



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2024 (1st Edition)



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

SERVICE CHARTER
2024 (1st 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 Representat

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.

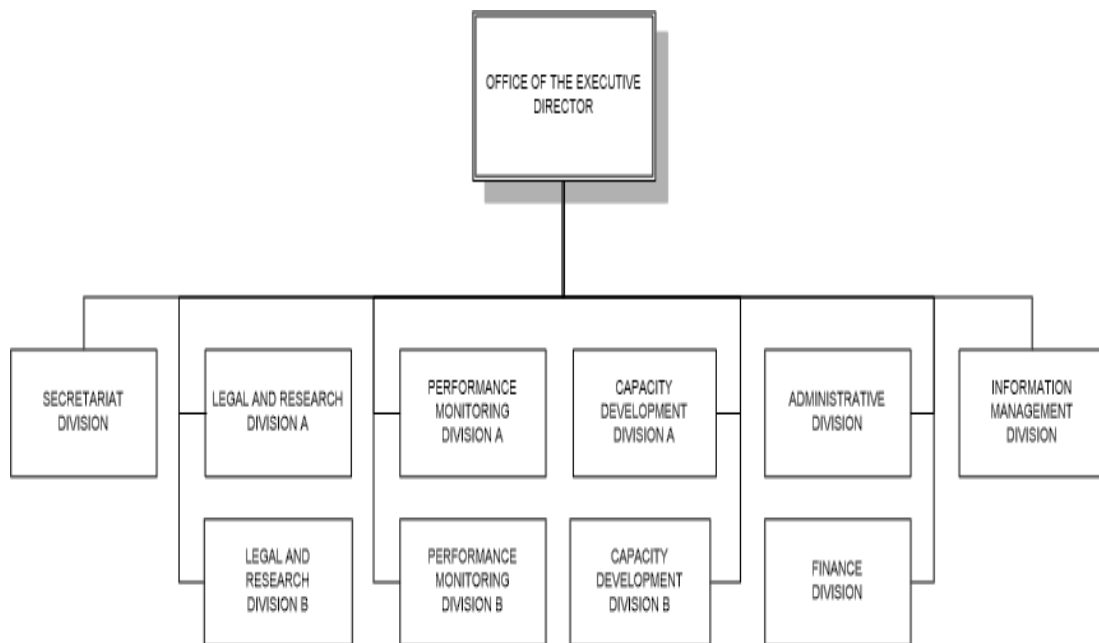
IV. CORE VALUES

- **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.

VIII. OFFICE ADDRESS

Official Address	Government Procurement Policy Board – Technical Support Office Building, Commonwealth Avenue, UP Diliman Campus, Quezon City, Philippines 1121
Number of office/s	One (1) – Head Office
Number of branches	None

LIST OF SERVICES

Head Office	Division	PAGE NUMBER
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¹ Arranged per division's services

² Arranged per division's services



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Head Office

External Services

EXTERNAL SERVICES

PROCESSING OF TRAINING REQUEST

Capacity Development Division (CDD)

Contact No.: (02) 5322 – 6BAC (6222) locals 3002 and 3003

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 or 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, Private Organizations, and other interested individuals

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplishment of online training application form with the following attachments: <ul style="list-style-type: none"> a. one (1) request letter signed by the BAC Chair/ Head of Procurement Unit/ Head of Procuring Entity b. One (1) Conforme signed by the BAC Chair/ Head of Procurement Unit/ Head of Procuring Entity 		GPPB Website

No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	ACCOMPLISH online training request application at the GPPB Website under tab "How to Request for Training" and attach the following: (a) signed training request letter; and (b) signed conforme	ASSESS <i>submitted request</i>	None	Immediately after receipt of request	<i>Automation</i>	<p><i>The system will perform an automatic assessment of the submitted request.</i></p> <p><i>The request should be submitted at least forty-five (45) working days before the intended training schedule.</i></p> <p><i>If request did not meet the requirements, client will receive an automatic rejection email prompting them to resubmit through the same platform and to comply with requirements.</i></p>
2	None	COORDINATE with both Requesting Party's coordinator and available GPPB	None	17 working days	CDD HO	Once minimum requirements are met, an automatic email will be sent to the

		Recognized Trainer				<p>requesting party informing them that their request is on queue.</p> <p><i>If there are no available RPs on preferred date, CDD HO will follow the alternative date indicated in the application form or if still not available, request for another alternative date.</i></p>
3	None	CONFIRM Training Activity	None	3 Working Days	CDD HO	<p><i>Upon receipt of confirmation of RPs, the HO generates and releases the Confirmation Letter to the requesting party for sending. Contact details of RPs are also specified in the confirmation letter of the GPPB-TSO Including instructions on how to access the training link in ProHub, the sending of invitation letters to RPs and the deadline of submission of post-training documents.</i></p> <p><i>After post-training documents are verified, CDD HO releases the training certificates to those who finished the training as reflected in the PRO Hub.</i></p>
TOTAL No. of Client Steps						1
TOTAL No. of Agency Action						3
TOTAL No. of TAT or Duration of the Activity						20 working days



