



<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>2023 (4th Edition)</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
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**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE
(GPPB – TSO)**

**SERVICE CHARTER
2023 (4th Edition)**



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2023 (4th Edition)



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

SERVICE CHARTER
2023 (4th 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)
- 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.

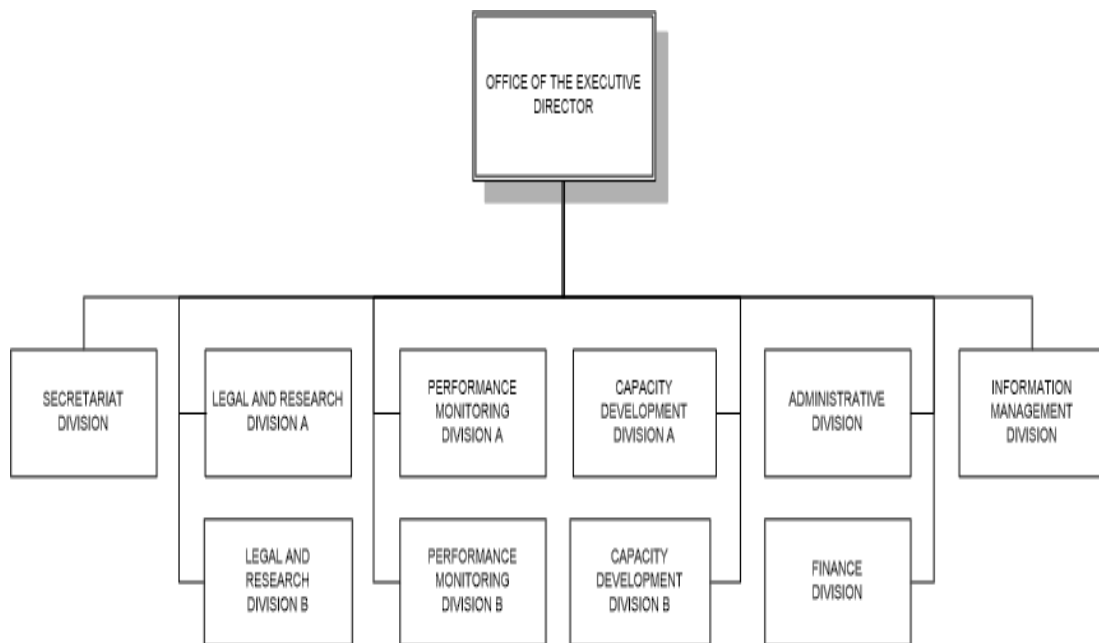
IV. CORE VALUES

- **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 (LRD-A);
- 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, including those received relating to proposed legislations or issuances (LRD-B);
- iii. Drafts policy matter opinions for issuance by the GPPB in response to requests by government agencies/ procuring entities, and private entities (LRD-A);
- 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 (LRD-A); and
- v. Attends to walk-in or online consultation requests, and complex phone-in queries forwarded by the Public Assistance Team (PAT) on procurement-related matters (LRD-B).

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. Studies and prepares data-driven reports on the effectiveness of the government procurement system and the procurement reform programs;
- ii. Monitors compliance of Government agencies with procurement laws, rules, and regulations through reportorial requirements that are processed using available tools and applications;
- iii. Reviews the reports and data from Phil-GEPS as part of periodic monitoring of PhilGEPS' performance and effectiveness;

- iv. Coordinates and liaises with other oversight bodies and agencies, civil society and NGOs on procurement performance and compliance monitoring implementation and initiatives;
- v. Handles requests for meetings, queries and matters related to procurement performance and compliance monitoring; and
- vi. Undertakes various projects that will help stakeholders understand the application of procurement policies and improve the procurement performance.

d. Capacity Development Division (CDD)

- i. Develops/implements regular nationwide procurement training programs to assist procuring entities on their compliance with RA 9184 and its revised IRR, and for the professionalization of procurement officials/personnel;
- ii. Manages the implementation of the Professionalization Program for Public Procurement Practitioners.
- iii. Establishes/implements a procurement course and certificate programs;
- iv. Processes/coordinates and monitors requests for procurement trainings and/or resource persons.
- v. Prepares/conducts training needs assessment for procurement officials/personnel;
- vi. Conducts survey on the effectiveness of training programs;
- vii. Regularly updates procurement training modules/tools;
- viii. Maintains database of trained agencies and procurement officials;
- ix. Maintains a pool of GPPB Recognized Trainers; and,
- x. 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 that is in accordance with the requirements of the Data Privacy Act of 2012;

