





<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board</p>	<p>GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
	<p>CITIZEN'S CHARTER HANDBOOK</p>	
	<p>2024 (3rd Edition)</p>	



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

CITIZEN'S CHARTER 2024 (3rd Edition)

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

CITIZEN'S CHARTER 2024 (3rd 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.

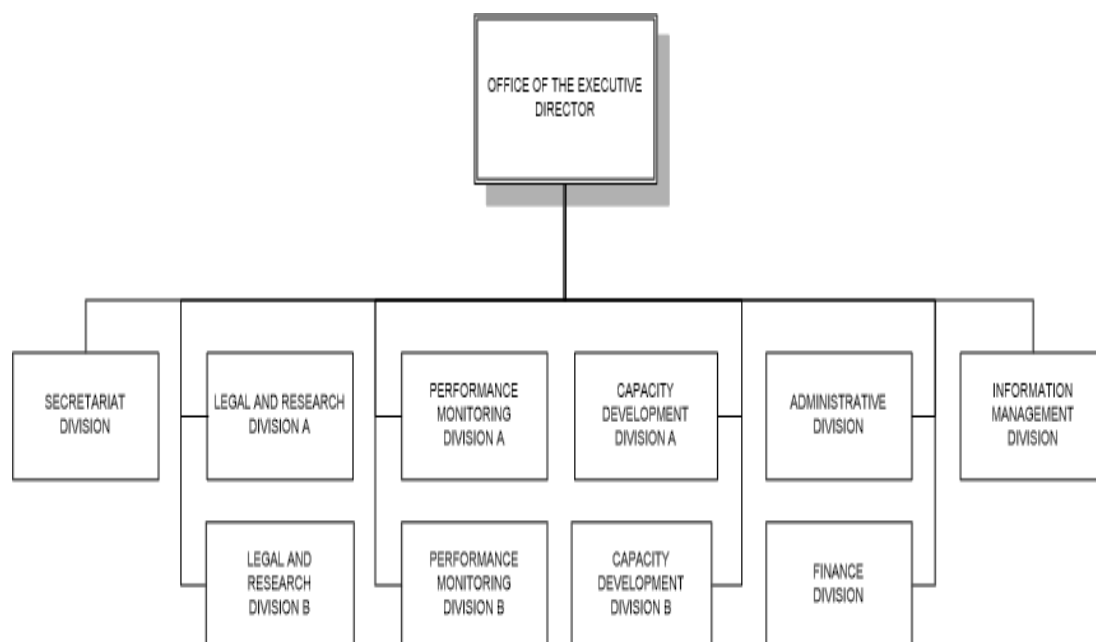
IV. CORE VALUES

- **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;

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- 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

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¹ Arranged per division's services

² Arranged per division's services





Head Office



External Services





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EXTERNAL SERVICES

PROCESSING OF TRAINING REQUEST

Capacity Development Division (CDD)
Contact No.: (02) 5322 – 6BAC (6222)
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: <div>a. one (1) request letter signed by the BAC Chair/ Head of Procurement Unit/ Head of Procuring Entity</div>	GPPB Website
<div>b. One (1) Conforme signed by the BAC Chair/ Head of Procurement Unit/ Head of Procuring Entity</div>	

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 conformance	ASSESS submitted request	None	Immediately after receipt of request	Automation	<p>The system will perform an automatic assessment of the submitted request.</p> <p>The request should be submitted at least forty-five (45) working days before the intended training schedule.</p> <p>If request did not meet the requirements, client will receive an automatic rejection email prompting them to resubmit through the same platform</p>

						and to comply with requirements.
2	None	COORDINATE with both Requesting Party's coordinator and available GPPB Recognized Trainer	None	17 working days	CDD HO	<p>Once minimum requirements are met, an automatic email will be sent to the requesting party informing them that their request is on queue.</p> <p>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.</p>
3	None	CONFIRM Training Activity	None	3 Working Days	CDD HO	<p>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.</p>



						After post-training documents are verified, CDD HO releases the training certificates to those who finished the training as reflected in the PRO Hub.
END OF TRANSACTION						
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



PROCESSING OF WALK-IN CONSULTATIONS FOR TRAININGS

Capacity Development Division (CDD)
Contact No.: (02) 5322 – 6BAC (6222)
Email Address: training@gppb.gov.ph

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Name of Service Process:		Processing of Walk-in Consultations for Trainings				
Division/Office/Unit:		Capacity Development Division (CDD)				
Description:		Consultations with CDD personnel for training assistance				
Classification:		Simple				
Type of Transaction:		All				
Schedule of Availability of Service:		Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays				
Who May Avail:		Any concerned individual or organization				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Accomplished Walk-in Referral Form					Public Assistance Team (PAT)	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Proceed to the PAT. Client to provide the issue.	PAT will answer queries based on the answers provided in the Frequently Asked Questions	None	5-30 minutes	PAT	In case of escalation, PAT refers to CDD HO. If not escalated, PAT provides the Customer Service Feedback (CSF) Form to be accomplished by client
2	(If escalated) Fill out the Walk-in referral form with the following details: a. Full Name b. Name of the Agency/Office or Corporation c. Email address d. Telephone Number e. Brief background of the concern	PAT endorses to CDD HO	None	5-10 minutes	PAT	The cut-off for walk-in consultation is at 4:30 PM. After the cut-off, clients will no longer be accommodated and encouraged by the PAT to submit an online query instead.
2	Client to provide the issue to the CDD HO, take	The CDD HO shall review the filled-out Walk-In Referral Form,	None	1 hour	CDD HO	Consultation is limited only to an hour.



	notes, fill out CSF thereafter, and if needed request a Certificate of Appearance (CA).	proceed to the Executive Lounge for the walk-in consultation, answer the queries presented, and request the client to fill out the CSF. By request of the client, the CDD HO may prepare, sign, and issue a CA.				Remind the client that the meeting is NOT recorded, and that the Office will not allow its recording.
TOTAL No. of Client Steps					3	
TOTAL No. of Agency Action					3	
TOTAL No. of TAT or Duration of the Activity					1 hour and 40 minutes	

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EXTERNAL SERVICES

PROCESSING OF TRAINING-RELATED ONLINE QUERIES



Capacity Development Division (CDD)
Contact No.: (02) 5322 – 6BAC (6222)
Email Address: training@gppb.gov.ph

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Name of Service Process:				Processing of Training-Related Online Queries		
Division/Office/Unit:				Capacity Development Division (CDD)		
Description:				The CDD shall respond to training-related online queries received.		
				Queries considered as simple include the following, but not limited to – online account concern, training enrollment status, training request status, certificate status, availability of training slots, calendar of activities, and other queries which can be answered by readily available data without need for preparation of report or analysis.		
				Queries considered as complex include the following, but not limited to – request for training data over the past years, training analysis reports for individual agency, and other queries which necessitates the preparation of data and reports, among others.		
Classification:				Queries considered as highly-technical include the following, but not limited to – preparation of several reports, sectoral training analysis, preparation of customized modules, and other related queries which require thorough preparation and approval or collaboration with other agencies.		
Type of Transaction:				Simple, Complex, Highly Technical depending on nature of query		
Schedule of Availability of Service:				All		
Who May Avail:				Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays		
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
<ul style="list-style-type: none"> Accomplishment of online query form or sending of query with complete contact information (name, position, agency/ affiliation, contact number) through email. 					<ul style="list-style-type: none"> Online query form for public training programs is available in the GPPB-TSO's Procurement Professionals Online Hub. 	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Accomplish online query form or send query through	Acknowledge receipt of email query.	None	Three (3) Working Days	If through online query form, it is the automation.	The system will automatically send an acknowledgment

	email with complete contact information (name, position, agency affiliation, contact number).				If through email, the Records Officer shall acknowledge said email.	of the query received if submitted through the online query form. For those who submitted via email, given that it is a manual process, it may take up to three (3) working days.
		Assign Handling Officer if query does not fall under the usual queries with assigned personnel.	None	One (1) Working Day	Division Chief or Officer-in-Charge	
		Evaluate query and provide an answer.	None	Three (3) to Twenty (20) Working Days	Assigned Handling Officer	If simple, release immediately. If complex or highly-technical proceed to the next step. For simple transactions, must be completed within three (3) days, complex transactions within four (4) days, and highly-technical transactions within seventeen (17) days.
		Approve release of answer to the query and return to assigned Handling Officer.	None	Two (2) Working Days	Division Chief or Officer-in-Charge	For complex or highly-technical only. Provided that query is responded to not longer than seven (7) days for complex transactions, and twenty (20) days for highly technical transactions.



2	Receive response to query.	Forward the response thru the Data Management System (DMS) to the Records Division for release of official response to the query received if through email, otherwise, simply respond through the workspace from the online query platform.	None	One (1) Working Day	Assigned Handling Officer	
		Release official response to the sender.	None	On the same day forwarded to Records	Records Officer	Provided it is forwarded before 3 PM, otherwise it will be released the next working day
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Action					6	
TOTAL No. of TAT or Duration of the Activity					10-27 working days (depending on type of transaction)	

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EXTERNAL SERVICES

ENROLLMENT IN PUBLIC TRAINING PROGRAMS

Capacity Development Division (CDD)
Contact No.: (02) 5322 – 6BAC (6222)
Email Address: training@gppb.gov.ph

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Name of Service Process:				Enrollment in Public Training Programs		
Division/Office/Unit:				Capacity Development Division (CDD)		
Description:				The GPPB-TSO offers public training programs yearly and it is posted through the online professionalization calendar and advertised through the Office's official website and social media accounts.		
Classification:				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		
Who May Avail:				Any interested individual		
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
<ul style="list-style-type: none"> Accomplishment of online pre-registration form. 					<ul style="list-style-type: none"> GPPB-TSO's website or in the Procurement Professionals Online (PRO Hub): https://learning.gppb.gov.ph 	
<ul style="list-style-type: none"> Completion of training requirements. 					<ul style="list-style-type: none"> Participation in the course at specified venue and/or online platform 	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Accomplish online pre-registration form during the enrollment period as announced.	Acknowledge receipt of pre-registration enlistment.	None	Immediately after receipt of request	Automation	The system will automatically send an acknowledgment of the received pre-registration enlistment.
		Review pre-registration answers and ascertain whether the profile of the enrollee fits the target audience of the public training program.	None	Seven (7) working days	Assigned Handling Officer	The advertisement on the public training program contains the target audience for transparency.