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EXTERNAL SERVICES

SCHEDULED CONSULTATIONS

Legal and Research Division (LRD)
Contact No.: (02) 5322-6BAC (6222) local 3007
Email Address: gppb@gppb.gov.ph



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Name of Service Process:	Scheduled Consultation
Division/Office/Unit:	Legal and Research Divisions B
Description:	Consultations with LRD personnel for more in-depth assistance or to discuss more than one procurement issues through video conferencing platform
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 gppb@gppb.gov.ph and provide the following: a. List of advance questions; b. List of attendee/s, their position/s, and email address/es (for digital consultation); c. Preferred Schedule date and timeslot: 9- 10 AM; 10-11 AM; 11-12 AM; 1:30 –2:30 PM;	Receives the request via email or physical copy of the letter request and records the same in the Document Management System (DMS)/ Monitoring Tool. Route it to the assigned LRD Handling Officer (HO) for the day for responding and coordination, and copy furnished the Team Leader (TL) in the DMS.	None	5 mins. - 4 hours	Records Officer (RO), Administrative Division	a. Only the questions submitted shall be discussed. b. The consultation meeting will be limited to a maximum of one

	2:30- 3:30 PM	<p>Checks the completeness of the request. If incomplete, Handling Officer (HO) will send email asking for the missing information.</p> <p>If complete, will send confirmation email to requestor, after checking the availability of the Action Officer of the Day (AOD).</p>		5-10 mins.	LRD-B HO	(1) hour.
2	Wait for confirmation.	<p><u>2.1.For Physical Consultation</u> Coordinates with the Administrative Division (AD) for a meeting room at least 1 working day before the scheduled date, for physical consultation</p> <p>Follows latest Advisory on Requests on the Use of GPPB-TSO Facilities/Rooms/Venue</p> <p><u>2.2.For Online/Digital Consultation</u> Use available videoconferencing, webcasting, or similar technology the Office has to schedule and generate the meeting link for the digital</p>	None	10 mins.	LRD-B HO	

		consultation. 2.3. Send confirmation email, with instructions to go to a meeting room for a physical consultation, or meeting link for the digital consultation.				
3	Attend the consultation, upon receipt of the confirmation.	Answers the client's queries and sends the Client Satisfaction Survey via email and/or show the QR Code (for physical consultation).	None	1 hour and 5 mins	LRD-B AOD	Remind the client that the meeting is NOT recorded, and that the Office will not allow its recording. Certificate of Appearance is provided by the LRD-B AOD upon request.

END OF TRANSACTION

TOTAL No. of Client Steps	3
TOTAL No. of Agency Actions	3
TOTAL No. of TAT or Duration of the Activity	4 hours and 25 minutes

EXTERNAL SERVICES

RENDERING WRITTEN RESPONSE OR OPINIONS

Legal and Research Division (LRD)
Contact No.: (02) 5322-6BAC (6222) local
Email Address: gppb@gppb.gov.ph



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Name of Service Process:	Rendering Written Response or Opinion
Division/Office/Unit:	Legal and Research Division (LRD)- B
Description:	Replies to email, letters, or requests for opinions, on clarifications about Republic Act No. 9184
Classification:	Simple to Highly Technical
Type of Transaction:	All
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. to 5:00 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
<p>Any of the following:</p> <ul style="list-style-type: none"> a. Query of the requesting party sent via email, b. Physical copy of the letter request delivered, c. Write query in the “Send Legal Queries” page¹ of the GPPB website, and d. Requested query from the Freedom of Information (FOI) portal 	<p>Requesting party</p>

No.	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	<p>Sends email request or query to gppb@gppb.gov.ph ; or</p> <p>Send physical copy of the letter request via post or personal service to this address: GPPB-TSO</p>	<p>Receives the email request or query, call referral form, and or physical copy of the letter request, and records the same in the Document Management System (DMS)/ Monitoring Tool.</p>	None	5 mins – 4 hours	Records Officer (RO), Administrative Division	<p>Includes Call Referral Form from the Public Assistance Team.</p> <p>Email requests may have attached letters or documents.</p> <p>Cut-off of RO in endorsing the request to LRD is at 4pm, but will continue to receive</p>

¹ <https://www.gppb.gov.ph/legal-queries/>

	<p>Building Commonwealth Avenue, UP Diliman Campus, Quezon City; or</p> <p>Access the Contact Us menu of the GPPB website and choose the link to send legal queries. Write/type in the query; or</p> <p>Access the FOI page and type in the query.</p>	<p>Receives the request and needs assistance from the LRD-B to provide the answer.</p>			<p>FOI Receiving Officer (FRO)</p>	<p>physical documents.</p>
<p>2</p>	<p>None</p>	<p>2.1 If received as an email, or Call Referral Form, route it to the assigned LRD-B Handling Officer (HO) for email drafting, and copy furnished the Team Leader (TL) or Reviewing Authority in the DMS.</p> <p>2.2 If received as email with a letter attached, or physical copy of the letter request, route to the assigned LRD-B HO for Letter Reply or Non-Policy Matter</p>	<p>None</p>	<p>5 mins.</p>	<p>RO, Administrative Division</p>	

