |   |      |             | 7  |   |
| <b>TOTAL No. of TAT or Duration of the Activity</b> |                  |   |      |             | 4 hours and 40 minutes                               |   |



**GOVERNMENT PROCUREMENT POLICY BOARD  
TECHNICAL SUPPORT OFFICE**

**CITIZEN'S CHARTER HANDBOOK**

**2023 (1<sup>ST</sup> Edition)**



**INTERNAL SERVICES**

## **REQUEST FOR BASIC ICT RELATED TECHNICAL ASSISTANCE**

***Information Management Division***

***Contact No.:*** (02) 7900 - 6741 to 44 local 102

***Email Address:*** [imd@gppb.gov.ph](mailto:imd@gppb.gov.ph)



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|   |   |
|---|---|
| <b>Name of Service Process:</b>             | <b>Request for Basic ICT Related Technical Assistance*</b>  |
| <b>Division/Office/Unit:</b>                | <b>Information Management Division (IMD)</b>  |
| <b>Description:</b>                         | Processing of request of basic ICT related technical assistance such as but not limited to computer and printer troubleshooting, application software error checking, internet configuration, activity livestreaming and recording, ID printing, etc. |
| <b>Classification:</b>                      | <b>Simple</b>   |
| <b>Type of Transaction:</b>                 | G2G - Government to Government  |
| <b>Schedule of Availability of Service:</b> | Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays   |
| <b>Who May Avail:</b>                       | GPPB-TSO Employees  |

|                                  |  |   |  |
|----------------------------------|--|---|--|
| <b>CHECKLIST OF REQUIREMENTS</b> |  | <b>WHERE TO SECURE</b>                                    |  |
| 1. IMD Connect User Account      |  | 1. Information Management Division<br>2. Requesting Party |  |

| No | CLIENT STEP   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  | REMARKS  |
|----|---|---|-----------------|-----------------|---|--|
| 1  | Submit request online via IMD Connect including documents related to the request (if any) | IMD Division Chief or authorized IMD personnel assigns tasks to PMO concerned               | None            | 1 working day   | Division Chief or IMD authorized personnel<br><br>PMO Concerned<br><br>Requesting Party | Requests received beyond 3:00 PM will be processed the following working day, if the nature of request requires more than an hour to complete. Basic assistance will be attended accordingly even beyond 3:00 PM but not later than 4:00 PM. |
| 2  | None  | PMO concerned directly coordinates with the requesting party for assessment check problems, | None            | 1 working day   | PMO Concerned   | Completion of requests depends on the nature and complexity of the work and subject to availability of supplies and/or devices/ equipment needed.  |

\*Declared as critical service pursuant to Item 4.2.1 of the AO25 Memorandum Circular No. 2022-01, dated 24 March 2022.

|  |   |   |      |                |                      |   |  |
|--|---|---|------|----------------|----------------------|---|--|
|  |   | <b>GOVERNMENT PROCUREMENT POLICY BOARD<br/>TECHNICAL SUPPORT OFFICE</b> |      |                |                      |  |  |
|  |   | <b>CITIZEN'S CHARTER HANDBOOK</b>                                       |      |                |                      |   |  |
|  |   | <b>2023 (1<sup>ST</sup> Edition)</b>                                    |      |                |                      |   |  |
|  |   | and/or<br>performs<br>requested work                                    |      |                |                      |   |  |
| <b>3</b>   | Acknowledged<br>completion of<br>performed<br>work of IMD | None  | None | 1 working day  | Requestin<br>g Party | Acknowledgement<br>may be done on<br>the same day the<br>work was<br>performed.     |  |
| <b>END OF<br/>TRANSACTION</b>  |   |   |      |                |                      |   |  |
| <b>TOTAL No. of Client Steps</b>   |   |   |      | 2              |                      |   |  |
| <b>TOTAL No. of Agency Action</b>  |   |   |      | 2              |                      |   |  |
| <b>TOTAL No. of TAT or Duration of the Activity</b>                              |   |   |      | 3 working days |                      |   |  |