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2	Secure notice of approved pre-registration and advisory containing payment instructions.	Advise participant on acceptance to the public training program and payment of the training fee before the actual conduct of the training.	None	Six (6) working days	Assigned Handling Officer	This is done through email.
3	Make payment using the reference number indicated in the notice received and upload proof of payment in the link indicated in said notice.	Acknowledge proof of payment.	<p>The fee depends on the type and duration of training.</p> <p>No refunds will be processed.</p>	Seven (7) working days	Cashier Personnel	<p>Coordination with Landbank may be necessary, thus the prolonged time.</p> <p>Confirmation by the Cashier Personnel is done through email.</p>
4	Participation in the actual run of the training and completion of training requirements.	Conduct the training on the specified duration and schedule.	None	As specified in training calendar	Assigned Handling Officer	<p>Any changes to the schedule will be communicated via email.</p> <p>As refund will not be processed, should the participant be no longer available on the rescheduled date, the payment will serve as training credit that may be applied to other trainings the participant may wish to attend.</p>
5	Obtain course certificate.	Issue course certificate upon completion of training requirements.	None	Immediately upon completion of training requirements	Automation	Done through the PRO Hub.
TOTAL No. of Client Steps				5		
TOTAL No. of Agency Action				6		
TOTAL No. of TAT or Duration of the Activity				20 working days (excluding the period		

	before and during the actual conduct of training)
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Note: Should the number of enrollees be less than the viable target, the GPPB-TSO reserves the right to cancel or postpone the conduct of training.

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EXTERNAL SERVICES

SCHEDULED CONSULTATIONS



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

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		
E-mail request of the client				Requesting party		
No.	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	<p>Send email request to gppb@gppb.gov.ph and provide the following:</p> <p>a. List of advance questions;</p> <p>b. List of attendee/s, their position/s, and email address/es (for digital consultation);</p> <p>c. Preferred Schedule date and time slot: 9- 10 AM; 10-11 AM; 11-12 AM;</p>	<p>Receive the request via email or physical copy of the letter request and records the same in the Document Management System (DMS)/ Monitoring Tool.</p> <p>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.</p>	None	5 minutes - 4 hours	Records Officer (RO), Administrative Division	<p>a. Only the questions submitted shall be discussed.</p> <p>b. The consultation meeting will be limited to a maximum of one (1) hour.</p>

	1:30–2:30 PM; 2:30- 3:30 PM	<p>Check the completeness of the request. If incomplete, Handling Officer (HO) will send email asking for the missing information.</p> <p>If complete, send confirmation email to requestor after checking the availability of the Action Officer of the Day (AOD).</p>				
2	Wait for confirmation.	<p><u>2.1. For Physical Consultation</u></p> <p>Coordinate with the Administrative Division (AD) on the availability of a meeting room at least 1 working day before the scheduled date, for physical consultation</p> <p>Follow latest Advisory on Requests on the Use of GPPB-TSO Facilities/ Rooms/Venue</p> <p><u>2.2. For Online/Digital Consultation</u></p> <p>Use available videoconferencing, webcasting, or similar technology the office has, such as Microsoft Teams and Zoom. The LRD-HO must</p>	None	10 minutes	LRD-B HO	

		<p>schedule and generate the meeting link for the digital consultation.</p> <p>2.3. Send confirmation email, with instructions to go to a meeting room for a physical consultation, or meeting link for the digital consultation.</p>				
3	Attend the consultation, upon receipt of the confirmation.	Answer 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 minutes	LRD-B AOD	<p>Remind the client that the meeting is NOT recorded, and that the Office will not allow its recording.</p> <p>Certificate of Appearance is provided by the LRD-B AOD upon request.</p>
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	

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EXTERNAL SERVICES

RENDERING WRITTEN RESPONSE OR OPINIONS

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

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:	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
Any of the following: <ol style="list-style-type: none"> Query of the requesting party sent via email, Physical copy of the letter request delivered, Write query in the "Send Legal Queries" page¹ of the GPPB website, and 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:</p> <p>GPPB-TSO Building Commonwealth Avenue, UP Diliman Campus, Quezon City</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 minutes – 4 hours	Liza Vega, Records Officer (RO), Administrative Division (AD)	<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 physical documents.</p>

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

	<p>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>Randy Flores, FOI Receiving Officer (FRO)</p>	
2	None	<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 Opinion (NPM) drafting, copy furnished the TL, Deputy Executive Director (DED) in the DMS.</p> <p>2.3 If not an LRD-B concern, endorse it to the proper Division/Team.</p>	None	5 minutes	Liza Vega, RO, Administrative Division	

		<p>2.4 If received in the FOI portal, and assessed that needs LRD-B assistance, coordinate with the assigned LRD-B HO for drafting of response, and route the request in the DMS, copy furnished the TL or Reviewing Authority in the DMS.</p> <p>2.5 If not an LRD-B concern, endorse it to the proper Division/Team.</p>			Randy Flores, 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>20 working days</p> <p>For requests endorsed by the FRO, must be completed within 5 working days.</p>	<p>Anfernee Maitem, Ellaine Janica Galias, Annie Almojuela, or Chrstine Paciencia LRD-B HO, Reviewing Authorities are:</p> <p>(currently unfilled position) LRD-TL,</p> <p>Deputy Executive Director (DED) for LRD-B, Atty. Ma. Jozzenne Claire M. Beltran-Carandang, and/or</p> <p>Executive Director (ED) Atty. Rowena Candice Ruiz</p>	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	5 minutes	Anfernee Maitem, Ellaine Janica Galias, Annie Almojuela, or	

		<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>		<p>10 minutes</p> <p>Same day of request</p>	<p>Christine Paciencia, LRD-B HO</p> <p>Resvil Nicolas, Outgoing RO, AD</p> <p>HO of Information Management Division</p>	<p>Ellaine Janica Galias, or Annie Almojuela shall request for the uploading for NPMs.</p>
END OF TRANSACTION						
TOTAL No. of Client Steps					1	
TOTAL No. of Agency Actions					4	
TOTAL No. of TAT or Duration of the Activity					20 working days, 4 hours, and 25 minutes	

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EXTERNAL SERVICES

UNSCHEDULED PHYSICAL CONSULTATION

Legal and Research Division (LRD)- B



Contact No.: (02) 5322-6BAC (6222)

Email Address: gppb@gppb.gov.ph

Name of Service Process:	Unscheduled Physical Consultation
Division/Office/Unit:	Legal and Research Division (LRD) - B
Description:	Consultations with LRD personnel for more in-depth assistance or to discuss more than one procurement issue
Classification:	Complex to Highly Technical
Type of Transaction:	All
Schedule of Availability of Service:	Monday to Friday, 8:00 A.M. to 3:30 P.M., except holidays and subject to the availability of Action Officer of the Day
Who May Avail:	NGAs, SUCs, GOCCs, GFIs, CSOs, and Private Sector

CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Accomplished Walk-in Referral Form					Public Assistance Team (PAT)	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Proceed to the PAT receiving window. Client to provide the issue.	PAT will try to answer the clients queries based on the answers provided in the Frequently Asked Questions.	None	5-10 minutes	PAT	<p>The cut-off for unscheduled consultation is at 3:30 PM.</p> <p>After the cut-off client will not be accommodated and will be advised to fill –up the form. Said form will be endorsed to the Handling Officer of the LRD to schedule, or encouraged by the PAT to submit a request for scheduled consultation.</p>
2	Fill out the Walk-in referral form with the following details: a. Full Name b. Name of the Agency/Office	None	None	5-10 minutes	Client	<p>The PAT will advise the client if the LRD Action Officer of the Day (AOD) is unavailable due to scheduled consultation (digital or physical). If the</p>

	or Corporation c. Email address d. Telephone Number e. Brief background of the concern					AOD has scheduled consultation the client will be advised of the following: a. Ask if the client is willing to wait or provide the option to have a scheduled consultation. b. Inform them about the process of the scheduled digital and physical consultation.
3.	Client to provide the issue to the AOD, take notes, and if needed request a Certificate of Appearance	Received the filled-out Walk-In Form, goes to the assigned area for Unscheduled Consultations, and answers the client's queries and sends the Client Satisfaction Survey (CSS) via email and/or show the QR Code or provide the link of the CSS	None	1 hour	LRD-B AOD	The unscheduled consultation is limited only to an hour. 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 AOD upon request.
END OF TRANSACTION						
TOTAL No. of Client Steps					3	
TOTAL No. of Agency Action					3	
TOTAL No. of TAT or Duration of the Activity					1 hour and 20 minutes	



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EXTERNAL SERVICES



PREPARATION OF POSITION PAPERS OR COMMENTS ON PROPOSED LEGISLATIVE AND EXECUTIVE MEASURES

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

Name of Service Process:		Preparation of Position Papers or Comments on Proposed Legislative and Executive Measures				
Division/Office/Unit:		Legal and Research Division (LRD) - B				
Description:		Provide comments and recommendation on proposed legislation, implementing rules and regulations, administrative orders, policies, joint circulars and the like, on government procurement				
Classification:		Complex to Highly Technical				
Type of Transaction:		Government to Government				
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:		Department of Budget and Management – Budget Information Legislative Service, Secretariat from the Congressional Committee, Elected Official in Congress, Office of the President, and other agencies of the government requesting inputs or comments				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Letter Request or Memorandum for Comments/ Inputs/ Position					Requesting Agency/Office	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Sends request for submission of the Office's position paper/ comments, or recommendations via email at gppb@gppb.gov.ph ; or Sends physical request via post or personal service.	Receives the request via email or physical copy of the letter request, and records the same in the Document Management System (DMS)/ Monitoring Tool.	None	5 minutes - 1 hour	Records Officer (RO), Administrative Division (AD)	
2	None	Route it to the assigned LRD Handling Officer (HO) for drafting the initial comments, and copy furnished the Team Leader (TL) or Reviewing Authority in the	None	5 minutes	RO, AD	Counterpart Bill received should be routed to the same LRD HO who received the original bill.