		Opinion (NPM) drafting, copy furnished the TL, Deputy Executive Director (DED) in the DMS.				
		<p>2.3 If not an LRD-B concern, endorse it to the proper Division/Team.</p> <p>2.1 If received in the FOI portal, and assessed that needs LRD-B assistance, coordinates with the assigned LRD-B HO for drafting of response, and routes the request in the DMS, copy furnished the TL or Reviewing Authority in the DMS.</p> <p>2.2 If not an LRD-B concern, endorse it to the proper Division/Team.</p>	None	5 mins.	FRO	Follows updated or latest FOI Manual of the GPPB-TSO
3	None	<p>3.1 Draft response to the queries/request for opinion.</p> <p>3.2 Route the draft response to the TL, or Reviewing Authority /ies (depending on the classification), for review/s and approval/s.</p> <p>3.3 Revise, when necessary, until approved.</p>	None	<p>7 – 20 working days</p> <p>For requests endorsed by the FRO, must be completed within 5 working days.</p>	LRD-B HO, LRD-B TL, DED for LRD-B, or ED	LRD-B HO will send extension request if reply cannot be processed within the period, thus the processing time excludes the extension.
4	Requesting party receives the written response or opinion	4.1. Attach copy of the approved written advice or opinion in the DMS. Route to the Outgoing RO.	None	<p>5 mins.</p> <p>10 mins.</p>	<p>LRD-B HO</p> <p>RO,</p>	



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	<p>4.2 Send the written response to the concerned government agency/client and update the DMS.</p> <p>4.3 If response is in the form of an NPM, upload in the GPPB website the NPM.</p>		Same day of request	<p>Administrative Division</p> <p>HO, Information Management Division</p>	LRD-B HO shall request for the uploading.
END OF TRANSACTION					
TOTAL No. of Client Steps				1	
TOTAL No. of Agency Actions				4	
TOTAL No. of TAT or Duration of the Activity				7 – 20 working days, 4 hours, and 25 mins.	

EXTERNAL SERVICES

PHONE-IN QUERIES

Administrative Division (AD)
Contact No.: (02) 5322-6BAC(6222) local 2001
Email Address: gppb@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.	None	10 minutes	PAT	



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		Fill up call referral form and email to TL of concerned 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					45 minutes	



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EXTERNAL SERVICES

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

Performance Monitoring Division (PMD)
Contact No.: (02) 5322-6222 local 3004
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/ Consultant	Records Officer (RO) receives the copy of Pre--Selected List and Certification from the HOPE and assigns to PMD Handling Officer (PMD-HO)	costs are outside of our control/ borne by the sender	4 hours	Records Officer (RO), Administrative Division	Submissions may be submitted through electronic email
2	None	PMO HO reviews the completeness of the submitted documents. ² <ul style="list-style-type: none"> • If the submission is complete: <ul style="list-style-type: none"> i. HO shall submit request for posting of the Pre- Selected List on the GPPB website to the Information Management Division (IMD). ii. HO shall prepare an acknowledgment receipt of the submission with the Checklist of Requirements and copy furnish the Office of the Director, Philippine 	None	6 hours	PMO-HO; Team Leader (TL), Performance Monitoring Division (PMD)	Includes processing the drafting, review, submission of request for posting, if submitted documents are complete; and posting on the GPPB website

² Documentary Requirements shall be based on Section 4.6 of Appendix 12 of the updated Revised Implementing Rules and Regulation of RA 9184.

		<p>Government Electronic Procurement System (PhilGEPS).</p> <ul style="list-style-type: none"> If the submission is incomplete: <ol style="list-style-type: none"> HO shall prepare an acknowledgment receipt of the submission indicating in the Checklist of Requirements the deficient document required for submission. 				
3	None	PMO HO submits the letter to his/her Team Leader (TL) for approval.	None	2 hours	PMO-HO PMD TL	Through official channel. This step includes review/ returning/ and approval of the TL for signature and release.
4	None	PMD HO sends the duly signed acknowledgement receipt letter with the checklist of requirement to RO for release to the PE concerned.	None	1 hours	PMD-HO RO	HO shall provide the RO of the email address of the recipient PE. Furthermore, if the acknowledgement receipt requires copy furnishing the Office of the Philippine Government Electronic Procurement System (PhilGEPS), HO shall likewise provide to RO the official email address of PhilGEPS. This also includes the release of RO to recipient PE
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, and 4 hours</i>

EXTERNAL SERVICES

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

Secretariat Division (SD)
Contact No.: (02) 5322 - 6BAC(6222) local 4003
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>