**GOVERNMENT PROCUREMENT POLICY BOARD  
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**INTERNAL SERVICES**

## **REQUEST FOR WEB CONTENT POSTING**

***Information Management Division***

***Contact No.:*** (02) 7900 - 6741 to 44 local 102

***Email Address:*** [imd@gppb.gov.ph](mailto:imd@gppb.gov.ph)

|   |  |
|---|--|
| <b>Name of Service Process:</b>             | <b>Request for Web Content Posting</b>   |
| <b>Division/Office/Unit:</b>                | <b>Information Management Division (IMD)</b>   |
| <b>Description:</b>                         | Processing of request for posting of documents in the Transparency Seal, various GPPB issuances, training advisories, government procurement related articles, press releases and reports, and other similar documents that requires to be posted in the website |
| <b>Classification:</b>                      | <b>Simple</b>  |
| <b>Type of Transaction:</b>                 | G2G - Government to Government   |
| <b>Schedule of Availability of Service:</b> | Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays  |
| <b>Who May Avail:</b>                       | GPPB-TSO Employees   |

| CHECKLIST OF REQUIREMENTS                                |   |   |                 |                 | WHERE TO SECURE   |   |
|--|---|---|-----------------|-----------------|---|---|
| 1. IMD Connect User Account<br>2. Document for uploading |   |   |                 |                 | 1. Information Management Division<br>2. Requesting Party                               |   |
| No   | CLIENT STEP   | AGENCY ACTION   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  | REMARKS   |
| 1  | Submit request online via IMD Connect including copy of the document for uploading on the website | IMD Division Chief or authorized IMD personnel assigns tasks to PMO concerned               | None            | 1 working day   | Division Chief or IMD authorized personnel<br><br>PMO Concerned<br><br>Requesting Party | Requests received beyond 3:00 PM will be processed the following working day. |
| 2  | None  | PMO concerned posts on the website and updates IMD Connect of the status of request         | None            | 1 working day   | PMO Concerned   |   |
| 3  | None  | Inform the Requesting Party of the status of the request and provide/ send proof of posting | None            | 1 working day   | Requesting Party  |   |

| END OF TRANSACTION                                  |                |
|---|----------------|
| <b>TOTAL No. of Client Steps</b>                    | 2              |
| <b>TOTAL No. of Agency Action</b>                   | 2              |
| <b>TOTAL No. of TAT or Duration of the Activity</b> | 3 working days |



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**INTERNAL SERVICES**

## **REQUEST FOR SYSTEM DEVELOPMENT OR IMPROVEMENT AND GRAPHIC DESIGNS**

***Information Management Division***

***Contact No.:*** (02) 7900 - 6741 to 44 local 102

***Email Address:*** [imd@gppb.gov.ph](mailto:imd@gppb.gov.ph)

|   |   |
|---|---|
| <b>Name of Service Process:</b>             | <b>Request for System Development or Improvement and Graphic Designs</b>                      |
| <b>Division/Office/Unit:</b>                | <b>Information Management Division (IMD)</b>  |
| <b>Description:</b>                         | Processing of request for systems application development or improvement and graphics designs |
| <b>Classification:</b>                      | <b>Complex</b>  |
| <b>Type of Transaction:</b>                 | G2G - Government to Government  |
| <b>Schedule of Availability of Service:</b> | Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays                                     |
| <b>Who May Avail:</b>                       | GPPB-TSO Employees  |

|  |   |
|--|---|
| <b>CHECKLIST OF REQUIREMENTS</b>   | <b>WHERE TO SECURE</b>  |
| <ol style="list-style-type: none"> <li>1. IMD Connect User Account</li> <li>2. Design details</li> </ol> | <ol style="list-style-type: none"> <li>1. Information Management Division</li> <li>2. Requesting Party</li> </ol> |