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		DMS.				
3	None	<p>3.1 Assess if new bill or counterpart bill is received.</p> <p>3.2 Prepare response to the request for position paper, comments or recommendations.</p> <p>3.2 Route the draft response to the Reviewing Authority/ies (depending if with policy issue), for review/s and approval/s.</p> <p>3.3 Revise, when necessary, until approved.</p>	None	3-15 working days, shorter if URGENT	LRD-B HO, LRD-TL, DED, or ED	<p>Route to proper LRD-B HO if received bill is the counterpart bill earlier commented by the other LRD-B HO.</p> <p>LRD-B HO may request for extension, by directly sending the final comments for proposed legislation to the Congressional secretariat or Elected Official, upon confirmation with the DBM-BILS. This request must be documented also via email.</p> <p>Follows DBM Department Order no. 12, s. 2022.</p>
4	Requesting Agency/Office receives the comments / position paper	<p>4.1 Attach copy of the approved position paper/ comments in the DMS. Route to the Outgoing RO.</p> <p>4.2 Send the written response to the concerned government agency and update the DMS.</p>	None	<p>5 minutes</p> <p>10 minutes</p>	<p>LRD-B HO</p> <p>RO, AD</p>	
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Action					4	
TOTAL No. of TAT or Duration of the Activity					3- 15 working days, 1 hour, and 20 minutes	

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EXTERNAL SERVICES

ATTENDANCE TO PROPOSED LEGISLATIVE AND EXECUTIVE MEASURES HEARING



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

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Name of Service Process:	Attendance to Proposed Legislative and Executive Measures Hearing
Division/Office/Unit:	Legal and Research Division (LRD) - B
Description:	Evaluation, preparation and reporting of the attended committee hearing of the Congress, or meetings with other agencies on the proposed legislative and executive measures
Classification:	Complex to Highly Technical
Type of Transaction:	Government to Government
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:	Secretariat from the Congressional Committee, Elected Official in Congress Office of the President, Other agencies of the government requesting inputs or comments for the proposed legislative and executive measures

CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Letter Request for meeting or Notice of Committee Hearing					Requesting Agency/Office	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	<p>Sends request for meeting or notice of committee hearings in preparation for proposed measures via email at gppb@gppb.gov.ph ; or</p> <p>Sends physical request via postal service or personal service.</p>	<p>Receives the request via email or physical copy of the letter request and records the same in the Document Management System (DMS)/ Monitoring Tool.</p> <p>Route it to the assigned LRD Handling Officer (HO) for responding, and copy furnished the Team Leader (TL) in the DMS.</p>	None	5 minutes to 4 hours	Records Officer (RO), AD	
2	None	Assess if there is a need to attend the hearing/ meeting.	None	5 minutes - 4 hours	LRD-B HO	If assessment is to attend the hearing/meeting but schedule does not permit,

		Respond to requestor via email, copy furnished the TL. Update the DMS, if necessary.				coordinate with other LRD-B personnel to be recommended with TL or next higher authority for attendance.
3	Receives the response to the notice of hearing or meeting request.	Sends the response via email, and updates DMS if necessary. Coordinates with the AD to request for Service Vehicle.	None	1 working day.	LRD-B HO	Research possible answers to potential queries before the hearing/meeting, or documents for reference.
4	None	Attends the hearing/meeting and answers questions or provides recommendations when necessary.	None	3-8 hours, for the hearing or meeting.	LRD-B HO	This office may request for official minutes of the meeting from the requesting agency. Previous Summary can be used by the other LRD personnel for reference, if main LRD-B HO cannot attend in the continuation of the hearing/meeting.
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Action					4	
TOTAL No. of TAT or Duration of the Activity					3 working days, and 4 hours	

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EXTERNAL SERVICES

CASE MANAGEMENT

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



Name of Service Process:	Case Management
Division/Office/Unit:	Legal and Research Division (LRD)- B
Description:	Cases for Referral to the Office of the Solicitor General (OSG) and assistance with cases handled by the Office of the Ombudsman (OMB) related to procurement law.
Classification:	Simple to Complex
Type of Transaction:	Government to Government
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:	Trial Courts (Regional Trial Courts, Court of Appeals, etc.), Office of the Solicitor General (OSG), and Office of the Ombudsman (OMB)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following: <ol style="list-style-type: none"> Pleading Subpoena Request for review of pleadings or documents (email, letter, or verbal) 	Requesting Party



No.	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	<p>Sends copy of the pleadings, subpoena, or request via email at gppb@gppb.gov.ph ; or</p> <p>Sends physical request via postal or personal service to this address:</p> <p>GPPB-TSO Building Commonwealth Avenue, UP Diliman Campus, Quezon</p>	<p>Receives the request via email or physical copy of the pleadings, subpoena or letter request. Records the same in the Document Management System (DMS)/ Monitoring Tool.</p> <p>Route it to the assigned LRD-B Handling Officer (HO) for responding, and copy furnished the Team Leader (TL) in the DMS.</p>	None	10 minutes-4 hours	Liza Vega, Records Officer (RO), Administrative Division (AD)	Cases that implicated the GPPB/ GPPB-TSO personnel

	City.					
2	Wait for GPPB-TSO response or confirmation of attendance during the hearing or the Solicitor to attend the hearing, if applicable.	2.1. Checks if new case. If new, process to follow is Case Endorsement. 2.1.b. Ongoing case updates received, the LRD-B HO forwards the same to the assigned Associate/ State Solicitor via email.	None	1 working day	Vicente Baltazar, Jr.,LRD-B HO	LRD- HO shall update the case master list for quarterly reporting and shall update the status of the case regularly.
	Wait for the comments to the documents for review	2.2 For review of documents related to ongoing cases handled by the OSG, the LRD-B HO shall review the documents and prepare comments to the OSG, if necessary.	None	Within 1-2 working days, depending on the complexity	Vicente Baltazar, Jr.,LRD-B HO	Does not include review of Judicial Affidavit of GPPB or TSO personnel.
	Wait for GPPB-TSO response to the subpoena	2.3. For subpoena ad testificandum the LRD-B HO shall accompany the GPPB-TSO personnel during case conference meeting or hearing.	None	Within 1 working day	Vicente Baltazar, Jr.,LRD-B HO Or any of the attorneys to be assigned by the TL, in case main LRD-B HO is unavailable.	
3	None	3.1.a. Submit to the TL or reviewing authority for review. Revise draft, if necessary. 3.1.b. May receive request for meeting or initiate a meeting with the assigned Solicitor.	None	4 hours	Vicente Baltazar, Jr., LRD-B HO, Reviewing Authority are: (currently unfilled position) LRD-TL, Deputy Executive Director (DED) for LRD-B, Atty. Ma. Jozzenne Claire M. Beltran-Carandang, and/or	LRD HO may provide the requested information /clarification via phone to the Solicitor or government lawyer (i.e OMB).

					Executive Director (ED) Atty. Rowena Candice Ruiz	
3	None	<p>3.2 If the issue is simple, send comments to the assigned Solicitor, copy furnish the TL.</p> <p>If the issue is complex, draft the comments, and draft MFA (if to be submitted to ED). Submit the draft comments to the TL or reviewing authority for review, for complex issues.</p> <p>Revise draft, if necessary.</p> <p>Repeat process for next reviewing authority, until finalized.</p>	None	Within 6-9 working days	<p>Vicente Baltazar, Jr., LRD-B HO</p> <p>Reviewing Authority are:</p> <p>(currently unfilled position) LRD-TL,</p> <p>Deputy Executive Director (DED) for LRD-B, Atty. Ma. Jozzenne Claire M. Beltran-Carandang, and/or</p> <p>Executive Director (ED) Atty. Rowena Candice Ruiz (if necessary)</p>	ED will review if necessary (i.e. party to the case). A MFA is also part of the documents prepared by the HO to be submitted to the ED.
	None	3.3. Prepares and submits the Daily Time Record Adjustment/Pass Slip before the Official Business Activity in the OMB or courts following the AD process.	None	1 hour	Vicente Baltazar, Jr., LRD-B HO	
	Acknowledge receipt of the documents	<p>4.1.a Attach copy of the approved comments in the DMS. Route to the Outgoing RO.</p> <p>4.1.b. Sends the endorsement letter</p>	None	1 hour	<p>Vicente Baltazar, Jr., LRD-B HO</p> <p>Resvil Nicolas,</p>	Original

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4		and pleadings via personal service.			Outgoing RO, AD	copy/ies of the pleadings are also part of the endorsement to be released.
		4.2 Send the written response to the OSG and update the DMS.	None	1 hour	Vicente Baltazar, Jr., LRD-B HO	
END OF TRANSACTION						
TOTAL No. of Client Steps					3	
TOTAL No. of Agency Actions					4	
TOTAL No. of TAT or Duration of the Activity					9 working days, and 5 hours	

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EXTERNAL SERVICES

CASE ENDORSEMENT



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

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Name of Service Process:	Case Endorsement
Division/Office/Unit:	Legal and Research Division (LRD)- B
Description:	Cases for Referral to the Office of the Solicitor General (OSG)
Classification:	Simple
Type of Transaction:	Government to Government
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:	Trial Courts (Regional Trial Courts, Court of Appeals, etc.), Office of the Solicitor General (OSG), and Office of the Ombudsman (OMB)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Any of the following: Initiatory Pleading (Complaint, Petition, etc.)	Requesting Party

No.	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	<p>Sends copy of the pleadings via email at gppb@gppb.gov.ph ; or</p> <p>Sends physical request via postal or personal service to this address:</p> <p>GPPB-TSO Building Commonwealth Avenue, UP Diliman Campus, Quezon City.</p>	<p>Receives the request via email or physical copy of the pleading. Records the same in the Document Management System (DMS)/ Monitoring Tool.</p> <p>Route it to the assigned LRD-B Handling Officer (HO) for responding, and copy furnished the Team Leader (TL) in the DMS.</p>	None	10 minutes-4 hours	Liza Vega, Records Officer (RO), Administrative Division (AD)	Cases that implicated the GPPB/ GPPB-TSO personnel