7. Monitoring or Reporting Mechanisms

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

c. Customized Bidding Documents

i. Funding Source

ii. Copy of the proposed Customized Bidding Documents

iii. Matrix of comparison between the provisions of the existing PBDs and those of the proposed customized bidding documents with justification

iv. Procurement arrangement in the note verbale, if any

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

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)
<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 necessarily would warrant rescheduling of regular meetings.</i></p>	



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Head Office



Internal Services





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TECHNICAL SUPPORT OFFICE**

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INTERNAL SERVICES

REQUEST FOR SERVICE VEHICLE

Administrative Division (AD)
Contact No.: (02) 522 6BAC (6222) local 2001
Email Address: gppb@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		

INTERNAL SERVICES

**REQUEST FOR SUPPLIES, MATERIALS AND
EQUIPMENT**

Administrative Division (AD)
Contact No.: (02) 522 6BAC (6222) local 2001
Email Address: gppb@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



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INTERNAL SERVICES

MANUAL COLLECTION OF PAYMENTS

Administrative Division
Contact No.: (+632) 5322 – 6BAC (6222)
Email Address: gppb@gppb.gov.ph

Name of Service Process:	Manual Collection of Payments³					
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		

³ Refers to physical collection of payment by the Cashier.



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INTERNAL SERVICES

ONLINE COLLECTION OF PAYMENTS

Administrative Division
Contact No.: (+632) 5322 – 6BAC (6222)
Email Address: gppb@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
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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	

END OF TRANSACTION



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

INTERNAL SERVICES

APPLICATION FOR LEAVE OF ABSENCE

Administrative Division (AD)
Contact No.: (02) 5322 – 6BAC (6222) local 2001
Email Address: gppb@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		

INTERNAL SERVICES

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

Administrative Division (AD)
Contact No.: (02) 5322 – 6BAC (6222) local 2001
Email Address: gppb@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



INTERNAL SERVICES

REQUEST FOR PAYMENT

Finance Division
Contact No.: (02) 5322 - 6BAC (6222) local 2004
Email Address: finance@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)	

					<u>(P5,000,000 and above)</u>	
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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TECHNICAL SUPPORT OFFICE**

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INTERNAL SERVICES

REQUEST FOR BASIC ICT RELATED TECHNICAL ASSISTANCE

***Information Management Division
Contact No.: (02) 5322-6222 local 3001
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, system access, 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 Online Job Request User Account 2. Details of Request or Document Reference, <i>whichever is applicable</i>		1. Information Management Division 2. Requesting Division/Employee	

No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submits request online via IMD Online Job Request (OJR) including documents related to the request (if any)	IMD Division Chief or authorized IMD personnel assigns tasks to the concerned PMO	None	1 working day	Division Chief or IMD authorized personnel Concerned IMD PMO Requesting Division/ Personnel	Requests received beyond 4:00 PM will be processed the following working day. Basic assistance will be attended accordingly even beyond 3:00 PM but not later than 4:00 PM.
2	Provides further details upon request of the assigned IMD PMO	PMO concerned directly coordinates with the requesting party for assessment, check problems, and/or	None	1 working day (the same day upon request)	Concerned IMD PMO Requesting Division/ Personnel	Completion of requests depends on the nature and complexity of the necessary work, subject to the availability of supplies and/or

		performs requested work				devices/ equipment needed.
3	None	Upon completion of the necessary work, the concerned PMO informs the Requesting Division/ Employee	None	1 working day (the same day of the completion of request)	Concerned PMO	
4	Acknowledges the status of the request by filling-out the Online Client Satisfaction Feedback (CSF) Form	None	None	1 working day (the same day of the completion of request)	Requesting Division/ Employee	Online CSF Form link: https://bit.ly/GP_PBTISOFEEDBACK
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Action					2	
TOTAL No. of TAT or Duration of the Activity					2 working days	



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INTERNAL SERVICES

REQUEST FOR WEB CONTENT AND SOCIAL MEDIA POSTING

Information Management Division
Contact No.: (02) 5322-6222 local 3001
Email Address: imd@gppb.gov.ph



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Name of Service Process:	Request for Web and Social Media 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, including on the official social media account of the GPPB-TSO.
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	
<ol style="list-style-type: none"> IMD Online Job Request User Account Copy of the Document and/or poster needed for uploading 					<ol style="list-style-type: none"> Information Management Division Requesting Division/ Employee 	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submits request online via IMD Online Job Request (OJR), including copy of the document for uploading on the website and/or social media	IMD Division Chief or authorized IMD personnel assigns tasks to the concerned PMO	None	1 working day	Division Chief or IMD authorized personnel Concerned PMO Requesting Division/ Employee	Requests received beyond 4:00 PM will be processed the following working day.
2	None	The concerned PMO posts on the website and/or social media and updates the status of request on the OJR	None	1 working day (the same day upon request)	Concerned PMO	