- vi. Manages the Online Blacklisting portal and other system of the GPPB-TSO.
- vii. Maintains and updates GPPB-TSO website;
- viii. Formulates the Information Systems Strategic Plan of the GPPB-TSO;
- ix. Develops system applications to improve the office productivity of the GPPB-TSO; and
- x. Provide IT support services to the GPPB-TSO.

f. Administrative Division (AD)

- i. Manage and maintain office supplies, equipment, furniture, facilities, utilities, vehicles and other office resources;
- ii. Provide secretariat services to the Bids and Awards Committee, Human Resource Merit Promotion and Selection Board, Disciplinary Action Committee, Grievance Committee, Gender and Development Focal Point System, and Disposal Committee;
- iii. Implement human resource management policies and procedures within the framework of the Civil Service Commission (CSC);
- iv. Formulates human resource development policies, plans and programs, including the design, implementation and administration of internal training programs;
- v. Administers hiring and recruitment;
- vi. Manage cash collection and disbursements;
- vii. Develop and implement records management system in accordance with Republic Act No. 9470;
- viii. Facilitate procurement of goods and services in accordance with Republic Act No. 9184 and its Implementing Rules and Regulations; and
- ix. Maintain Asset Registry System pursuant to DOF, DBM, NEDA Joint Circular No. 2020-01; and
- x. Oversees the PAT tasked to address phone queries on basic procurement concepts.

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.



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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		
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¹ Arranged per division's services

² Arranged per division's services

³ Declared as critical services



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Head Office

External Services

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



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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.				GPPB Website		
3. One (1) Indicative Program of Activities						
4. One (1) Conforme Letter						

No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	SUBMIT Training request letter, indicative program, and duly signed conforme through the Online Training Request Application (https://airtable.com/shrMdgR6htxluRsFs)	CDD HO RECEIVES and ASSESSES submitted training request	None	3 working days	CDD HO	<p><i>Only requests with complete documents shall be accepted by the System.</i></p> <p><i>Further, the request should be submitted at least forty-five (45) working days before their intended training schedule, otherwise their request shall be rejected for not meeting the lead time requirement and they shall be advised to submit a new request.</i></p> <p><i>Upon receipt of the training request, CDD HO further assesses the submitted requirements. In case of inconsistencies or lacking information in the submitted requirements, CDD HO rejects the request</i></p>

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



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						<p><i>and advises to resubmit a new request.</i></p> <p><i>CDD will process a maximum of two (2) training batches per agency. No training schedule every December.</i></p>
2	None	CDD HO COORDINATES with GPPB Recognized Trainers	None	9 working days	CDD HO	<i>If there are no available RPs on preferred date, CDD HO will request for an alternative date.</i>
3	None	CONFIRMS AVAILABILITY OF RPs	None	8 working days from completion of list of RPs	CDD HOs, GPPB-TSO Lecturers/ GPPB Recognized Trainers	<i>Upon receipt of confirmation of RPs, the HO generates and releases Confirmation Letter to the requesting party and Endorsement Letters to the RPs, for sending. Contact details of RPs are also specified in the confirmation letter of the GPPB-TSO including the deadline of submission of post-training documents, links for registration and submission of documents.</i>
TOTAL No. of Client Steps					1	
TOTAL No. of Agency Action					3	
TOTAL No. of TAT or Duration of the Activity					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 : 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, 9:00 AM to 12:00 PM; 1:30 PM to 3:30 PM (except holidays and work suspensions)
Who May Avail:	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	Send email request to legal@gppb.gov.ph copy furnish gppb@gppb.gov.ph and provide the following: a. List of advance questions; b. List of attendees and their positions; c. Preferred Schedule date and timeslot: 9- 10 AM; 10-11 AM; 11-12 AM; 1:30 –2:30 PM; 2:30- 3:30 PM	Handling Officer (HO) checks the completeness of the request. If incomplete, HO will send email asking for the missing information. If complete, will send confirmation email to requestor, after checking the availability of the AOD (Action Officer of the Day).	None	5–15 minutes	Help Desk Officer (HDO) [PMO or Lawyer of the LRD]	a. Coordinate with other divisions if the concern involves other divisions' matters. b. Only the questions submitted shall be discussed. c. The digital consultation meeting will be limited to a maximum of one (1) hour. d. Use the MS Teams Calendar to schedule and generate the meeting link.
2	Attend the digital walk-in consultation.	Answers the client's queries and sends the Client Satisfaction Feedback Survey via email.	None	1 hour and 5 mins	Action Officer of the Day (PMO or Lawyer)	Remind the client that the meeting is NOT recorded and that the Office will not allow its recording. Client Satisfaction Feedback Survey will be provided after the meeting.