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2	None	2.1. Checks if this is a new case. If not a new case, the process to follow is on the Case Management. 2.2. LRD-B HO shall draft endorsement letter to the OSG. 2.3. Proofs and finalizes the endorsement letter.	None	1 working day	Vicente Baltazar, Jr., LRD-B HO	LRD- HO shall update the case master list for quarterly reporting and shall update the status of the case regularly.
3	Acknowledge receipt of the documents	4.1.a Attach copy of the signed endorsement letter in the DMS. Route to the Outgoing RO. 4.1.b. Sends the endorsement letter and pleadings via personal service.	None	1 hour	Vicente Baltazar, Jr., LRD-B HO Resvil Nicolas, Outgoing RO, AD	Original copy/ies of the pleadings are also part of the endorsement to be released.
END OF TRANSACTION						
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Actions					1	
TOTAL No. of TAT or Duration of the Activity					1 working day and 5 hours	

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EXTERNAL SERVICES

PHONE-IN QUERIES

Administrative Division (AD)
Contact No.: (02) 5322 - 6BAC (6222)
Email Address: gppb@gppb.gov.ph

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	

		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



WALK-IN QUERIES

Administrative Division (AD)
Contact No.: (02) 5322-6BAC (6222)
Email Address: gppb@gppb.gov.ph

Name of Service Process:	Walk-in Queries
Division/Office/Unit:	Public Assistance Team
Description:	Walk-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	Client walks in, security directs client to PAT receiving window	PAT will document and fill up walk in referral form with info from the client. PAT will then try to answer the client's query based on the FAQ and other references.	None	15 minutes	PAT	Use of Walk-In Monitoring Sheet approved by the office.
2	Client will be asked to proceed inside the building to secure a visitors pass together with PAT walk in referral form, for escalation if he/she is not satisfied with the answer	Ask client if he/she is satisfied with the response. If the client is not satisfied, inform client that the query will be forwarded to the concerned division for appropriate response.	None	None	PAT	
3	None	Security will then assist the client in the Executive Lounge while waiting for the designated HO.	None	None	PAT	

END OF TRANSACTION	
TOTAL No. of Client Steps	2
TOTAL No. of Agency Actions	3
TOTAL No. of TAT or Duration of the Activity	15 minutes

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EXTERNAL SERVICES

RECRUITMENT, SELECTION, AND PLACEMENT

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

Name of Service Process:	Recruitment, Selection and Placement
Division/Office/Unit:	Human Resource Unit/Administrative Division
Description:	The process of hiring applicants from publication of vacant position/s, evaluation of qualified applicants and selection of the best fit candidate for the position in accordance with the Civil Service rules and regulations.
Classification:	Complex
Type of Transaction:	G2G – Government to another Government Agency or Government Employee, G2C- Government to Client
Schedule of Availability of Service:	Monday to Friday, 7:00 A.M. to 5:00 P.M., except holidays
Who May Avail:	1. Aspiring external applicants; and 2. GPPB-TSO employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DBM-CSC Form No. 1: Position Description Form 2. CS Form No. 32 Revised 2018: Oath of Office 3. CS Form No. 33-A Revised 2018: Appointment Form 4. CS Form No. 212 Revised 2017: Personal Data Sheet 5. Attachment to CS Form No. 212: Work Experience Sheet 6. CS Form No. 1: Appointment Transmittal and Action Form 7. CS Form No. 3 Revised 2017: Certification of Erasure(s)/ Alteration(s) on Appointment 8. CS Form No. 4 Revised 2018: Certification of Assumption to Duty 9. CS Form No. 5 Revised 2018: Certification of No Qualified Applicants 10. CS Form No. 9 Revised 2018: Request for Publication of Vacant Positions	CSC website (www.csc.gov.ph) Administrative Division (Human Resource Unit)

No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	None	Publish vacant positions by submitting a request to the CSC Field Office using CS Form No. 9 Series of 2018 and post the same in three (3) conspicuous places for at least ten (10) calendar days.	None	5 minutes	HRMPSB Secretariat	The processing time is computed based on one applicant.

2	Submit an application for the desired position/s based on the published vacancies	Acknowledge the receipt of the application by sending an email to the applicant and update the general list of all the applications received.	None	1 working day	HRMPSB Secretariat	The processing time is computed based on one applicant.
3	None	Review the completeness of the application documents, and identify the qualified candidate based on the CSC Qualification Standards (QS).	None	1 working day	HRMPSB Secretariat	<p>The processing time is computed based on one applicant.</p> <p>The qualified applicants will be included in the list of qualified candidates, while those who did not qualify will receive an email informing them that they did not meet the minimum QS of the position that they applied for. Further, applications with incomplete documentary requirements will not be processed but will be placed in the active pool of applicants.</p>
4	None	Prepare the Evaluation Matrix and the Comparative Matrix for each vacant position.	None	10 working days	HRMPSB Secretariat	The processing time is computed based on one applicant. The processing time may reach twenty (20) days if there are more than ten (10) applicants being encoded.



5	Applicant responds to the invitation	Send an invitation to qualified applicants for an online/face-to-face assessment.	None	15 minutes	HRMPSB Secretariat	The processing time is computed based on one applicant.
6	Qualified applicants take the assessment and informs HO once done	Conduct of online/face-to-face assessment.	None	3 hours	HRMPSB Secretariat	
7	Applicant responds to the invitation	Send an invitation to qualified applicants and HRMPSB informing them about the schedule and venue of the interview through email, SMS or MS Teams.	None	10 minutes	HRMPSB Secretariat	The processing time is computed based on one applicant.
8	None	Endorse the applicants for interview to the HRMPSB and prepare the Interview Rating Form.	None	4 hours	HRMPSB Secretariat	
9	Qualified applicants undergo interview	Conduct of the HRMPSB interview.	None	45 minutes	HRMPSB Secretariat HRMPSB members	The processing time is computed based on one applicant.
10	None	Consolidate the ratings in the IRF Tally Form and update the comparative matrix.	None	1 working day	HRMPSB Secretariat	The processing time is computed based on one (1) position and on the assumption that the IRF ratings are complete.
11	Applicant acknowledges the receipt of the Background	Send the Background Check Consent	None	4 hours	HRMPSB Secretariat	The processing time refers to the Agency action.

	Check Consent Form	Form to the applicants.				
12	Applicant sends back the Background Check Consent Form with the details of their character reference.	Acknowledge receipt of the Background Check Consent Form and send Background Check Form to the character references of the applicants.	None	4 hours	HRMPSB Secretariat	The processing time refers to the Agency action.
13	None	Acknowledge receipt of Background Check form and update the Comparative Matrix.	None	10 working days	HRMPSB Secretariat	The processing time is computed based on one (1) to two (2) positions.
14	None	Draft the HRMPSB resolution and send a copy of the said document to HRMPSB members for review and deliberation.	None	5 working days	HRMPSB Secretariat OIC Team Lead for AD	The processing time is computed based on one (1) to two (2) positions. It includes the number of days for review of Chief and time spent for revision.
15	None	The HRMPSB members review and sign the HRMPSB resolution.	None	2 working days	HRMPSB Secretariat HRMPSB members	
16	None	Draft the Memorandum For Approval (MFA) for the Endorsement of short-listed candidates to the Executive Director (ED).	None	2 working days	HRMPSB Secretariat OIC Team Lead for AD	The processing time is computed based on one (1) to two (2) positions. It includes the number of days for review of Chief and time spent for revision.

17	None	Review and sign the MFA for Endorsement of HRMPSB Resolution.	None	2 working days	DED for AD	
18	None	Review the HRMPSB resolution, MFA for Endorsement, Comparative Matrix and IRF. If ED opts to conduct an interview, she then informs the Secretariat of her availability for the interview, otherwise, ED informs the HRMPSB Secretariat of the selected candidate for appointment.	None	1 month	Executive Director	The processing time is computed based on one applicant.
19	Applicant attends interview with ED	ED conducts interview and informs the HRMPSB Secretariat of the selected candidate for appointment.	None	1 working day	Executive Director	The processing time is computed based on one applicant.
20	Applicant acknowledges the receipt of the job offer	Send a job offer to the selected applicant for appointment informing him/her of the requirements that needs to be submitted and the time-line for submission.	None	1 working day	HRMPSB Secretariat	This includes the forms for the availment of shuttle service and the Confidentiality Agreement. Provide applicants

21	Appointee submits the documentary requirements indicated in the Job Offer.	Prepare the Appointment, Oath of Office, Assumption to Duty and MFA for Appointment and submits it to the ED through DMS.	None	6 working days	HRMPSB Secretariat	The processing time includes two (2) days for DED and three (3) days for ED
22	None	Send back the approved and signed Appointment, Oath of Office, Assumption to Duty and MFA for Endorsement to the HRMPSB Secretariat through the Executive Assistant II.	None	1 working day	Executive Director	The processing time is computed based on one applicant.
23	None	Coordinate with Supply Officer for the issuance of ID and laptop (when necessary).	None	1 working day	HO for Recruitment	
24	Appointee reports to work	Issue laptop and ID; Conduct orientation to new hires on office systems and policies. Tour the new employee around office premises and introduce to other employees, DEDs, and his/her Division	None	1 working day	HO for Recruitment	Office systems include HRIS, DMS and Teams.