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CITIZEN'S CHARTER HANDBOOK
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3	None	Informs the Requesting Party of the status of the request and provides/ sends proof of posting or the link of the posted document or materials	None	1 working day	Concerned PMO	
4	Acknowledges the status of the request by filling-out the Online Client Satisfaction Feedback (CSF) Form	None	None	1 working day (the same day of the completion of request)	Requesting Division/ Employee	Online CSF Form link: https://bit.ly/GP_PBTISOFEEDBACK
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Action					2	
TOTAL No. of TAT or Duration of the Activity					2 working days	

INTERNAL SERVICES

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

Information Management Division
Contact No.: (02) 5322-6222 local 301
Email Address: imd@gppb.gov.ph



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

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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
----------------------------------	------------------------

<ol style="list-style-type: none"> IMD Online Job Request User Account Complete system or design details 	<ol style="list-style-type: none"> Information Management Division Requesting Division/ Employee
--	--

No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submits request online via IMD Online Job Request (OJR), including documents related to the request (if any)	IMD Division Chief or authorized IMD personnel assigns tasks to the concerned PMO	None	1 working day	Division Chief or IMD authorized personnel Concerned IMD PMO Requesting Division / Employee	Requests received beyond 4:00 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 /	None	6 working days (commence on the same day of request)	Concerned PMO	Seven (7) working days to complete basic Systems application design and development / graphics design. Completion of other works depends on

		enhancement)				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 on the period / timeline to complete requested work.
3	None	The 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. In case of further comments that required major revision, the processing time will be reset.
4	Acknowledges the status of the request by filling-out the Online Client	None	None	1 working day (the same day of the completion of	Requesting Division/ Employee	Online CSF Form link: https://bit.ly/GP/PBTSOFEEDB ACK



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

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	Satisfaction Feedback (CSF) Form			request)		
END OF TRANSACTION						
TOTAL No. of Client Steps				2		
TOTAL No. of Agency Action				2		
TOTAL No. of TAT or Duration of the Activity				7 working days		

FEEDBACK AND COMPLAINTS MECHANISM

Your feedback is important.

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 continually improve our services.

Kindly fill-out this survey, provide your impressions about our services, and let us know your experience while transacting official business with us or availing of 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 maintaining the confidentiality, integrity, and availability of your personal data in accordance with the Data Privacy Act of 2012 or Republic Act No. 10173.

You may send your feedback in any of the following:

1. Accomplish our Online Client Satisfaction Survey Form by accessing our online form using any web browser to provide your feedback on the assistance provided by the GPPB-TSO via QR Code or via the Uniform Resource Locator (URL) provided below:
 - a. QR Code:



- b. Uniform Resource Locator (URL) : <https://forms.office.com/r/28ejzY0YxF>



**GOVERNMENT PROCUREMENT POLICY BOARD
TECHNICAL SUPPORT OFFICE**

CITIZEN'S CHARTER HANDBOOK

2024 (1st Edition)



- Download the Client Satisfaction Survey Form from the GPPB-TSO website and send your Feedback through email at gppb@gppb.gov.ph.

Contact Information:

Office	Phone Number	Email address
GPPB-TSO	(02) 5322-6BAC (6222)	gppb@gppb.gov.ph
8888 Citizens' Complaints Center	8888	8888complaint@op.gov.ph
CSC Contact Center ng Bayan	0908-8816565 (Hotline) 8932-0111	email@contactcenterngbayan.gov.ph
Anti-Red Tape Authority	PLDT1-ARTA (12782) (02) 8246-7940 SMART 0920-925-3078 0998-856-8338	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

HELP US SERVE YOU BETTER!
(Tulongan mo kami mas mapabuti ang aming mga proseso at serbisyo)

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option not to answer this form.

Filipino Translation: Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikipagtransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang amin serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

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

* Required

Client Profile

1. Client type (Uri ng Kliyente) *

Citizen (Mamamayan)
 Business (Negosyo)
 Government (Employee or another agency) / (Gobyerno: Empleyado o Ahensya)

2. Date of transaction (Petsa ng transaksyon) *

Please input date (M/d/yyyy)

3. Sex (Kasarian) *

Male (Lalaki)
 Female (Babae)

4. Age (Edad) *

18 and below
 19 to 24
 25 to 39
 60 and above
 60 and above

5. Region of Residence (Rehiyon) *


Select your answer

6. Service Availled (select "INTERNAL" if you are a GPPB-TSO employee; "EXTERNAL" if you are NOT a GPPB-TSO employee) *

(Uri ng transaksyon o serbisyo)

EXTERNAL (for non-GPPB-TSO employees / para sa mga hindi empleyado ng GPPB-TSO)
 INTERNAL (for GPPB-TSO employees / para sa mga empleyado ng GPPB-TSO)