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END OF TRANSACTION						
TOTAL No. of Client Steps						2
TOTAL No. of Agency Actions						2
TOTAL No. of TAT or Duration of the Activity						1 hour and 20 minutes

EXTERNAL SERVICES

PHYSICAL WALK-IN

Legal and Research Division
Contact No.: (02) 7900 - 6741 to 44 locals 117
Email Address: legal@gppb.gov.ph



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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, 9:00 AM to 12:00 PM; 1:30 PM to 3:30 PM (except holidays and work suspensions)
Who May Avail:	NGAs, SUCs, GOCCs, GFIs, LGUs, CSOs, and Private Sector

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. Confirmed Schedule for Walk-in				Email Confirmation from the LRD		
No.	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Send email request to the legal@gppb.gov.ph copy furnish gppb@gppb.gov.ph email and provides the following: a. List of advance questions; b. List of attendees and their positions; c. Preferred Schedule date and timeslot: 9- 10 AM; 10-11 AM; 11-12 AM; 1:30-2:30 PM; 2:30-3:30 PM	LRD Handling Officer (HO) checks the completeness of the request. If incomplete, HO will send email asking for the missing information. If complete, will send confirmation email to requestor, after checking the availability of the AOD (Action Officer of the Day).	None	5 – 15 minutes	LRD Handling Officer (HO) [PMO or Lawyer from the LRD]	a. Coordinate with other divisions if the concern involves other division's matters. b. Only the questions submitted shall be discussed.
2	None	LRD AOD coordinates with the Administrative Division (AD) for a meeting room on the scheduled date, if necessary.	None	1 hour and 10 mins.	LRD AOD (PMO or Lawyer from the LRD)	Request a laptop from the IMD, if necessary. Recording is not allowed.

3	Attends the walk-in consultation and if needed, requests a Certificate of Appearance.	Answers the client's queries and sends the Client Satisfaction Feedback (CSF) Survey via email, and Certificate of Appearance, if requested.	None			Certificate of Appearance is provided by the LRD AOD upon request.
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Actions					3	
TOTAL No. of TAT or Duration of the Activity					1 hour and 25 minutes	

EXTERNAL SERVICES

PHONE-IN QUERIES

Administrative Division (AD)
Contact No.: (02) 7900 - 6741 to 44 local 101
Email Address: admin@gppb.gov.ph



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Name of Service Process:	Phone-in Queries
Division/Office/Unit:	Public Assistance Team
Description:	Phone-in consultations with the Public Assistance Team (PAT) for TSO client processes
Classification:	Simple
Type of Transaction:	All
Schedule of Availability of Service:	Monday to Friday, 7:00 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		
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 based on the FAQ and records complete contact details of the caller.	None	15 minutes	PAT	Use of Phone Query Management System/ Monitoring Sheet approved by the office.
2	None	Ask client if he/she is satisfied with the response. If the client is not satisfied, inform that the query will be forwarded to the concerned division for appropriate response. Fill up call referral form and email to the concerned division.	None	20 minutes	PAT	
3	None	If concern is not in the FAQ inform client that the concern will be elevated to the concerned Division. Fill up call referral form and email to TL of concerned Division.	None	10 minutes	PAT	



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END OF TRANSACTION						
TOTAL No. of Client Steps					1	
TOTAL No. of Agency Actions					3	
TOTAL No. of TAT or Duration of the Activity					45 minutes	

