

OFFICE PERFORMANCE ACCOMPLISHMENT REPORT FORM

ANNEX F

I/We, **LLOYD CHRISTOPHER A. LAO**, submit the following accomplishments of **PROCUREMENT SERVICE-DBM** and the corresponding ratings in accordance with the approved performance commitments and measures for the period **January to December 2020**.



Lloyd Christopher A. Lao
Undersecretary/OIC-Executive Director
Date: _____

Action/PAP (1)	Success Indicator (2)	Dim (3)	Responsible Division/Staff (4)	Allotted Budget (5)	COMMITMENTS FOR YEAR (TARGETS) (6)				ACTUAL ACCOMPLISHMENTS (7)										Remarks (9)
					1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	1ST SEMESTER		2ND SEMESTER				Year-End Rating (Ave of two semesters) (8)				
									RATING	RATING	Qn	Ql	T	Ave					
					1ST QUARTER	2ND QUARTER	Qn	Ql							T	Ave			
Part A: Strategic Performance Commitments including other mandated functions/activities (Source documents: GAA, DBM PIB, B/S/O Functional Statements and other relevant planning and budgetary documents)																			
PAP 1: CSE Sales Improvement Program	20% Increase of CSE sales from 2019 at the end of December 2020	Qn/T	Office of the Executive Director / Marketing and Sales Division / Main & Regional Operations Group				20% Increase of CSE sales from 2019 at the end of 2020	N/A	N/A	N/A	N/A	N/A	N/A	N/A	234.45% Increase of CSE sales from 2019 at the end of 2020	5.00	5.00	5.00	1st Quarter: PHP649,898,183.47 2nd Quarter: PHP4,837,000,777.76 3rd Quarter: PHP10,650,055,765.17 4th Quarter: PHP5,759,139,595.99 Grand Total of CSE Sales at the end of the 4th Quarter: PHP21,896,094,322.39
PAP 2: Customer Satisfaction	100% of required services delivered within the prescribed period and 80% of the overall satisfaction was rated at least "Very Good"	Qn/T	PhilGEPS-Customer Service Section / Inspection Division / Quality Management System Section		100% of the required services delivered within the prescribed period	100% of the required services delivered within the prescribed period	100% of the required services delivered within the prescribed period	100% of the required services delivered within the prescribed period	100% of the required services delivered within the prescribed period	100% of the required services delivered within the prescribed period	5.00	5.00	5.00	5.00	100% of the required services delivered within the prescribed period	100% of the required services delivered within the prescribed period	5.00	5.00	1st Quarter: PhilGEPS-CS: 100% required services delivered Inspection Division: 100% required services delivered 2nd Quarter: PhilGEPS-CS: 100% required services delivered Inspection Division: 100% required services delivered 3rd Quarter: PhilGEPS-CS: 100% required services delivered Inspection Division: 100% required services delivered 4th Quarter: PhilGEPS-CS: 100% required services delivered Inspection Division: 100% required services delivered See attached Annex "A" for the detailed accomplishment report
				Ql	80% of the overall satisfaction was rated at least "Very Good"	80% of the overall satisfaction was rated at least "Very Good"	80% of the overall satisfaction was rated at least "Very Good"	80% of the overall satisfaction was rated at least "Very Good"	95.85% of the overall satisfaction was rated at least "Very Good"	99% of the overall satisfaction was rated at least "Very Good"	5.00	5.00	5.00	5.00	98.60% of the overall satisfaction was rated at least "Very Good"	96.18% of the overall satisfaction was rated at least "Very Good"	5.00	5.00	1st Quarter: PhilGEPS-CS: 96.7% Inspection Division: 95% Average % for the 1st Qtr: 95.85% 2nd Quarter: PhilGEPS-CS: 98% Inspection Division: 100% Average % for the 2nd Qtr: 99% 3rd Quarter: PhilGEPS-CS: 97.19% Inspection Division: 100% Average % for the 3rd Qtr: 98.60% 4th Quarter: PhilGEPS-CS: 95.68% Inspection Division: 96.67% Average % for the 4th Quarter: 96.18% See attached Annex "B" for the detailed accomplishment report
PAP 3: Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	100% implementation of Modernized Philippine Government Electronic Procurement System (mPhilGEPS) on the target date	Qn	PhilGEPS Group				100% implementation of Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	100% implementation of Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	5.00	5.00	5.00	100% completed out of 100% Please see attached Annex "C" for the detailed accomplishment report
				T			Implemented on the targeted date	N/A	N/A	N/A	N/A	N/A	5.00			Implemented three (3) working days before the target date			