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FOR EXTERNAL CLIENTS

GPPB-TSO CLIENT SATISFACTION SURVEY

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

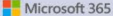
7. Mode of Service Delivery


- On-Line/Phone-in (applies for phone-in inquiries, 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)

8. External Services Availed from the GPPB-TSO
 Select the type of services availed from the GPPB-TSO

- Telephone Line Accessibility
- Freedom of Information (FOI) request/s
- Inquiry through the Public Assistance Team (PAT)
- Inquiry related to the GPPB Online Portal and/or PBD Builder
- Inquiry related to the Online Blacklisting Portal
- 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 Agency Procurement Compliance and Performance Indicator (APCPI)
- Inquiry with Performance Monitoring Division related to the Submission of Annual Procurement Plan (APP)
- Inquiry with Performance Monitoring Division related to the Submission of Procurement Monitoring Report (PMR)
- Processing of Job Application
- Public Advisories
- 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
- Request for Acknowledgement Receipt/Official Receipt (Cashier)
- Social Media Presence
- Trainings and Other Related Concerns
- Website Accessibility

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GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

Citizen's Charter

Instructions: Select your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

Panuto: Pumili ng sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/ opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

9. CC1: Which of the following best describes your awareness of a CC? *

Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

- 1. I know what a CC is and I saw this office's CC *(Alam ko ang CC at nakikita ko ito sa napuntahang opisina)*
- 2. I know what a CC is but I did NOT see this office's CC *(Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina)*
- 3. I learned of the CC only when I saw this office's CC *(Nalaman ko ang CC nang makita ko ito sa napuntahang opisina)*
- 4. I do not know what a CC is and I did not see one in this office (Answer "N/A" on CC2 and CC3) *(Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Piliin ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot))*

10. CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...? *

Kung alam ang CC (Piniili sa opsiyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...

- 1. Easy to see *(Madaling makita)*
- 2. Somewhat easy to see *(Medyo madaling makita)*
- 3. Difficult to see *(Mahirap makita)*
- 4. Not visible at all *(Hindi makita)*
- 5. N/A

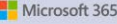
11. CC3: If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? *

Kung alam ang CC (pinili sa opsiyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

- 1. Helped me very much *(Sobrang nakatulong)*
- 2. Somewhat helped *(Nakatulong naman)*
- 3. Did not helped *(Hindi nakatulong)*
- 4. N/A

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GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

Service Quality Dimensions (SQD)

12. Instructions: For SQD 0-8, please choose on the column that best corresponds to your answer. *
 Panuto: Para sa SDQ 0-8, piliin sa hanay ang pinaka-angkop sa iyong sagot.

	Strongly Disagree (1)	(2)	(3)	(4)	Strongly Agree (5)	Not Applicable
SQD0. I am satisfied with the service that I availed. (Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD1. I spent a reasonable amount of time for my transaction. (Makahiran ang oras na aking ginugot para sa pagproseso ng aking transaksyon)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2. The office followed the transaction's requirements and steps based on the information provided. (Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. (Ang mga hakbang sa pagproseso, kasama na ang pagbabayad aya madali at simple lamang)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4. I easily found information about my transaction from the office's website. (Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD5. I paid a reasonable amount of fees for my transaction (If service was free, mark the 'N/A' column) (Nagbayad ako ng makatwirang halaga para sa aking transaksyon (Kung ang serbisyo ay ibinigay ng libre, piliin ang hanay na 'N/A'))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD6. I am confident my online transaction was secure. (Pakiramdam ko ay patas ang opisina sa lahat, o 'walang palakasan', sa aking transaksyon)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond. (Magaling akong trinito ng mga tauhan, at (kung sakali ako ay huming ng tulong) alam ko na sila ay handang tumulong sa akin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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GPPB-TSO CLIENT SATISFACTION SURVEY

Suggestions and comments

13. Suggestions on how we can further improve our services (optional):
Mga suhestiyon kung paano mapapabuti pa ang aming serbisyo (opsyonal)

Enter your answer


14. Email Address (optional)

Enter your answer

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GPPB-TSO CLIENT SATISFACTION SURVEY

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

Thank you!

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Your response was submitted.

Important thing you can do next

[Save my response](#)

[Submit another response](#)

FOR INTERNAL CLIENTS

GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

GPPB-TSO INTERNAL SERVICES

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

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

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

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GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

GPPB-TSO - Administrative Division

8. Internal Services of the Administrative Division *


Select your answer

- Application for Leave of Absence
- Application for Travel Authority
- Building Maintenance
- Crediting of Salary and Allowances
- Dormitory/Bedroom Booking
- Facilitation of In-House Training
- Facilitation of Office Activities
- Facility/Room Booking
- Inspection and Acceptance
- Issuance of Supplies and Properties
- Inventory of Supplies and Materials, and Property, Plant, and Equipment
- Leave Application
- Processing of External Trainings
- Requests for HR Related Documents
- Processing of Petty Cash
- Requests for Review and Recommendation of Training Invitations
- Shuttle Service Requests
- Supplies, Materials, and Equipment Request
- Repair and Maintenance of Vehicle Request
- Procurement-related Concerns
- Recruitment, Selection and Placement
- Processing of Transfer, Resignation, Retirement, or Separation