		Chief.				
25	None	Submit the following documents to CSC for validation: Appointment Transmittal Action Form, Appointment, Oath of Office, Assumption to Duty, Personal Data Sheet, Work Experience Sheet, Copy of eligibility, Copy of job posting, Copy of PSIPOP and Position Description Form among others.	None	1 working day	HRMPSB Secretariat	The processing time is computed based on the proximity of the office to the CSC Field Office in Malacañang.
END OF TRANSACTION						
TOTAL No. of Client Steps				11		
TOTAL No. of Agency Actions				25		
TOTAL No. of TAT or Duration of the Activity				2 months, 3 days, 12 hours, and 55 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 - 6BAC (6222)
Email Address: monitoring@gppb.gov.ph

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: <ol style="list-style-type: none"> HO shall submit request for posting of the Pre-Selected List on the GPPB website to the Information Management Division (IMD). HO shall prepare an acknowledgment receipt of the submission with the Checklist of 	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>Requirements and copy furnish the Office of the Director, Philippine Government Electronic Procurement System (PhilGEPS).</p> <ul style="list-style-type: none"> If the submission is incomplete: <ul 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
END OF TRANSACTION						
TOTAL No. of Client Steps						1
TOTAL No. of Agency Steps						4
TOTAL No. of TAT or Duration of the Activity						1 working day, and 4 hours

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EXTERNAL SERVICES

REQUEST FOR POLICY ACTION (AGENCY OR EXTERNAL REQUEST)

Secretariat Division (SD)
Contact No.: (02) 5322 - 6BAC (6222)
Email Address: secretariat@gppb.gov.ph

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 actionIssues, gaps or pain points that are sought to be addressed by the requested GPPB actionRelevant legal and technical references supporting the request for GPPB actionJustification for the request for GPPB actionAdditional Requirements (depend on the requested GPPB action as indicated below) <p>a. <u>Rules-related request</u></p> <ul style="list-style-type: none">i. Specific provision of RA No. 9184 where the request is basedii. 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> <ul style="list-style-type: none">i. Submitted copy of the Customized Procurement Manual shall indicate the following:<ul style="list-style-type: none">1. Statement of Objective2. Scope and Application3. Specific Conditions (may include thresholds)4. Procedures with Timelines5. Roles and Responsibilities6. Associated Forms, Templates or Checklists7. Monitoring or Reporting Mechanisms		Requesting Party

<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> <ul style="list-style-type: none"> 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 	
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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	None	1 working day	PMO II (SD)	If the PMO II received a reply from

		then draft and send a letter, via email, to the requesting party informing them of their document deficiencies				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 c. Other divisions which require processing by division concerned	None		PMO II (SD)	

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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EXTERNAL SERVICES



PROCESSING OF FREEDOM OF INFORMATION (FOI) REQUEST RECEIVED VIA eFOI PORTAL

Information Management Division
Contact No.: (02) 5322 - 6BAC (6222)
Email Address: imd@gppb.gov.ph

Name of Service Process:		Processing of Freedom of Information (FOI) Request Received via eFOI Portal				
Division/Office/Unit:		Information Management Division				
Description:		Request for information, data, or document not included not covered under Annex D. Exceptions to Right to Access of Information of the GPPB-TSO FOI Manual via the eFOI Portal				
Classification:		Simple				
Type of Transaction:		G2C - Government to Citizens				
Schedule of Availability of Service:		Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays				
Who May Avail:		Public Citizens, Procurement Enthusiasts				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
1. At least one government issued ID 2. eFOI Portal 3. Internet connectivity				1. Government Agencies (e.g. Driver's License, PRC, etc.) 2. GPPB website		
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Access the eFOI portal via the GPPB website and submits request	Receives and evaluate the submitted request /documents	None	1 working day	FOI Receiving Officer (FRO)	FRO checks for the completeness of the documents and evaluates requests based on Annex D. Exceptions to Right to Access of Information of the GPPB-TSO FOI Manual
2	None	For valid requests, FRO transmits the request to FOI Decision Maker (FDM) for approval or denial of the request		1 working day	FRO	
3	None	FDM approves or disapproves the request	None	1 working day	FDM	

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4	None	FRO coordinates with the office concerned	None	1 working day	FRO	
5	None	Office concerned prepares and submit the requested information, data, and or document	None	5 working days	Office concerned	The requested information, data, and/or document shall be submitted to FRO within the 5 working day process
6	None	FRO prepares reply and submit to FDM	None	2 working days	FRO	
7	None	FDM reviews and approves reply, and upload replies on the eFOI Portal	None	3 working days		
8	Acknowledges the status of the request by filling-out the Online Client Satisfaction Feedback (CSF) Form	None	None	1 working day	Requesting Party	Online CSF Form link: https://bit.ly/GPPB-TSOFEEDBACK
END OF TRANSACTION						
TOTAL No. of Client Steps				2		
TOTAL No. of Agency Action				6		
TOTAL No. of TAT or Duration of the Activity				15 working days		

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EXTERNAL SERVICES

PROCESSING OF FREEDOM OF INFORMATION (FOI) REQUEST RECEIVED VIA EMAIL OR FORMAL LETTER REQUEST

Information Management Division
Contact No.: (02) 5322 – 6BAC (6222)
Email Address: imd@gppb.gov.ph



Name of Service Process:		Processing of Freedom of Information (FOI) Request Received via Email or Formal Letter Request				
Division/Office/Unit:		Information Management Division				
Description:		Request for information, data, or document not included not covered under Annex D. Exceptions to Right to Access of Information of the GPPB-TSO FOI Manual via email or formal letter request				
Classification:		Simple				
Type of Transaction:		G2C - Government to Citizens				
Schedule of Availability of Service:		Monday to Friday, 8:00 A.M. to 5:00 P.M., except holidays				
Who May Avail:		Public Citizens, Procurement Enthusiasts				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
4. At least one government issued ID 5. Formal Letter Request 6. Internet connectivity (for request sent via email)				3. Government Agencies (e.g. Driver's License, PRC, etc.)		
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submit request through GPPB email at gppb@gppb.gov.ph or Records Unit at the GPPB-TSO Building	Receive and record/upload copy of the request on the Document Management System (DMS) and route to FOI Receiving Officer (FRO)	None	1 working day	Records Officer	
2	None	Receives request through DMS and evaluates the submitted request /documents	None	1 working day (the same day upon receipt of the request)	FRO	FRO checks for the completeness of the documents and evaluates requests based on Annex D. Exceptions to Right to Access of Information of the GPPB-TSO FOI Manual
3	None	For valid requests, FRO route the request to FOI Decision Maker (FDM) via DMS for approval or denial of the		1 working day	FRO	

		request				
4	None	FDM approves or disapproves the request and route the request to FRO for processing of request	None	1 working day (the same day upon receipt of the request)	FDM	
5	None	FRO coordinates with the office concerned	None	1 working day	FRO	
6	None	Office concerned prepares and submit the requested information, data, and or document	None	5 working days	Office concerned	The requested information, data, and/or document shall be submitted to FRO within the 5 working day process
7	None	FRO prepares reply and submit to FDM	None	1 working day	FRO	
8	None	FDM reviews and approves reply and forward to FRO	None	3 working days	FDM	
9	None	FRO upload reply on the DMS and route Records Officer for release or sending the reply document	None	1 working day	FRO	
10	None	Records Officer sends the reply to the Requesting Party via email and update DMS	None	1 working day	Records Officer	

11	Acknowledges the status of the request by filling-out the Online Client Satisfaction Feedback (CSF) Form	None	None	1 working day	Requesting Party	Online CSF Form link: https://bit.ly/GPPB-TSOFEEEDBACK
END OF TRANSACTION						
TOTAL No. of Client Steps				2		
TOTAL No. of Agency Action				9		
TOTAL No. of TAT or Duration of the Activity				15 working days		

Head Office



Internal Services

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INTERNAL SERVICES

REQUEST FOR SERVICE VEHICLE

Administrative Division (AD)
Contact No.: (02) 522 6BAC (6222)
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	
One (1) Copy of duly accomplished Trip Ticket					Administrative Division	
No	CLIENT STEP	AGENCY ACTION	FEE 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	Only request with complete information shall be processed.
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) 522 6BAC (6222)
Email Address: gppb@gppb.gov.ph

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	
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	Only requests with complete information shall be processed
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	*For the monitoring, control and accountability for small tangible items, ICS is prepared; For monitoring control and accountability of equipment, PAR is prepared.

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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

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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	
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	Fees collected are based on amount reflected in the Order of Payment/ Billing Statement presented by client
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

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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	
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 working day	Administrative Officer IV or Cashier designate	
3		Email acknowledgement receipt to client	None	Within 4 hours	Administrative Assistant II	
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 working day and 4 hours		

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INTERNAL SERVICES

REQUEST FOR MEETING OR TRAINING ROOMS

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

Name of Service Process:				Request for Meeting or Training Room		
Division/Office/Unit:				Administrative Division		
Description:				Processing of request for meeting or training rooms		
Classification:				Simple		
Type of Transaction:				G2G – Government to Government		
Schedule of Availability of Service:				Monday to Friday, 7:00 A.M. to 4:00 P.M., except holidays		
Who May Avail:				GPPB-TSO Employees and other requesting agency		
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
One (1) Copy of duly accomplished Facility/Room Booking					Administrative Division	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Fill-up and submit meeting/training rooms booking form ⁴	Check completeness of the documents	None	1 working day	<ul style="list-style-type: none"> GPPB-TSO employees Requesting agency representative 	Only request with complete information shall be processed
2	None	Confirm booking by providing a copy of the approved form	None	1 working day	Handling Officer (HO), Administrative Division	None
3	None	Arrange the meeting or training room according to request	None	1 working day before the activity	HO	None
4	Fill-up Client Satisfaction Form (CSF) upon check-out	Consolidate CSF	None	1 working day	<ul style="list-style-type: none"> GPPB-TSO employees Requesting agency representative 	None
END OF TRANSACTION						
TOTAL No. of Client Steps				2		
TOTAL No. of Agency Actions				4		
TOTAL No. of TAT or Duration of the Activity				4 working days		

⁴ If refreshments are needed, request shall be made first by the requesting division officer/staff with the cashier at least (5) days before the event/meeting.