EXTERNAL SERVICES

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:	E-mail Replies
Division/Office/Unit:	Legal and Research Divisions 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 and work suspensions)
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 to gppb@gppb.gov.ph	Receives the email request or query and records the same in the Document Management System (DMS)/ Monitoring Tool.	None	5 mins – 4 hours	Receiving Officer of the TSO	Includes Call Referrals escalated from the Public Assistance Team. Email requests may have attached letters or documents.
2	None	If Simple or Complex email query, forwards it to the Handling Officer (HO) for drafting, and tagged to the Team Leader (TL). If Highly Technical, forwards to the LRD HO, tagged the TL, Deputy Executive Director (DED) the Letter Reply/ Non-Policy Matter Opinion drafting. If not an LRD concern, endorse it to the proper Division/Team.	None			A different protocol is followed for Letter Replies / Non-Policy Matter Opinion and a different processing time.
3	None	Draft the Answer to the email queries. Send the Draft Email Reply to the TL or to the	None	7 working days	LRD HO [PMO or Lawyer from the LRD]	LRD HO will send extension request if reply cannot be processed within the period.



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	DED for review and approval. Send the Email Reply to the concerned government agency/client with Client Satisfaction Feedback (CSF) Survey link and update the DMS.				DED will review in the absence of the TL.
END OF TRANSACTION					
TOTAL No. of Client Steps				1	
TOTAL No. of Agency Actions				3	
TOTAL No. of TAT or Duration of the Activity				7 working days, and 4 hours	



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EXTERNAL SERVICES

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

Performance Monitoring Division (PMD)

Contact No.: (02) 7900 - 6740 to 41, 43 to 44 local 101, 107

Email Address: monitoring@gppb.gov.ph



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Name of Service Process:	Posting of the Pre-Selected List of Suppliers or Consultants
Division/Office/Unit:	Performance Monitoring Division (PMD) - B
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	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 costs are outside of our control/ borne by the sender	4 hours	Receiving Officer (RO), Administrative Division	Submissions may be submitted through electronic email
2	None	PMO HO reviews the submitted documents. If the submission is in order, the Pre- Selected List of Suppliers shall be posted in the GPPB website, and an acknowledgment letter with checklist will be issued to PE; copy furnished the Office of Philippine Government Electronic Procurement System (PhilGEPS).	None	1 working day	PMO-HO; Division Head, Performance Monitoring Division	Includes processing the drafting, review, and approval

		If the submission has deficiencies/ findings, a templated reply with checklist of the documentary requirements will be prepared to Notify the concerned PE of the lacking documents for re-submission.				
3	None	PMD HO prepares an Online Job Request for the posting of the Pre-Selected List of Suppliers at the GPPB website.	None		PMD HO/ Information Management Division	
4	None	PMD HO sends approved reply letter and checklist to FDO for release to the concerned PE; and furnishes a copy of the acknowledgement receipt to PhilGEPS.	None		RO, Administrative Division	Includes updating of status in the DMTS
TOTAL No. of Client Steps						1
TOTAL No. of Agency Steps						4
TOTAL No. of TAT or Duration of the Activity						<i>1 working day, 4 hours</i>

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



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Name of Service Process:	Request for Policy Action (Agency 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
<p>Letter or email request with the following details:</p> <ul style="list-style-type: none"> • Background of the Request <ul style="list-style-type: none"> - Factual circumstances that lead to the request for GPPB action - Issues, gaps or pain points that are sought to be addressed by the requested GPPB action • Relevant legal and technical references supporting the request for GPPB action • Justification for the request for GPPB action • Additional Requirements (depend on the requested GPPB action as indicated below) <p>a. <u>Rules-related request</u></p> <ol style="list-style-type: none"> i. Specific provision of RA No. 9184 where the request is based ii. Matrix of the new provisions not in the IRR and corresponding justifications (if new) iii. Matrix of comparison between old and revised provisions (suggested text) and corresponding justification (if amendment) <p>b. <u>Customized Bidding Manual</u></p> <ol style="list-style-type: none"> i. Submitted copy of the Customized Procurement Manual shall indicate the following: <ol style="list-style-type: none"> 1. Statement of Objective 2. Scope and Application 3. Specific Conditions (may include thresholds) 4. Procedures with Timelines 5. Roles and Responsibilities 6. Associated Forms, Templates or Checklists 	<p>Requesting Party</p>