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GPPB-TSO CLIENT SATISFACTION SURVEY

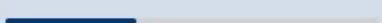
* Required


GPPB-TSO - Finance Division

8. Internal Services of the Finance Division

*

- Request for Payment
- Request for copies of ITR
- Request for Order of Payment

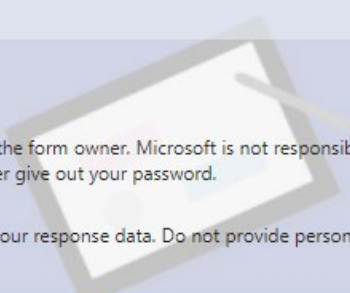
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GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

GPPB-TSO - Information Management Division

8. Internal Services of the Information Management Division

- Antivirus Installation
- Conduct of Preventive Maintenance
- Facebook Posting
- Facebook **and** Website Posting
- Internet Connectivity
- Internal Messaging System
- New User Account (Microsoft 365 or Document Management System)
- Network Connectivity
- Phone Connection or IP PBX
- Prepare Graphical Designs
- Prepare Press Release/s
- Prepare Video Design
- Printer/Scanner Connectivity
- Projects
- Reset Password (Microsoft 365 or Document Management System)
- Software or Application Installation *(subject to availability of the license of the required software)*
- System Development
- System Enhancement
- System Error/s
- Troubleshoot Computer
- Website Posting
- Zoom Meeting Link and Recording
- Website Posting- Transparency Seal
- Other

9. IMD Personnel (Please select the name/s of the personnel who provided assistance)

- Ms. Diphdalyn A. Salazar
- Mr. Randy E. Flores
- Mr. Marlowe T. Mariano
- Mr. Dennis C. Munchua
- Ms. Jean Pauline O. Ventolero
- Mr. Christian N. Paroginog
- Mr. Justin John T. Reyes

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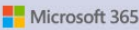
* Required

GPPB-TSO - Legal and Research Division B

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

- Processing of Administrative cases endorsed by the Administrative Division
- Requests for Clarification or Interpretations of RA 9184
- Request for Comments to the Open Forum (by Vetting the Answers of the Recognized Trainers)
- Request for Preliminary/Formal Investigation related to Administrative Cases
- Request for Review of Contracts or internal rules
- Request for Report on Alternative Dispute Resolution
- Request for Revision or Review of PowerPoint or Deck
- Request for Resource Person for Training
- Request for Review of Endorsed Court Cases, and or Reviewed Court pleadings/ documents
- Request for Technical Assistance

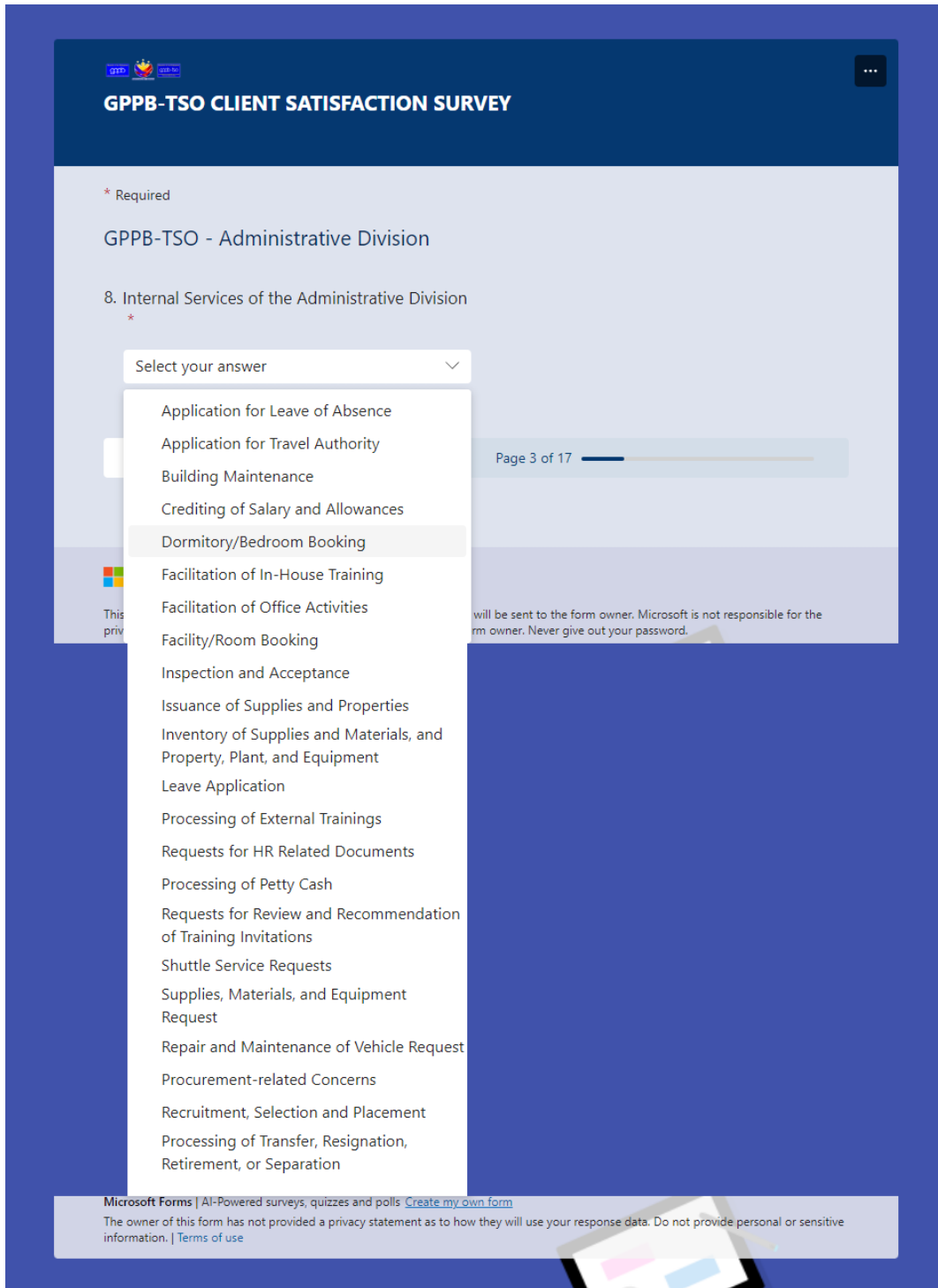
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GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