| No | CLIENT STEP   | AGENCY ACTION  | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE  | REMARKS   |
|----|---|--|-----------------|-----------------|---|---|
| 1  | Submit request online via IMD Connect including documents related to the request (if any) | IMD Division Chief or authorized IMD personnel assigns tasks to PMO concerned  | None            | 1 working day   | Division Chief or IMD authorized personnel<br><br>PMO Concerned<br><br>Requesting Party | Requests received beyond 3:00 PM will be processed the following working day.   |
| 2  | None  | PMO concerned directly coordinates with the requesting party for assessment and discussion of details of requested work (design or system development improvement / enhancement) | None            | 7 working days  | PMO Concerned   | <p>Seven (7) working days to complete basic Systems application design and development / graphics design.</p> <p>Completion of other works depends on the nature and complexity of requests.</p> <p>For complex system / application or graphics design, PMO concerned will coordinate with the requesting office to discuss the design details and will agree on the period / timeline</p> |

|  |      |   |      |                |   |  |
|--|------|---|------|----------------|---|--|
|  |      | <b>GOVERNMENT PROCUREMENT POLICY BOARD<br/>TECHNICAL SUPPORT OFFICE</b>   |      |                |  |  |
|  |      | <b>CITIZEN'S CHARTER HANDBOOK</b>   |      |                |   |  |
|  |      | <b>2023 (1<sup>ST</sup> Edition)</b>  |      |                |   |  |
|  |      |   |      |                |   | to complete the design   |
| <b>3</b>   | None | PMO concerned sends requested design or inform requesting party of the completion of system improvement, in case of further enhancement of system | None | 1 working day  | Requesting Party  | Evaluation may be done on the same day of the posting as soon as the status of request in IMD Connect has been updated |
| <b>END OF TRANSACTION</b>  |      |   |      |                |   |  |
| <b>TOTAL No. of Client Steps</b>   |      |   |      | 2              |   |  |
| <b>TOTAL No. of Agency Action</b>  |      |   |      | 2              |   |  |
| <b>TOTAL No. of TAT or Duration of the Activity</b>                              |      |   |      | 8 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 Form online by accessing the Client Feedback Form for External and Internal Services through:

- a. QR Code:



- b. Uniform Resource Locator (URL) : <https://forms.office.com/r/jG2FQZqm1u>

2. Send your Feedback through email – [gppb@gppb.gov.ph](mailto:gppb@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       | <a href="mailto:gppb@gppb.gov.ph">gppb@gppb.gov.ph</a>   |
| Presidential Complaints Center | 8888                   | <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>   |
| CSC Contact Center ng Bayan    | 0908-8816565<br>1-6565 | <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>                                     |
| Anti-Red Tape Authority        | 8478-5093              | <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a><br><a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> |

*Thank you for helping us improves our services!*

*Appendix "A"*  
Client Feedback Form for External and Internal Services

QR Code:





# GPPB-TSO CLIENT SATISFACTION SURVEY

The survey will take few minutes of your time to rate Satisfaction Survey and complete at least two (2) Customer Feedback.

*Thank you for allowing us to serve you. Please help us by taking a few minutes of your time to tell us about the service you availed from our office. Your feedback will help us in continually improving our services.*

*Kindly fill-up this survey and provide your impressions about our services and let us know your experience while transacting official business with us or in availing our service. Please provide the rating that corresponds to your satisfaction level and write your observations/comments.*

*The GPPB-TSO protects and maintains the privacy of the personal data collected in this survey. The GPPB-TSO highly commits to maintain the confidentiality, integrity, and availability of your personal data in accordance with the Data Privacy Act of 2012 or Republic Act No. 10173.*

\* Required

## I. Client Profile

1. Date of Transaction \*

Please input date (M/d/yyyy) 