	Action/PAP (1)	Success Indicator (2)	Dim (3)	Responsible Division/Staff (4)	Allotted Budget (5)	COMMITMENTS FOR YEAR (TARGETS) (6)				ACTUAL ACCOMPLISHMENTS (7)										Remarks (9)
						1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	1ST SEMESTER		2ND SEMESTER				Year-End Rating (Ave of two semesters) (8)				
										1ST QUARTER	2ND QUARTER	RATING								
										Qn	Ql	T	Ave	3RD QUARTER	4TH QUARTER	Qn	Ql	T	Ave	

Part A: Strategic Performance Commitments including other mandated functions/activities (Source documents: GAA, DBM PIB, B/S/O Functional Statements and other relevant planning and budgetary documents)

PAP 3:	Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	100% of the Merchants and Identified Agencies adopted the use of Modernized Philippine Government Electronic Procurement System (mPhilGEPS) on the target date	Qn	PhilGEPS Group				100% of the Merchants and Identified Agencies adopted the use of Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	N/A	N/A	N/A			N/A	100% of the Merchants and Identified Agencies adopted the use of Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	####					5.00	<p>The basis of the Identified Merchants are the migrated merchants from PhilGEPS 1.5 to Modernized PhilGEPS that updated their registration.</p> <p>Modules include the ff: 1. Platinum Membership 2. Organization Profile</p> <p>Formula: (Total of no. of Merchants with Certificate + Total No. of Merchants with Activity) / Total no. of Merchants that used at least one (1) module in mPhilGEPS * 100% = % of Adoption</p> <p>1st Qtr: (3859 + 4461) / 12435 * 100% = 66.91% 2nd Qtr: (2256 + 2079) / 7601 * 100% = 57.03% 3rd Qtr: (1794 + 5067) / 10300 * 100% = 68.47% 4th Qtr: (5176 + 1771) / 7603 * 100% = 68.09%</p> <p>Total % of Merchants Adopted the System: (13085 + 13378) / 37939 = 69.75%</p> <p>Unique Agencies with the ff transactions: 1. APP-CSE Submission/Update of APP-CSE 2. VS Transactions</p> <p>The basis of the identified agencies are the NGA from NCR, RIV-A and B that submitted APP-CSE FY 2020 = Total no. of target agencies: 567</p> <p>567 Agencies refers to the 50% of identified agencies</p> <p>Formula: Total target agencies / Total no. of agencies that used at least 1 module in mPhilGEPS * 100% = % of adoption</p> <p>1st Qtr: 176 / 523 * 100% = 33.65% 2nd Qtr: 43 / 523 * 100% = 8.22% 3rd Qtr: 29 / 523 * 100% = 5.54% 4th Qtr: 25 / 523 * 100% = 4.78%</p> <p>Total % of Agencies Adopted the System: 262 / 523 * 100% = 50.10%</p> <p>Please see attached Annex "C" for the detailed accomplishment report</p>
			T					Adopted on the target date	N/A	N/A	N/A			N/A	N/A	Adopted six (6) working days before the target date	5.00					

Part B: Additional Performance Commitments (Administrative/support functions and special assignments not captured under Part A and external & internal reportorial requirements)

PAP 1:	Integrity Management Program and Organization	Two (2) integrity assessment reports/templates submitted to and approved within three (3) presentations within the year	Qn/T	Procurement Service - Integrity Management Committee				Two (2) integrity assessment reports/templates submitted to and concurred by the oversight committee/s at the end of the year	N/A	N/A	N/A	N/A		N/A	-	N/A	N/A					-	-	Please see attached Annex "D" for updates on the accomplishment
			Ql					Approved within three (3) presentations	N/A	N/A	N/A		N/A	-	N/A									