<p>7. Monitoring or Reporting Mechanisms</p> <p>ii. Matrix that shows the compliance of the customized procurement manual with provisions of RA No. 9184 and its IRR and associated issuances, as well as other applicable laws, policies, rules, and regulations</p> <p>c. <u>Customized Bidding Documents</u></p> <p>i. Funding Source</p> <p>ii. Copy of the proposed Customized Bidding Documents</p> <p>iii. Matrix of comparison between the provisions of the existing PBDs and those of the proposed customized bidding documents with justification</p> <p>iv. Procurement arrangement in the note verbale, if any</p> <p>v. Matrix that shows the compliance of the customized procurement manual with provisions of RA No. 9184 and its IRR and associated issuances, as well as other applicable laws, policies, rules and regulations</p>	
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No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Letter/email from the requesting entity	Receive and record referred documents using the monitoring tool and check for the completeness of attachments	None	Within 4 hours from the receipt of the request	PMO II (SD)	The GPPB actions would depend on the nature of the request, particularly, if: (i) rule-related, (ii) customized procurement manual, or (iii) customized bidding documents.
1a	None	If the request is complete, forward the request via the Document Management System (DMS) to the appropriate division for processing or for further study and inform the requesting party, via email, that the request has been initially endorsed	None		PMO II (SD)	

1b	None	If the request is incomplete, assess the request then draft and send a letter, via email, to the requesting party informing them of their document deficiencies	None	1 working day	PMO II (SD)	If the PMO II received a reply from the requesting party within 7 WDs, go back to Step 1. If no reply is received, the pending request will be considered canceled or closed. The status of the request in the monitoring tool shall also be updated.
2	None	If the request is considered as a new GPPB project, assess request if same requires policy action for processing, then forward and assign request to Legal and Research Division-A Handling Officer	None	1 to 3 working days	PMO II (SD)	In case of need for further vetting, the PMO II may elevate matter to the PMO IV; the same may be done by the PMO IV and endorse matter to the PMO V/TL.
2a	None	If the request is not considered as a new GPPB project, forward to the following: a. Handling Officer/LRD-A the incoming document is relative to an ongoing request; b. LRD-B for any request that requires policy clarification; and	None		PMO II (SD)	

		c. Other divisions which require processing by division concerned				
3	None	In case of requests from the Handling Officer for additional documents/legal references/consultation meetings in relation to the GPPB project, the matter should first be vetted and approved for clearance	None	1 working day	PMO II and IV (SD)	For further vetting, the PMO IV must elevate matter to the PMO V/TL
4	None	Prepare the documents relative to the meeting	None	10 working days	SD PMO II, III, and IV	
4a	None	Decide on the readiness of the proposal for inclusion in agenda for presentation to the GPPB and confirm the date of the meeting	None		SD PMO V / Team Leader	Includes the review and approval of the documents relative to the meeting

END OF TRANSACTION

TOTAL No. of Client Steps	1
TOTAL No. of Agency Action	4
TOTAL No. of TAT or Duration of the Activity	15 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 a quorum necessarily would warrant rescheduling of regular meetings.



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Head Office



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



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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		



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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



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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 requests 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	30 minutes	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>



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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

INTERNAL SERVICES

MANUAL COLLECTION OF PAYMENTS

Administrative Division
Contact No.: (02) 7900 - 6741 to 44 local 114
Email Address: admin@gppb.gov.ph



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Name of Service Process:	Manual Collection of Payments¹					
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					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		

¹ Refers to physical collection of payment by the Cashier.