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INTERNAL SERVICES

REQUEST FOR GATE PASS

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

Name of Service Process:				Request for Gate Pass		
Division/Office/Unit:				Administrative Division		
Description:				Processing of request for gate pass		
Classification:				Simple		
Type of Transaction:				G2G – Government to Government		
Schedule of Availability of Service:				Monday to Friday, 7:00 A.M. to 4:00 P.M., except holidays		
Who May Avail:				GPPB-TSO Employees, contractors, and service providers		
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
1. One (1) Copy of duly accomplished Gate pass form					Administrative Division	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Fill-up and submit gate pass form	None	None	1 working day	GPPB-TSO employees, service providers and contractors	Only request with complete information shall be processed.
2	None	<ul style="list-style-type: none"> Check completeness of form and endorsed to Team Leader (TL) Refer gate pass form to property officer for deliveries 	None	1 hour	Administrative Division (AD)	None
3	None	Approve gate pass	None	1 hour	AD - TL	None
4	None	Consolidate all gate pass form	None	1 working day	AD – Handling Officer	None
END OF TRANSACTION						
TOTAL No. of Client Steps				1		
TOTAL No. of Agency Actions				3		
TOTAL No. of TAT or Duration of the Activity				2 working days and 2 hours		

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INTERNAL SERVICES

REQUEST FOR ACCOMMODATION

Administrative Division (AD)
Contact No.: (02) 5322- 6BAC (6222)
Email Address: gppb@gppb.gov.ph

Name of Service Process:		Request for Accommodation				
Division/Office/Unit:		Administrative Division				
Description:		Processing of request for accommodation				
Classification:		Simple				
Type of Transaction:		G2G – Government to Government				
Schedule of Availability of Service:		Monday to Friday, 7:00 A.M. to 4:00 P.M., except holidays				
Who May Avail:		GPPB-TSO Training Participants and Employees				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
One (1) Copy of duly accomplished Booking Form					Administrative Division	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Fill-up dormitory/ bedroom booking form (Microsoft Teams)	None	None	1 working day	GPPB-TSO Training Participants and employees	Only request with complete information shall be processed.
2	None	Check completeness of form and availability of rooms and issue Order of Payment	None	1 working day	Administrative Division (AD) – Handling Officer (HO)	None
3	None	Refer booking form to partner hotel, if applicable	None	1 working day	AD - HO	None
4	Pay the accommodation and submit proof of payment		To be stated in the Order of Payment	1 working day before check-in	GPPB-TSO Training Participants and employees	None
5	None	Endorsed to Janitorial service provider for preparation of the room (for GPPB-	None	1 working day before check-in	AD-HO	None



		TSO dormitory)				
6	Fill up and submit Client Satisfaction Survey (CSS) Form upon check-out	Consolidate CSS form and submit to Team Leader every 10th day of the following month	None	1 working day	Requesting division officer	None
END OF TRANSACTION						
TOTAL No. of Client Steps				3		
TOTAL No. of Agency Actions				4		
TOTAL No. of TAT or Duration of the Activity				6 working days		

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INTERNAL SERVICES

APPLICATION FOR LEAVE OF ABSENCE

Administrative Division (AD)
Contact No.: (02) 5322 – 6BAC (6222)
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
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	File leave application in the Human Resource Information System (HRIS) and submit to Team Leader (TL)		None		GPPB-TSO Employees	- Only leave application recommended by the TL can be verified by the Handling Officer - Leave application filed after the prescribed deadline in filing of leave application pursuant to the Omnibus Rules on Leave will not be accepted by the system
2	TL submit the recommended leave application to the AO II	Verify leave application form and update manual leave card	None	15 minutes	Administrative Officer (AO) II Administrative Division	
3	None	Submit verified leave application to the final approver	None	5 minutes	Administrative Officer II Administrative Division	
4	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	



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 working day and 20 minutes

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INTERNAL SERVICES

REQUEST FOR HUMAN RESOURCE (HR) RELATED DOCUMENTS

Administrative Division (AD)
Contact No.: (02) 5322 – 6BAC (6222)
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	
One (1) copy of HR Documents Request Form					Administrative Division	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submit accomplished HR request form	Receive, 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) 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

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	Finance Division: 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	40 minutes	Administrative Officer V/ Alternate Budget Officer Finance Division	

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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 20 minutes	

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INTERNAL SERVICES

REQUEST FOR BASIC ICT RELATED TECHNICAL ASSISTANCE

Information Management Division
Contact No.: (02) 5322 – 6BAC (6222)
Email Address: imd@gppb.gov.ph

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		
7. IMD Online Job Request User Account 8. Details of Request or Document Reference, <i>whichever is applicable</i>				4. Information Management Division 5. 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/GPPB-TSOFEEDBACK
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		

<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board</p>	<p>GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE</p> <p>CITIZEN'S CHARTER HANDBOOK</p> <p>2024 (3rd Edition)</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
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INTERNAL SERVICES

REQUEST FOR WEB CONTENT AND SOCIAL MEDIA POSTING



Information Management Division
Contact No.: (02) 5322- 6BAC (6222)
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		
1. IMD Online Job Request User Account 2. Copy of the Document and/or poster needed for uploading				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 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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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/GPPB-TSOFEEDBACK
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	

<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board</p>	<p>GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE</p> <p>CITIZEN'S CHARTER HANDBOOK</p> <p>2024 (3rd Edition)</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
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INTERNAL SERVICES

REQUEST FOR SYSTEM DEVELOPMENT OR IMPROVEMENT AND GRAPHIC DESIGNS



Information Management Division
Contact No.: (02) 5322 - 6BAC (6222)
Email Address: imd@gppb.gov.ph

 Republic of the Philippines Government Procurement Policy Board	GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE CITIZEN'S CHARTER HANDBOOK 2024 (3rd Edition)	 Republic of the Philippines Government Procurement Policy Board Technical Support Office
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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 Online Job Request User Account 2. Complete system or design details				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 / 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 / enhancement)	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 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 Satisfaction Feedback	None	None	1 working day (the same day of the completion of request)	Requesting Division/ Employee	Online CSF Form link: https://bit.ly/GPPB-TSOFEEEDBACK

	(CSF) Form					
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		

<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>2024 (3rd Edition)</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
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INTERNAL SERVICES

PREPARATION OF THE INFORMATION SYSTEMS STRATEGIC PLAN OF THE GOVERNMENT PROCUREMENT POLICY BOARD – TECHNICAL SUPPORT OFFICE FOR A THREE (3) YEAR PERIOD

 Republic of the Philippines Government Procurement Policy Board	GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE CITIZEN'S CHARTER HANDBOOK 2024 (3rd Edition)	 Republic of the Philippines Government Procurement Policy Board Technical Support Office
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Contact No.: (02) 5322 - 6BAC (6222)

Email Address: imd@gppb.gov.ph

Name of Service Process:				Preparation of the Information System and Strategic Plan of the GPPB-TSO for a Three (3) Year Period		
Division/Office/Unit:				Information Management Division (IMD)		
Description:				Consolidation of Information and Communications Technology Requirements and Preparation of the Information System and Strategic Plan of the GPPB-TSO for a Three (3) Year Period		
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. Office Order No. 2023-083 2. IMD Advisory 3. Document Management User Account 4. Project Procurement Management Plan 5. Terms of Reference or Copy of ICT Technical Specifications/Requirements				1. Information Management Division 2. Requesting Division		
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	None	Call for the submission of the ICT-related programs and projects for the next 3-years	None	1 working day	Division Chief or IMD authorized personnel	On or before 5:00 PM of the 15th day of July of the current year prior to the last year covered by the existing ISSP.
2	Prepare and submit ICT-related programs and projects	PMO concerned directly coordinates with the requesting party for assessment and discussion of details of requested work (design or system development improvement /	None	60 working days	Division concerned or designated End-user Representative	Submission shall be on or before 5:00 PM of the last working day of September of the current year prior to the last year covered by the existing ISSP



		enhancement)				
3	None	Review and assess the submitted ICT requirement	None	7 working days	IMD PMO V or PMO IV	The evaluation shall not be later than 5:00 PM of the 7th day after the receipt of the complete documents.
4	Discuss the requirement/s with the IMD PMO concerned	Conduct Focus Group Discussions (FGD) or consultative meeting with the concerned division to discuss the requirements and/or comments of the IMD personnel	None	1 working day	IMD PMO V or PMO IV Division concerned or designated End-User Representative	The IMD personnel shall coordinate with the End-user representative/s for the scheduling of the meeting. Schedule of meeting shall be on or before 3:00 PM of the following working day after the evaluation.
5	None	Update the TOR and/or technical specifications based on the discussions during the FGD and/or Meeting, if applicable	None	5 working days	IMD PMO V or PMO IV	The PMO V or PMO IV shall submit the updated TOR and/or technical specifications to the End-user immediately on or before 12:00 NN of the next working day after the TOR and/or technical specifications has been updated.
6	Review and confirm the details and requirements	None	None	3 working days	Division concerned or designated End-User Representative	Confirmation shall be not later than 5:00 PM of the 3rd day

	in the TOR and/or technical specifications					upon receipt of the updated TOR and/or technical specifications
7	None	Prepare and submit the ISSP with complete staff work	None	5 working days	IMD PMO IV	The preparation of the Memorandum for Approval shall not later than 5:00 PM of the 5th day upon receipt of the confirmation from the End-User
8	None	Submit the ISSP to the Department of Information and Communications Technology (DICT)	None	1 working day	IMD PMO IV	The submission to DICT shall be on or before 12:00 NN of the following working day upon receipt of the approved and signed ISSP from the Office of the Executive Director.
9	None	Provide a copy of the Endorsed ISSP to the End-user	None	1 working day	PMO IV	Once the PMO IV receives the copy of the Endorsed ISSP, either through email or physical copy, shall be sent to the concerned End-user representative
END OF TRANSACTION						
TOTAL No. of Client Steps				4		
TOTAL No. of Agency Action				7		
TOTAL No. of TAT or Duration of the Activity				84 working days		

<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>2024 (3rd Edition)</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
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INTERNAL SERVICES

PREPARATION OF THE SUPPLEMENTAL / UPDATED INFORMATION SYSTEMS STRATEGIC PLAN OF THE GOVERNMENT PROCUREMENT POLICY BOARD – TECHNICAL SUPPORT OFFICE

 Republic of the Philippines Government Procurement Policy Board	GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE CITIZEN'S CHARTER HANDBOOK 2024 (3rd Edition)	 Republic of the Philippines Government Procurement Policy Board Technical Support Office
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Contact No.: (02) 5322 - 6BAC (6222)