Citizen's Charter

Instructions: Select your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

Panuto: Pumili ng sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaululang bayarin, at pangkabuuang oras ng pagproseso.

9. CC1: Which of the following best describes your awareness of a CC? *
Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

- 1. I know what a CC is and I saw this office's CC (*Alam ko ang CC at nakikita ko ito sa napuntahang opisina*)
- 2. I know what a CC is but I did NOT see this office's CC (*Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina*)
- 3. I learned of the CC only when I saw this office's CC (*Nalaman ko ang CC nang makita ko ito sa napuntahang opisina*)
- 4. I do not know what a CC is and I did not see one in this office (Answer "N/A" on CC2 and CC3) (*Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Piliin ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot!)*)

10. CC2: If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...? *
Kung alam ang CC (Pinili sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...

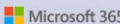
- 1. Easy to see (*Madaling makita*)
- 2. Somewhat easy to see (*Medyo madaling makita*)
- 3. Difficult to see (*Mahirap makita*)
- 4. Not visible at all (*Hindi makita*)
- 5. N/A

11. CC3: If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? *
Kung alam ang CC (pinili sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

- 1. Helped me very much (*Sobrang nakatulong*)
- 2. Somewhat helped (*Nakatulong naman*)
- 3. Did not helped (*Hindi nakatulong*)
- 4. N/A

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GPPB-TSO CLIENT SATISFACTION SURVEY

* Required

Service Quality Dimensions (SQD)



12. Instructions: For SQD 0-8, please choose on the column that best corresponds to your answer. *
 Panuto: Para sa SDQ 0-8, piliin sa hanay ang pinaka-angkap sa iyong sagot.

	Strongly Disagree (1)	(2)	(3)	(4)	Strongly Agree (5)	Not Applicable
SQD0. I am satisfied with the service that I availed. (Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD1. I spent a reasonable amount of time for my transaction. (Makatwiran ang oras na aking ginugoi para sa pagproseso ng aking transaksyon)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD2. The office followed the transaction's requirements and steps based on the information provided. (Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. (Ang mga hakbang sa pagproseso, kasama na ang pagbabayad aya madali at simple lamang)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD4. I easily found information about my transaction from the office's website. (Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD5. I paid a reasonable amount of fees for my transaction (if service was free, mark the 'N/A' column) (Nagbayad ako ng makatwirang halaga para sa aking transaksyon (Kung ang serbisyo ay ibinigay ng libre, piliin ang hanay na 'N/A'))	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD6. I am confident my online transaction was secure. (Pakiramdam ko ay patas ang opisina sa lahat, o 'walang palakasan', sa aking transaksyon)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD7. The office's online support was available, and (if asked questions) online support was quick to respond. (Magalang akong trinita ng mga tauhan, at (kung sakali, ako ay huming ng tulong) alam ko na sila ay handang tumulong sa akin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinatwanag sa akin)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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 **GPPB-TSO CLIENT SATISFACTION SURVEY** 

Suggestions and comments

13. Suggestions on how we can further improve our services (optional):
Mga suhestiyon kung paano mapapabuti pa ang aming serbisyo (opsyonal)


14. Email Address (optional)

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 ...

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

Thank you!

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