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INTERNAL SERVICES

ONLINE COLLECTION OF PAYMENTS

Administrative Division
Contact No.: (02) 7900 - 6741 to 44 local 114
Email Address: admin@gppb.gov.ph



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Name of Service Process:		Online 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 Acknowledgement 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. Screenshot of Proof of Payment from the Linkbiz Portal					Requesting Party	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Email proof of payment to gppb@gppb.gov.ph		None	N/A	Client	
2		Check payment in the system, prepare acknowledgement receipt (AR) and transmit AR to Handling Officer for outgoing	N/A	1 day	Administrative Officer IV or Cashier designate	
3		Email acknowledgement receipt to client	None	Within 4 hours	Administrative Assistant II	



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END OF TRANSACTION	
TOTAL No. of Client Steps	1
TOTAL No. of Agency Action	2
TOTAL No. of TAT or Duration of the Activity	1 day and 4 hours



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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



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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. For 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	



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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		



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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



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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		
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1. One (1) copy of HR Documents Request Form				Administrative Division		
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No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submit accomplished HR request form	Receive, validate completeness of request and prepare the requested document/s	None	2 hours	Administrative Officer II Administrative Division	
2	None	Review/Sign document/s requested (if needed)	None	5 minutes	Chief Administrative Officer Administrative Division	Provided that the CAO or OIC of AD has no scheduled meetings for the day
3	Received requested HR document/s	Issue HR document/s requested	None	5 minutes	Administrative Officer II Administrative Division	

END OF TRANSACTION

TOTAL No. of Client Steps	2
TOTAL No. of Agency Actions	3
TOTAL No. of TAT or Duration of the Activity	2 hours and 10 minutes



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INTERNAL SERVICES

REQUEST FOR PAYMENT

Finance Division

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

Email Address: admin@gppb.gov.ph



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Name of Service Process:	Request for Payment
Division/Office/Unit:	Finance Division
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	5. From the Client



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procurement with ABC above 50K	
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/IV Finance Division	<i>Only payment requests received on or before 2:00 P.M. 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/ Alternate Budget Officer Finance Division	

3	None	3. Prepare Disbursement Vouchers (DVs) and other appropriate documents (e.g. LDDAP-ADA, BIR tax forms, etc.) and update report monitoring files/system (e.g. eNGAS, summary of disbursement, etc.)	None	1 hour	Accountant III/IV Finance Division	
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 / Alternate Cashier Administrative Division	
5	None	2. Payment approval	None	30 minutes	Supervising Deputy Exec. Dir. for Finance Division/ Chief Administrative Officer of Administrative Division (Alternate) (<u>below P5,000,000</u>) Executive Director V / Supervising Deputy Exec. Dir. (Alternate)	

					(P5,000,000 and above)	
6	None	3. Delivery of duly signed bank-related documents (e.g. LLDAP-ADA, ACIC, etc.) to Landbank	None	1 hour	Administrative Officer III Administrative Division	
7	Received Payment	4. Released of Check/ LDDAP-ADA payments to creditors/ payees	None	10 minutes*	Administrative Officer II 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.
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	



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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



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Name of Service Process:	Request for Basic ICT Related Technical Assistance*
Division/Office/Unit:	Information Management Division (IMD)
Description:	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.
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. IMD Connect User Account		1. Information Management Division 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 PMO Concerned Requesting Party	Requests received beyond 4:00 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,	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

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



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		check problems, and/or performs requested work				needed.
3	Acknowledged completion of performed work of IMD	None	None	1 working day	Requesting Party	Acknowledgement may be done on the same day the work was performed.
END OF TRANSACTION						
TOTAL No. of Client Steps				2		
TOTAL No. of Agency Action				2		
TOTAL No. of TAT or Duration of the Activity				3 working days		



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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



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Name of Service Process:	Request for Web Content Posting
Division/Office/Unit:	Information Management Division (IMD)
Description:	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 on the 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:	GPPB-TSO Employees

CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. IMD Connect User Account 2. Document for uploading					1. Information Management Division 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 PMO Concerned Requesting Party	Requests received beyond 4:00 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	



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END OF TRANSACTION

TOTAL No. of Client Steps	2
TOTAL No. of Agency Action	2
TOTAL No. of TAT or Duration of the Activity	3 working days



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2023 (4th Edition)



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



**GOVERNMENT PROCUREMENT POLICY BOARD
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Name of Service Process:	Request for System Development or Improvement and Graphic Designs
Division/Office/Unit:	Information Management Division (IMD)
Description:	Processing of request for systems application development or improvement and graphics designs
Classification:	Complex
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. IMD Connect User Account 2. Design details	1. Information Management Division 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 PMO Concerned 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	Seven (7) working days to complete basic Systems application design and development / graphics design. Completion of other works depends on the nature and complexity of requests. For complex system / application or graphics design, PMO concerned will coordinate with the requesting office to discuss the design details and will agree



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						on the period / timeline to complete the design
3	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
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Action					2	
TOTAL No. of TAT or Duration of the Activity					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

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!