Email Address: imd@gppb.gov.ph

Name of Service Process:				Preparation of the Supplemental / Updated Information System and Strategic Plan of the GPPB-TSO		
Division/Office/Unit:				Information Management Division (IMD)		
Description:				Consolidation of Information and Communications Technology Requirements for submission of Supplemental / Updated Information System and Strategic Plan of the GPPB-TSO for a specific year		
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. Office Order No. 2023-083 2. IMD Advisory 3. Document Management User Account 4. Project Procurement Management Plan Terms of Reference or Copy of ICT Technical Specifications/Requirements				1. Information Management Division 2. Requesting Division		
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	None	Call for the submission of the ICT-related programs and projects for the next 3-years	None	1 working day	Division Chief or IMD authorized personnel	The issuance of the call for submission shall be on or before 5:00 PM of the last working day of September of the current year prior to the year of ISSP for updating
2	Prepare and submit ICT-related programs and projects	None	None	7 working days	Division concerned or designated End-user Representative	The submission shall not later than 5:00 PM of the 7th day from the call for submission

3	None	Review and assess the submitted ICT requirement	None	5 working days	IMD PMO V or PMO IV	The evaluation shall not be later than 5:00 PM of the 5th day after the receipt of the complete documents.
4	Discuss the requirement/s with the IMD PMO concerned	Conduct Focus Group Discussions (FGD) or consultative meeting with the concerned division to discuss the requirements and/or comments of the IMD personnel	None	1 working day	IMD PMO V or PMO IV Division concerned or designated End-User Representative	The IMD personnel shall coordinate with the End-user representative/s for the scheduling of the meeting. Schedule of meeting shall be within one working day after the review of the submitted documents.
5	None	Update the TOR and/or technical specifications based on the discussions during the FGD and/or Meeting, <i>if applicable</i>	None	5 working days	IMD PMO V or PMO IV	The PMO V or PMO IV shall submit the updated TOR and/or technical specifications to the End-user immediately on or before 12:00 NN of the next working day after the TOR and/or technical specifications has been updated.
6	Review and confirm the details and requirements in the TOR and/or	None	None	3 working days	Division concerned or designated End-User Representative	Confirmation shall be not later than 5:00 PM of the 3rd day upon receipt of the

	technical specifications					updated TOR and/or technical specifications
7	None	Prepare and submit the ISSP with complete staff work	None	5 working days	IMD PMO IV	The preparation of the Memorandum for Approval shall not later than 5:00 PM of the 5th day upon receipt of the confirmation from the End-User
8	None	Submit the ISSP to the Department of Information and Communications Technology (DICT)	None	1 working day	IMD PMO IV	The submission to DICT shall be on or before 12:00 NN of the following working day upon receipt of the approved and signed ISSP from the Office of the Executive Director.
9	None	Provide a copy of the Endorsed ISSP to the End-user	None	1 working day	PMO IV	Once the PMO IV receives the copy of the Endorsed ISSP, either through email or physical copy, shall be sent to the concerned End-user representative
END OF TRANSACTION						
TOTAL No. of Client Steps				4		
TOTAL No. of Agency Action				7		
TOTAL No. of TAT or Duration of the Activity				29 working days		

<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>2024 (3rd Edition)</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
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INTERNAL SERVICES

PROCESSING OF ADMINISTRATIVE COMPLAINTS

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

Name of Service Process:		Processing of Administrative Complaints				
Division/Office/Unit:		Legal and Research Division (LRD) - B				
Description:		Acts on complaint against GPPB-TSO employees for offenses arising from disciplinary and non- disciplinary cases or matters defined under the Civil Service Commission 2017 Rules on Administrative Cases in Civil Service, as amended				
Classification:		Complex to Highly Technical				
Type of Transaction:		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:		Administrative Division				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Any of the following: <div>1. Show Cause Memorandum with attached or linked support or proof, and Answer, among others.</div> <div>2. Complaint with supporting evidence or proof.</div>					Requesting Party from the Administrative Division (AD)	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	AD Handling Officer (HO) submits to the LRD-HO via Microsoft Teams Approval the following documents: 1. Show Cause Memorandum to explain issued by the AD; OR	1.1. LRD-B HO acting as the Action Officer for Administrative Cases shall assess if the submitted documents are complete. 1.2. Draft Preliminary Investigation Report (PIR) with draft Formal Charge if details	None	1-9 calendar days	LRD-B HO, LRD-B TL or Reviewing Authority, Supervising DED for LRD-B	Follows the 2017 Rules on Administrative Cases in the Civil Service (2017 RACCS), as amended.

	<p>2. As endorsed by the AD HO, a Complaint;</p> <p>AND</p> <p>Concerned employee's reply/affidavit to the Show Cause Memorandum or Complaint.</p>	<p>are complete. Also, draft Memorandum for Approval (MFA).</p> <p>1.3 Route the draft PIR and MFA to the TL, or Reviewing Authority, for review and approval. Revise, when necessary, until approved.</p> <p>1.4 Route to the next Reviewing Authority for review and approval. Revise, when necessary, until approved.</p>				
2	<p>2.1 Office of the Executive Director (OED) receives the MFA with PIR, copy furnished the AD HO.</p> <p>2.2. AD HO coordinates with the Disciplining Authority [Executive Director (ED)] to review and decide if there is <i>prima facie</i> case in the Preliminary Investigation Stage.</p>	<p>2.1. Send copy of the approved PIR and MFA to the OED HO, copy furnished the ED</p>	None	Within 5 calendar days	LRD-B HO, OED HO, AD HO, ED	

3	<p>3.1.a Respondent informs AD HO decision if hearings will be conducted, opted out, or Respondent did not provide Answer.</p> <p>3.1.b AD HO to draft Office Order on the Hearing Officer or Disciplinary Action Committee and other necessary requirements to start the hearings.</p> <p>3.2. AD HO to coordinate with LRD-B HO if Respondent provided Answer, and opted out the hearings.</p>	<p>3.1 Respondent decides on hearings or submission of Position Paper/Memorandum. A different Hearing Officer will be assigned to the case.</p> <p>3.2.a If the Respondent did not answer, period to provide answer has lapsed or informs AD that he or she opted out the hearings, LRD-B HO to draft Formal Investigation Report (FIR) with draft Decision and MFA.</p> <p>3.2.b Route the draft FIR and MFA to the TL, or Reviewing Authority, for review and approval. Revise, when</p>	<p>None</p>	<p>Starts 5-10 days from receipt of Answer, to be finished within 30 days from issuance of Formal Charge</p> <p>Within 5 calendar days</p>	<p>AD HO</p> <p>LRD-B HO, LRD-B TL, Supervising DED for LRD-B</p>	<p>The task of the Hearing Officer/ or Disciplinary Action Committee to be embodied in a new Office Order.</p>

		necessary, until approved. 3.2.c Route to the next Reviewing Authority for review and approval. Revise, when necessary, until approved.				
4	<p>4.1 OED HO receives the MFA with FIR, copy furnished the AD HO.</p> <p>4.2. AD HO coordinates with the ED to review and decide if there is a violation.</p>	None	None	Within 30 calendar days	OED HO, AD HO, ED	LRD-B HO shall send the Customer Satisfaction Survey to the AD-HO
END OF TRANSACTION						
TOTAL No. of Client Steps					4	
TOTAL No. of Agency Action					3	
TOTAL No. of TAT or Duration of the Activity					79 calendar days*	

*This service requires more than 20 working processing days since it requires the use of technical knowledge in the processing and/or evaluation thereof.

*Governing Rule/s: Civil Service Commission Resolution No. 1701077, promulgated 03 July 2017, also known as the 2017 RACCS.



INTERNAL SERVICES

RENDITION OF INTERNAL LEGAL SERVICES

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



Name of Service Process:		Rendition of Internal Legal Services				
Division/Office/Unit:		Legal and Research Division (LRD) - B				
Description:		Request for legal assistance for review, assessment, and evaluation of legal documents (i.e. Contracts), Judicial Affidavits, and internal protocols of the Office				
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:		GPPB-TSO Employees				
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Any of the following: 1. Draft documents for review, such as Contract agreement, Memorandum of Agreement (MOA), Terms of Reference as part of MOA or Memorandum of Understanding, etc. with attached Contract Review Form; 2. Draft Judicial Affidavit for review; and 3. Memorandum or letter request, email inquiry about the internal processes of the office.				Requesting party		
No.	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Submit the request for review, advice or opinion via email to	Receives the request via email or physical copy of the letter request and records the same in the Document Management System (DMS)/ Monitoring Tool.	None	5 minutes – 4 hours	Records Officer (RO), Administrative Division (AD)	

	gppb@gppb.gov.ph If for contract review, attach Contract Review form.	Route it to the assigned LRD-B Handling Officer (HO) for processing of request, copy furnished the Team Leader (TL) in the DMS.				
2	None	<p>2.1 Assess the completeness of the request and or document attached and acknowledge the document in the DMS.</p> <p>If details are incomplete, coordinates with the requestor, routes back the request to the requestor, and asks for the needed information, whether for Contract Review or Internal Rules.</p> <p>2.2 If verbal advice is sought, schedule a meeting, if necessary.</p>	None	4 hours	LRD-B HO	
3	None	<p>3.1 Draft Memo after research, with recommendations, and or draft provisions to be added in the recommendations or suggest revision/s on the legal document.</p> <p>3.2 Route the draft response to the TL or Reviewing Authority.</p> <p>3.3 Revise, when necessary, until approved.</p>	None	5 working days for simple, up to 10 working days for complex.	LRD-B HO, LRD-TL or Reviewing Authority.	LRD-B HO will send an extension request if a reply cannot be processed within the period, thus the processing time excludes the extension.
4	Requestor receives the Memo	4.1 Attach copy of the approved Memo in			LRD-B HO	

		the DMS. Route to the Outgoing RO. 4.2 Send the final Memo to the requestor and update the DMS. 4.3 Send a Customer Satisfaction Survey via Microsoft Teams or Email			RO, 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					11 working days	