Action/PAP (1)	Success Indicator (2)	Dim (3)	Responsible Division/Staff (4)	Allotted Budget (5)	COMMITMENTS FOR YEAR (TARGETS) (6)				ACTUAL ACCOMPLISHMENTS (7)											Remarks (9)				
					1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	1ST SEMESTER		2ND SEMESTER				Year-End Rating (Ave of two semesters) (8)									
									1ST QUARTER	2ND QUARTER	RATING													
Qn	Ql	T	Ave	3RD QUARTER	4TH QUARTER	Qn	Ql	T			Ave													
Part B: Additional Performance Commitments (Administrative/support functions and special assignments not captured under Part A and external & internal reportorial requirements)																								
PAP 2: Support Green Public Procurement Program as specified in the Philippine Republic Procurement Road Map (2017-2022)	100% of the targeted items provided with green provisions integrated in the technical specifications and approved after three (3) presentations	Qn	Office of the Executive Director / Procurement Group / Operations Group					100% of the targeted items provided with green provisions integrated in the technical specifications	N/A	N/A	N/A			N/A	N/A	100% of the targeted items provided with green provisions integrated in the technical specifications	5.00				5.00	5.00	Please see attached Annex "E" for updates on the accomplishment	
								Approved after three (3) presentations	N/A	N/A	N/A			N/A	Approved after one (1) presentation	5.00								
PAP 3: Prepare and submit reports/inputs/outputs required by the DBM B/S/Os concerned	Required reports submitted to the DBM B/S/Os concerned within the prescribed deadline and approved after three (3) presentations	T	Planning Section					Required reports submitted to the DBM B/S/Os concerned within the prescribed deadline	Required reports submitted to the DBM B/S/Os concerned within the prescribed deadline	Required reports submitted to the DBM B/S/Os concerned within the prescribed deadline	Required reports submitted to the DBM B/S/Os concerned within the prescribed deadline			3.00	Required reports submitted to the DBM B/S/Os concerned more than three (3) working days before the prescribed deadline	Required reports submitted to the DBM B/S/Os concerned one to two (1-2) working days before the prescribed deadline					5.00	5.00	Please see attached Annex "F" for the detailed accomplishment report	
								Approved within three (3) presentations	Approved within three (3) presentations	Approved within three (3) presentations	Approved within three (3) presentations			3.00	Approved within one (1) presentation	Approved within one (1) presentation	5.00							
PAP 4: Prepare and submit comments and other reports requested by external stakeholders	Reports and comments submitted within the prescribed period and approved after three (3) presentations	T	Human Resource Development Division / SALN Committee					Reports and comments submitted within the prescribed period	Reports and comments submitted within the prescribed period	Reports and comments submitted within the prescribed period	Reports and comments submitted within the prescribed period			4.17	Reports and comments were submitted within two working days before the deadline (11 Appointment Contracts, 1 SALN)	Reports and comments were submitted on the deadline (3 Appointment Contracts, 5 SALN)					3.60	4.30	4.45	Please see attached Annex "G" for the detailed accomplishment report
								Reports and comments were approved after three (3) presentations	Reports and comments were approved after three (3) presentations	Reports and comments were approved after three (3) presentations	Reports and comments were approved after three (3) presentations			5.00	Reports and comments were approved after one presentation (4 Appointment Contracts, 1 SALN)	Reports and comments were approved after one presentation (3 Appointment Contracts, 5 SALN)	5.00							

Notes:
For the 1st Quarter reporting of performance - Columns 1 to 6 (commitments) and the 1st Quarter column under Actual Accomplishments must be filled or accomplished.
For the 2nd Quarter reporting of performance - the 2nd Quarter column, including the Rating columns for the 1st Semester, under Actual Accomplishments must be filled or accomplished.
For the 3rd Quarter reporting of performance - the 3rd Quarter column under Actual Accomplishments must be filled or accomplished.
For the 4th Quarter reporting of performance - the 4th Quarter column, including the Rating columns for the 2nd Semester and the Year-end Rating, under Actual Accomplishments must be filled or accomplished.

1ST SEMESTER ASSESSMENT (To be accomplished by the end of 2nd quarter)				2ND SEMESTER ASSESSMENT (To be accomplished by the end of 4th quarter)			
Reviewed by: APPROVED BY:		ASSESSMENT RATING: 4.76		Reviewed by: APPROVED BY:		ASSESSMENT RATING: 4.90	
UNDERSECRETARY JANET B. ABUEL PMT Chairperson in behalf of the DBM PMT / Date		SECRETARY WENDEL E. AVISADO Secretary / Authorized Signatory / Date		UNDERSECRETARY JANET B. ABUEL PMT Chairperson in behalf of the DBM PMT / Date		SECRETARY WENDEL E. AVISADO Secretary / Authorized Signatory / Date	
ADJECTIVAL RATING: VS		ADJECTIVAL RATING: VS		OVERALL ASSESSMENT RATING: 4.83		OVERALL ADJECTIVAL RATING: VS	