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 *

Enter your answer

5. Gender *

Select your answer

6. Age *

Select your answer

7. Civil Status *

Select your answer

8. Client Category (select "INTERNAL" if you are a GPPB-TSO employee; "EXTERNAL" if you are NOT a GPPB-TSO employee) *

INTERNAL (for GPPB-TSO employee)

EXTERNAL (for non-GPPB-TSO employee)

Next

FOR EXTERNAL CLIENTS

GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

GPPB-TSO EXTERNAL SERVICES

This survey is for non-GPPB-TSO employee who availed of services from the GPPB-TSO.

9. Client Classification *

Select your answer

10. Company / Organization / Agency Name *(please input the complete name of your agency/organization/company. DO NOT ABBREVIATE)*

Enter your answer

11. Mode of Service Delivery *

On-Line *(applies for online reference, portal, and meeting, training, and other similar activities conducted by the GPPB-TSO in any online platform such as Zoom and MS Teams)*

Office Walk-in *(applies for submission of documents, consultation, meeting, and other similar activities done within the premise of the GPPB-TSO)*

Face-to-Face Activity *(applies for the conduct of training, meeting, dialogue, and other similar activities outside the premise of the GPPB-TSO)*

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TECHNICAL SUPPORT OFFICE

GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

External Services Availed from the GPPB-TSO

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

Select your answer

Back Next

Progress bar: 1/10

II. Customer Satisfaction Survey

13. Responsiveness

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



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

14. 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

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?
*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

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



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

* Required

III. Customer Feedback

21. What did you like about our service? *

Enter your answer

22. What can be improved? *


Enter your answer

23. For any additional comment and/or suggestion, you may input in this portion. In the case of dissatisfaction feedback, please provide in this portion the reason for dissatisfaction.

Enter your answer

Back

Next

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

 **Thanks!**

We appreciate your feedback! Your comments will help us improve. Thank you.

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FOR INTERNAL CLIENTS

* Required

GPPB-TSO INTERNAL SERVICES

This survey is for GPPB-TSO employee who availed of services from other offices of the GPPB-TSO.

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

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

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* Required

GPPB-TSO - Administrative Division

10. Internal Services of the Administrative Division *

Select your answer

- 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

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GPPB-TSO CLIENT SATISFACTION SURVEY

* 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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GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

GPPB-TSO - Information Management Division

10. Internal Services of the Information Management Division *

Select your answer

- Conduct of Preventive Maintenance
- Email related concerns
- Hardware troubleshooting (printer, laptop, and other devices)
- Internet and/or network connectivity
- MS Teams and other Office 365 applications related concerns
- Request for posting in the website or Facebook

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gppb-tso
GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

GPPB-TSO - Legal and Research Division B

10. Internal Services of the Legal and Research Division B *

Select your answer

- Requests for Clarification or Interpretations of RA 9184
- Request for Resource Person or Technical Support
- Request for Comments on the Report on the Open Forum and Data Gathering Tool
- Request for Preliminary/Formal Investigation related to Administrative Cases

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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



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Somewhat dissatisfied



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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)

*



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*



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Somewhat Dissatisfied



Very Dissatisfied

18. Outcome of Service

How satisfied were you with the result of your transaction with the GPPB-TSO?

*



Very Satisfied



Somewhat Satisfied



Somewhat Dissatisfied



Very Dissatisfied

Republic of the Philippines
gppb-tso
Government Procurement Policy Board
Technical Support Office

GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

III. Customer Feedback


19. What did you like about our service? *


20. What can be improved? *

21. For any additional comment and/or suggestion, you may input in this portion. In the case of dissatisfaction feedback, please provide in this portion the reason for dissatisfaction.

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Progress bar: 100%


GPPB-TSO CLIENT SATISFACTION SURVEY

 **Thanks!**


We appreciate your feedback! Your comments will help us improve. Thank you.

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GPPB-TSO CLIENT SATISFACTION SURVEY
⋮

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

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