2. Name (Optional; in the format of First Name, Middle Initial, and Surname)

Enter your answer

3. Telephone No. / Mobile No. (Optional)

Enter your answer

4. Email Address \*

5. Gender \*

Male

Female

Prefer not to say

6. Age \*

18 and below

19 to 24

25 to 39

40 to 59

60 and above

7. Civil Status \*

Single

Married

Divorced

Widowed

Separated

Solo Parent

8. GPPB-TSO employee? \*

Yes

No

FOR EXTERNAL CLIENTS

The screenshot shows a digital survey form titled "GPPB-TSO CLIENT SATISFACTION SURVEY". The form is set against a light blue background with a faint geometric pattern. At the top left, there is a small logo for the Republic of the Philippines GPPB-TSO. The main title "GPPB-TSO CLIENT SATISFACTION SURVEY" is displayed in white text on a dark blue header bar. Below the header, a red asterisk indicates that the following questions are required. The first question, "9. Client Classification \*", is a multiple-choice question with four radio button options: "Private Company / Organization", "NGOs / CSOs", "General Public", and "Government Agency". The second question, "10. Company / Organization / Agency Name \*", is a text input field with the placeholder text "Enter your answer". The third question, "11. Mode of Service Delivery \*", is a multiple-choice question with two radio button options: "On-Line" and "Walk-in". At the bottom of the form, there are three elements: a white "Back" button, a blue "Next" button, and a progress indicator showing "Page 2 of 15" with a blue progress bar.

 **GPPB-TSO CLIENT SATISFACTION SURVEY** ...

\* Required

External Services Availed from the GPPB-TSO

12. Select the type of services availed from the GPPB-TSO \*

- Inquiry related to the GPPB Online Portal and/or PBD Builder
- Inquiry related to the Online Blacklisting Portal
- Inquiry through the Public Assistance Team of the GPPB-TSO
- Inquiry related to the Submission of Certification on the conduct of Early Procurement Activities
- Inquiry related to the Submission of Letters on Contract Extensions
- Inquiry related to the Submission of Pre-Selected List of Suppliers relative to the Conduct of Limited Source Bidding
- Inquiry with Performance Monitoring Division related to the Submission of Procurement Reports (APP, APCPI, and PMR)
- Training related concerns
- Requests for Clarification or Interpretations of RA 9184 and its Revised IRR
- Requests for Consultation on Procurement Process and Issues
- Requests for Reports or Report on Alternative Disputes Resolution
- Requests for copy of document through FOI
-

### II. Customer Satisfaction Survey

13. Responsiveness  
How satisfied were you with the response time of the GPPB-TSO? \*

|   |  |
|---|--|
| <br><input type="radio"/> Very Satisfied         | <br><input type="radio"/> Somewhat Satisfied |
| <br><input type="radio"/> Somewhat Dissatisfied | <br><input type="radio"/> Very Dissatisfied |

14. Quality of Service  
How satisfied were you with the steps and requirements to complete your transaction with the GPPB-TSO? \*

|  |  |
|--|--|
| <br><input type="radio"/> Very Satisfied        | <br><input type="radio"/> Somewhat Satisfied |
| <br><input type="radio"/> Somewhat Dissatisfied | <br><input type="radio"/> Very Dissatisfied  |

15. Access and Facilities

How satisfied were you with the facilities provided by GPPB-TSO to avail the service?  
(facilities refers to website, telephone calls, email, venue for trainings, office for walk-ins, and other related platform where GPPB-TSO services were availed)

\*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

16. Communication

How satisfied were you with the instruction/information provided by the GPPB-TSO on the service availed?

\*



Very satisfied



Somewhat satisfied



Somewhat dissatisfied



Very dissatisfied

17. Cost of Service  
 How satisfied were you with the fees and payment options to your transaction provided by GPPB-TSO?  
 (Please select "Not Applicable" if there is no fees and/or payment related in your transaction)  
 \*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

Not Applicable

18. Integrity of the GPPB-TSO  
 How satisfied were you with the courtesy and fairness of the GPPB-TSO personnel who attended to your transaction?  
 \*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

19. Competence of the GPPB-TSO  
How satisfied were you with the competence of the GPPB-TSO personnel who attended to your transaction?  
\*

|  |  |
|--|--|
| <br><input type="radio"/> Very Satisfied        | <br><input type="radio"/> Somewhat Satisfied |
| <br><input type="radio"/> Somewhat Dissatisfied | <br><input type="radio"/> Very Dissatisfied  |

20. Outcome of Service  
How satisfied were you with the result of your transaction with the GPPB-TSO?  
\*

|  |  |
|--|--|
| <br><input type="radio"/> Very Satisfied        | <br><input type="radio"/> Somewhat Satisfied |
| <br><input type="radio"/> Somewhat Dissatisfied | <br><input type="radio"/> Very Dissatisfied  |