Wayne

Procurement Service - DBM
Sales Summary - CSE & Software Items
From January 1 to December 31, 2020

Classification	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Grand Total
CSE	461,042,371.83	4,578,436,746.86	10,581,473,897.58	4,233,547,933.65	19,854,500,949.92
SOFTWARE	188,855,811.64	258,564,030.90	68,581,867.59	1,525,591,662.34	2,041,593,372.47
Grand Total	649,898,183.47	4,837,000,777.76	10,650,055,765.17	5,759,139,595.99	21,896,094,322.39

Breakdown of CSE Sales

Main	275,839,516.34	4,286,126,990.74	10,225,022,295.12	4,083,668,212.08	18,870,657,014.28
Less: Sales Returns	1,257,479.65	1,299,684.16	-	6,335,641.62	8,892,805.43
Net CSE Sales - Main	274,582,036.69	4,284,827,306.58	10,225,022,295.12	4,077,332,570.46	18,861,764,208.85
CSE Sales - Depot	186,460,335.14	293,609,440.28	356,451,602.46	156,215,363.19	992,736,741.07
Total CSE Sales	461,042,371.83	4,578,436,746.86	10,581,473,897.58	4,233,547,933.65	19,854,500,949.92

Note:

- The Sales Report as of the 3rd quarter were adjusted to reflect the ff:
- Sales related to the purchases made by PS-DBM for internal use were deducted from the Sales
 - Some Covid items that were initially recognized as NCSE were reclassified to CSE
 - Unrecorded Sales Invoice were recognized

Certified Correct by:


FATIMAH AMSRHA PEÑAFLO
 OIC- Comptroller Division

Annex "A"

PROCUREMENT SERVICE INSPECTION DIVISION - ISSUANCE OF INSPECTION AND CERTIFICATION ACCEPTANCE REPORT (ICAR)
2020 FIRST QUARTER

JANUARY

DATE	ICAR ISSUED		REQUEST FOR INSPECTION
03-Jan-2020	3	Jan 3	3
06-Jan-2020	16	Jan 6-10	61
07-Jan-2020	13		
08-Jan-2020	18		
10-Jan-2020	14		
14-Jan-2020	10		
15-Jan-2020	34	Jan 14-17	82
16-Jan-2020	23		
17-Jan-2020	15		
20-Jan-2020	4	Jan 20-24	52
21-Jan-2020	14		
22-Jan-2020	14		
23-Jan-2020	13		
24-Jan-2020	7		
27-Jan-2020	11	Jan 27-31	60
28-Jan-2020	12		
29-Jan-2020	7		
30-Jan-2020	4		
31-Jan-2020	26		
Grand Total:	258		258

FEBRUARY

DATE	ICAR ISSUED		REQUEST FOR INSPECTION
03-Feb-2020	11	Feb 3-7	74
04-Feb-2020	29		
05-Feb-2020	8		
06-Feb-2020	8		
07-Feb-2020	18		
10-Feb-2020	14	Feb 10-14	77
11-Feb-2020	26		
12-Feb-2020	5		
13-Feb-2020	14		
14-Feb-2020	18		
17-Feb-2020	9	Feb 17-21	92
18-Feb-2020	23		
19-Feb-2020	15		
20-Feb-2020	25		
21-Feb-2020	20		
26-Feb-2020	14	Feb 26-28	26
27-Feb-2020	2		
28-Feb-2020	10		
Grand Total:	269		269

MARCH

DATE	ICAR ISSUED		REQUEST FOR INSPECTION
02-Mar-2020	23	Mar 2-6	69
03-Mar-2020	8		
04-Mar-2020	3		
05-Mar-2020	14		
06-Mar-2020	21		
09-Mar-2020	13	Mar 9-12	28
10-Mar-2020	6		
11-Mar-2020	6		
12-Mar-2020	3		
17-Mar-2020	2	Mar 17-19	12
18-Mar-2020	8		
19-Mar-2020	2		
23-Mar-2020	2	Mar 23-27	18
25-Mar-2020	7		
26-Mar-2020	8		
27-Mar-2020	1		
30-Mar-2020	7		
31-Mar-2020	5	Mar 30-31	12
Grand Total:	139		139