INTERNAL SERVICES

REQUEST FOR TECHNICAL ASSISTANCE



 <p>Republic of the Philippines Government Procurement Policy Board</p>	<p>GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE</p> <p>CITIZEN'S CHARTER HANDBOOK</p> <p>2024 (3rd Edition)</p>	 <p>Republic of the Philippines Government Procurement Policy Board Technical Support Office</p>
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Legal and Research Division (LRD)
Contact No.: 02) 5322-6BAC (6222)
Email Address: gppb@gppb.gov.ph

Name of Service Process:				Request for Technical Assistance		
Division/Office/Unit:				Legal and Research Division (LRD) - B		
Description:				Response to request for Technical Support on the conduct of trainings, seminars, and workshop on Republic Act (RA) No. 9184, its Implementing Rules and Regulations, or latest issuances of the Board.		
Classification:				Simple to Complex		
Type of Transaction:				Government to Government		
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:				Capacity Development Division (CDD)		
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Memorandum, letter or email request for Technical Support.					Requesting party from the CDD	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Uploads the Memorandum (Memo), letter or email request in the Document Monitoring System (DMS) / Monitoring Tool. Route to the LRD-B TL/OIC.	None.	None	5 – 30 minutes	Requesting CDD Handling Officer (HO)	
2	None.	2.1. Receives the request for	None	1-3 working days	(currently unfilled position) LRD-TL,	

		<p>processing. Check if details are complete (i.e. link on PPT may be provided). To route the request back to the requestor for incomplete details.</p> <p>2.2. Coordinates with LRD-B members, for Technical Support on the Topic and Schedule.</p> <p>2.3. Prepares Memo, with justification if necessary.</p>			Deputy Executive Director (DED) for LRD-B, Atty. Ma. Jozzenne Claire M. Beltran-Carandang, OIC-TL	
3	Receive the Memo with names of the Technical Support HO/s.	<p>Attached copy of the final Memo with the recommended name/s for Technical Support.</p> <p>Routes back to the Requestor in the DMS.</p>	None	5- 30 minutes	LRD-B TL	
4	<p>Provides link to the Excel or table of advance questions before the scheduled training.</p> <p>Updates the shared document if the question was answered during the Open Forum</p>	Provides answers in the shared file before the Open Forum portion of the training.	None	2-4 hours	<p>CDD HO updates the shared document.</p> <p>Assigned LRD-B Technical Support provides the suggested answer/s.</p>	



	portion of the training.					
5	None	<p>5.1 Prepare Memo, indicating those not answered, and provide suggested answer.</p> <p>5.2 Send for review to TL, or Reviewing Authority, the draft Memo. Then after approval to the next reviewing authority.</p> <p>5.3 Revise, if necessary, until approved.</p>	None	<p>3-10 working days</p> <p>1-3 working days</p> <p>1-4 working days</p>	<p>Assigned LRD-B HO/s</p> <p>Assigned LRD-B HO/s</p> <p>Reviewing Authorities: (currently unfilled position), LRD-B TL, then to DED Deputy Executive Director (DED) for LRD-B, Atty. Ma. Jozzenne Claire M. Beltran-Carandang</p>	
6	Receives the Memo on the suggested answers.	<p>Attached copy of the final Memo with the recommended answers.</p> <p>Send the Client Satisfaction Survey via Microsoft Teams</p>	None	5 - 30 mins.	<p>Assigned LRD-B Technical Support HO/s, which may be:</p> <p>Annie Almojuela, Jaymar Bareng, Vicente Baltazar, Jr, Ellaine Janica Galias, Anfernee Maitem, and/or Christine Paciencia</p>	
TOTAL No. of Client Steps					4	
TOTAL No. of Agency Action					5	
TOTAL No. of TAT or Duration of the Activity					20 working days, 5 hours, and 30 minutes.	

<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>2024 (3rd Edition)</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
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INTERNAL SERVICES



**REQUEST FOR COMMENTS TO THE REPORT ON
OPEN FORUM BY VETTING ANSWERS OF THE
RECOGNIZED TRAINER/S**

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

 Republic of the Philippines Government Procurement Policy Board	GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE CITIZEN'S CHARTER HANDBOOK 2024 (3rd Edition)	 Republic of the Philippines Government Procurement Policy Board Technical Support Office
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Name of Service Process:		Request for Comments to the Report on the Open Forum By Vetting Answers of the Recognized Trainer/s				
Division/Office/Unit:		Legal and Research Division - B				
Description:		Response to request for Comments on the Open Forum on the conducted trainings, seminars, and workshop on Republic Act (RA) No. 9184, its Implementing Rules and Regulations, or latest issuances of the Board.				
Classification:		Simple to Complex				
Type of Transaction:		Government to Government				
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:		Capacity Development Division (CDD)				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Memorandum Report on the Open Forum on the Conducted Trainings					Requesting party from the CDD	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Uploads the Memorandum (Memo), in the Document Monitoring System (DMS) / Monitoring Tool. Route to the LRD-B Team Leader (TL) or reviewing authority and copy furnish the LRD-B Handling Officer (HO).	None.	None	5 – 30 minutes	Requesting CDD HO	
2	None.	2.1 Receives the request for processing. Checks the answers to the questions raised. Drafts or revises Memo on Comments that the answers are correct, or with	None	5-15 working days	The following LRD-B HO shall receive the requests on a rotation basis: Annie Almojuela, Jaymar Bareng, Vicente Baltazar, Jr,	



		<p>information added to make the answer more clear or precise, and if there is an error or wrong/unclear answers provided. Draft Memorandum for Approval (MFA).</p> <p>2.2 Submits the draft Memo on Comments and MFA. Send for review to TL or Reviewing Authority. Revise, if necessary, until approved.</p> <p>2.3 Route to the next Reviewing Authority the final MFA and draft Memo on Comments for review and approval. Revise, when necessary, until approved.</p>			<p>Ellaine Janica Galias, Anfernee Maitem, and Christine Paciencia</p> <p>Reviewing Authority:</p> <p>(currently unfilled position) LRD-TL,</p> <p>Deputy Executive Director (DED) for LRD-B, Atty. Ma. Jozzenne Claire M. Beltran-Carandang</p>	
3	Receive the Memo on Comments by the Requesting CDD HO, copy furnished the LRD-B HO for updating of FAQs.	Attached copy of the final Memo on Comments with the approved and signed MFA. Routes to the Requestor in the DMS.	None	5- 30 minutes	LRD- B HO	
TOTAL No. of Client Steps					2	
TOTAL No. of Agency Action					2	
TOTAL No. of TAT or Duration of the Activity					15 working days and 1 hour	

<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>2024 (3rd Edition)</p>	<p>Republic of the Philippines</p>  <p>Government Procurement Policy Board Technical Support Office</p>
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INTERNAL SERVICES

REQUEST FOR RESOURCE PERSON OR REVIEW OF MODULE

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

 Republic of the Philippines Government Procurement Policy Board	GOVERNMENT PROCUREMENT POLICY BOARD TECHNICAL SUPPORT OFFICE CITIZEN'S CHARTER HANDBOOK 2024 (3rd Edition)	 Republic of the Philippines Government Procurement Policy Board Technical Support Office
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Name of Service Process:		Request for Resource Person or Review of Module				
Division/Office/Unit:		Legal and Research Division (LRD) - B				
Description:		Response to request for Resource Person or Review of Module for the conduct of trainings, seminars, and workshop on Republic Act (RA) No. 9184, its Implementing Rules and Regulations, or latest issuances of the Board, including review of PowerPoint or deck.				
Classification:		Simple to Complex				
Type of Transaction:		Government to Government				
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:		Capacity Development Division (CDD)				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE	
Memorandum, letter or email request for Resource Person or review of PowerPoint or deck.					Requesting party from the CDD	
No	CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	REMARKS
1	Uploads the Memorandum (Memo), letter or email request in the Document Monitoring System (DMS) / Monitoring Tool. Route to the LRD-B TL/ OIC.	None.	None	5 – 30 mins.	Requesting CDD Handling Officer (HO)	Request can be either or both: a. Resource Person; and/or b. Review of PowerPoint or Deck; See latest Office Order for OIC, if there is no TL.
2	None.	2.1. Receives the request for processing. Check if details are complete (i.e. link on PPT may be provided). To route the request back to the requestor for incomplete	None	1-3 working days	(currently unfilled position) LRD-TL, Deputy Executive Director (DED) for LRD-B, Atty. Ma. Jozzenne Claire M. Beltran-Carandang, OIC-TL	

		<p>details.</p> <p>2.2. Coordinates with LRD-B members, for Resource Person (RP) and Schedules.</p> <p>2.3. Prepares Memo, with justification if necessary.</p>				<p>Recommended RP may come from a different division/ unit of the Office. Subject to availability of the module or presentation materials, the requested subject matter is within the area of technical knowledge of the recommended RP, and availability on the date/time specified in the request.</p>
3	Receive the Memo with names of the RP/s.	<p>Attached copy of the final Memo with the recommended name for RP/s. Routes to the Requestor in the DMS. Copy furnish Supervising DED for LRD-B.</p>	None	5- 30 mins.	LRD -TL	
4	None	<p>Review the attached or linked PowerPoint or Deck. Revise or update, if necessary.</p>	None	1-3 working days	<p>RP can any be of the following LRD-B HO:</p> <p>Annie Almojuela, Ellaine Janica Galias, or Christine Paciencia</p>	
5	Receives information that the PowerPoint or Deck has been updated.	<p>Coordinates with the CDD HO, that the module has been reviewed and or updated.</p>	None	5 mins.	Assigned RP	
TOTAL No. of Client Steps					3	
TOTAL No. of Agency Action					4	
TOTAL No. of TAT or Duration of the Activity					7 working days, and 5 minutes	

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>

2. 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!
(Tulungan 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 pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa katapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming 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 Aailed (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 (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-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. (Makatiwan ang oras na aking ginugod 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 makatiwang 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)

14. Email Address (optional)

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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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GPPB-TSO CLIENT SATISFACTION SURVEY

* 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

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

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 (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-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. (Makatwiran ang oras na aking ginugol 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 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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Microsoft 365

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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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GPPB-TSO CLIENT SATISFACTION SURVEY

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

Thank you!

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 Microsoft 365

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Your response was submitted.

Important thing you can do next

Save my response

[Submit another response](#)