21. Overall Rating  
How satisfied were you with the service provided by the GPPB-TSO? \*

Very Satisfied

Somewhat Satisfied

Somewhat Dissatisfied

Very Dissatisfied

\* Required

### III. Customer Feedback

22. What did you like about our service? \*

Enter your answer

23. What can be improved? \*

Enter your answer

24. For any additional comment and/or suggestion, you may input in this portion.

Enter your answer

[Back](#) [Next](#) Page 14 of 15

Never give out your password. [Report abuse](#)

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[Terms of use](#)

FOR INTERNAL CLIENTS

\* Required

### GPPB-TSO Internal Services

9. Service Unit *(please select the office concerned that provides the service/s)*

\*

- Administrative Division
- Capacity Development Division
- Finance Division
- Information Management Division
- Legal and Research Division B

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### GPPB-TSO - Administrative Division

10. Internal Services of the Administrative Division \*

- Requests for HR Related Documents
- Requests for Office Supplies
- Request for Petty Cash
- Requests for Trip Ticket for Service Vehicles
- Requests for Review and Recommendation of Training Invitations
- Facilitation of Office Activities
- Facilitation of In-House Training
- Other

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GPPB-TSO - Capacity Development Division

10. Internal Services of the Capacity Development Division \*

Request for Tokens for GPPB-TSO activities/clients

Other

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\* Required

GPPB-TSO - Finance Division

10. Internal Services of the Finance Division \*

Request for Payment

Request for copies of ITR

Other

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## II. Customer Satisfaction Survey

### 11. Responsiveness

How satisfied were you with the response time of the GPPB-TSO? \*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

### 12. Quality of Service

How satisfied were you with the steps and requirements to complete your transaction with the GPPB-TSO?  
\*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

**13. Access and Facilities**

How satisfied were you with the facilities provided by GPPB-TSO to avail the service?  
*(facilities refers to website, telephone calls, email, venue for trainings, office for walk-ins, and other related platform where GPPB-TSO services were availed)*

\*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

**14. Communication**

How satisfied were you with the instruction/information provided by the GPPB-TSO on the service availed?

\*



Very satisfied



Somewhat satisfied



Somewhat dissatisfied



Very dissatisfied

15. Cost of Service  
 How satisfied were you with the fees and payment options to your transaction provided by GPPB-TSO?  
 (Please select "Not Applicable" if there is no fees and/or payment related in your transaction)  
 \*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

Not Applicable

16. Integrity of the GPPB-TSO  
 How satisfied were you with the courtesy and fairness of the GPPB-TSO personnel who attended to your transaction?  
 \*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

17. Competence of the GPPB-TSO  
 How satisfied were you with the competence of the GPPB-TSO personnel who attended to your transaction?  
 \*

|   |  |
|---|--|
| <br><input type="radio"/> Very Satisfied                   | <br><input type="radio"/> Somewhat Satisfied |
| <br><input checked="" type="radio"/> Somewhat Dissatisfied | <br><input type="radio"/> Very Dissatisfied  |

18. Outcome of Service  
 How satisfied were you with the result of your transaction with the GPPB-TSO?  
 \*

|   |  |
|---|--|
| <br><input type="radio"/> Very Satisfied                   | <br><input type="radio"/> Somewhat Satisfied |
| <br><input checked="" type="radio"/> Somewhat Dissatisfied | <br><input type="radio"/> Very Dissatisfied  |

19. Overall Rating

How satisfied were you with the service provided by the GPPB-TSO? \*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

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### III. Customer Feedback

20. What did you like about our service? \*

Enter your answer

21. What can be improved? \*

Enter your answer

22. For any additional comment and/or suggestion, you may input in this portion.

Enter your answer

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**GOVERNMENT PROCUREMENT POLICY BOARD  
TECHNICAL SUPPORT OFFICE**

**CITIZEN'S CHARTER HANDBOOK**

**2023 (1<sup>ST</sup> Edition)**



**GPPB-TSO CLIENT SATISFACTION SURVEY**

*By pressing submit, your feedback will be used to improve GPPB-TSO services.*

**Thank you.**

You can print a copy of your answer after you submit

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