TOTAL NUMBER OF REQUEST FOR INSPECTION PER MONTH

JANUARY	258
FEBRUARY	269
MARCH	139
TOTAL RFI	666

TOTAL NUMBER OF ICAR ISSUED PER MONTH

JANUARY	258
FEBRUARY	269
MARCH	139
TOTAL ICAR ISSUED	666

PERCENTAGE

TOTAL RFI	666
TOTAL ICAR ISSUED	666
TOTAL NO. OF ICAR ISSUED/ TOTAL NO. OF RFI X 100	100%

Prepared by:



NORALYN D. SALVADOR
PMO-IV, Inspection Division

Checked and Verified by:



JORGE L. MENDOZA, III
OIC-Chief, Inspection Division

Approved:



ENGR. ADRIANO I. PO, JR.
Director IV, Operations Group

**PROCUREMENT SERVICE INSPECTION DIVISION - ISSUANCE OF INSPECTION AND CERTIFICATION ACCEPTANCE REPORT (ICAR)
2020 SECOND QUARTER.**

APRIL

DATE	ICAR ISSUED		REQUEST FOR INSPECTION
01-Apr-2020	1	Apr 1-2	2
02-Apr-2020	1		
06-Apr-2020	3	Apr 6-9	17
08-Apr-2020	5		
09-Apr-2020	9		
13-Apr-2020	4	Apr 13-18	14
14-Apr-2020	4		
16-Apr-2020	2		
17-Apr-2020	2		
18-Apr-2020	2		
22-Apr-2020	9	Apr 22-25	23
23-Apr-2020	2		
24-Apr-2020	10		
25-Apr-2020	2		
28-Apr-2020	8	Apr 28-30	19
29-Apr-2020	3		
30-Apr-2020	8		
Grand Total:	75		75

MAY

DATE	ICAR ISSUED		REQJEST FOR INSPECTION
01-May-2020	1	May 1-2	3
02-May-2020	2		
04-May-2020	2	May 4-9	47
05-May-2020	11		
06-May-2020	10		
07-May-2020	5		
08-May-2020	9		
09-May-2020	10	May 11-16	57
11-May-2020	7		
12-May-2020	15		
13-May-2020	20		
14-May-2020	10	May 18-23	47
16-May-2020	5		
18-May-2020	6		
19-May-2020	5		
20-May-2020	16		
21-May-2020	6		
22-May-2020	7	May 26-29	42
23-May-2020	7		
26-May-2020	5		
27-May-2020	17		
28-May-2020	18	May 26-29	42
29-May-2020	2		
Grand Total:	196		196

JUNE

DATE	ICAR ISSUED		REQUEST FOR INSPECTION
01-Jun-2020	15	Jun 1-5	32
02-Jun-2020	2		
03-Jun-2020	4		
04-Jun-2020	9		
05-Jun-2020	2	Jun 8-11	51
08-Jun-2020	12		
09-Jun-2020	14		
10-Jun-2020	16		
11-Jun-2020	9		
15-Jun-2020	12	Jun 15-19	62
16-Jun-2020	20		
17-Jun-2020	13		
18-Jun-2020	11		
19-Jun-2020	6	Jun 22-26	81
22-Jun-2020	26		
23-Jun-2020	21		
25-Jun-2020	26		
26-Jun-2020	8		
29-Jun-2020	10		
30-Jun-2020	19		
Grand Total:	255		255

TOTAL NUMBER OF REQUEST FOR INSPECTION PER MONTH

APRIL	75
MAY	196
JUNE	255
TOTAL RFI	526

TOTAL NUMBER OF ICAR ISSUED PER MONTH

APRIL	75
MAY	196
JUNE	255
TOTAL ICAR ISSUED	526

PERCENTAGE

TOTAL RFI	526
TOTAL ICAR ISSUED	526
TOTAL NO. OF ICAR ISSUED/ TOTAL NO. OF RFI X 100	100%

Prepared by:



NORALYN D. SALVADOR
PMO-IV, Inspection Division

Checked and Verified by:



JORGE I. MENDOZA, III
OIC-Chief, Inspection Division

Approved:



ENGR. ADRIANO I. PO, JR.
Director IV, Operations Group

**PROCUREMENT SERVICE INSPECTION DIVISION - ISSUANCE OF INSPECTION AND CERTIFICATION ACCEPTANCE REPORT (ICAR)
2020 THIRD QUARTER**

JULY			
DATE	ICAR ISSUED		REQUEST FOR INSPECTION
01-Jul-2020	3	Jul 1-3	36
02-Jul-2020	27		
03-Jul-2020	6		
06-Jul-2020	6	Jul 6-10	45
07-Jul-2020	7		
09-Jul-2020	23		
10-Jul-2020	9		
13-Jul-2020	19	Jul 13-17	92
14-Jul-2020	2		
15-Jul-2020	41		
16-Jul-2020	24		
17-Jul-2020	6	Jul 20-24	57
20-Jul-2020	14		
21-Jul-2020	13		
22-Jul-2020	12		
23-Jul-2020	11		
24-Jul-2020	7		
27-Jul-2020	20	Jul 27-30	65
28-Jul-2020	13		
29-Jul-2020	21		
30-Jul-2020	11		
Grand Total:	295		295

AUGUST			
DATE	ICAR ISSUED		REQUEST FOR INSPECTION
03-Aug-2020	31	Aug 3-7	86
04-Aug-2020	5		
05-Aug-2020	21		
06-Aug-2020	19		
07-Aug-2020	10		
10-Aug-2020	1	Aug 10-14	42
11-Aug-2020	15		
12-Aug-2020	3		
13-Aug-2020	11		
14-Aug-2020	12	Aug 17-20	36
17-Aug-2020	11		
18-Aug-2020	14		
19-Aug-2020	5		
20-Aug-2020	6	Aug 24-27	48
24-Aug-2020	3		
25-Aug-2020	17		
26-Aug-2020	22		
27-Aug-2020	6		
Grand Total:	212		212

SEPTEMBER			
DATE	ICAR ISSUED		REQUEST FOR INSPECTION
01-Sep-2020	7	Sep 1-4	42
02-Sep-2020	12		
03-Sep-2020	20		
04-Sep-2020	3		
07-Sep-2020	33	Sep 7-11	74
08-Sep-2020	12		
09-Sep-2020	5		
10-Sep-2020	18		
11-Sep-2020	6		
14-Sep-2020	10	Sep 14-18	54
15-Sep-2020	14		
16-Sep-2020	7		
17-Sep-2020	15		
18-Sep-2020	8	Sep 21-25	61
21-Sep-2020	6		
22-Sep-2020	7		
23-Sep-2020	15		
24-Sep-2020	24		
25-Sep-2020	9		
28-Sep-2020	16	Sep 28-30	34
29-Sep-2020	9		
30-Sep-2020	9		
Grand Total:	265		265

TOTAL NUMBER OF REQUEST FOR INSPECTION PER MONTH	
JULY	295
AUGUST	212
SEPTEMBER	265
TOTAL RFI	772

TOTAL NUMBER OF ICAR ISSUED PER MONTH	
JULY	295
AUGUST	212
SEPTEMBER	265
TOTAL ICAR ISSUED	772

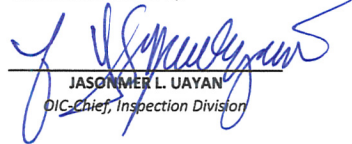
PERCENTAGE	
TOTAL RFI	772
TOTAL ICAR ISSUED	772
TOTAL NO. OF ICAR ISSUED/ TOTAL NO. OF RFI X 100	100%

Prepared by:



NORALYN D. SALVADOR
PMO-IV, Inspection Division

Checked and Verified by:



JASON MER L. UAYAN
DIC Chief, Inspection Division

Approved



ENGR. ADRIANO I. PO, JR.
Director IV, Operations Group

**PROCUREMENT SERVICE INSPECTION DIVISION - ISSUANCE OF INSPECTION AND CERTIFICATION ACCEPTANCE REPORT (ICAR)
2020 FOURTH QUARTER**

OCTOBER

DATE	ICAR ISSUED		REQUEST FOR INSPECTION
05-Oct-2020	2	Oct 5-9	30
07-Oct-2020	2		
08-Oct-2020	20		
09-Oct-2020	6		
12-Oct-2020	7	Oct 12-16	37
13-Oct-2020	6		
14-Oct-2020	6		
15-Oct-2020	17		
16-Oct-2020	1		
19-Oct-2020	7	Oct 19-23	36
20-Oct-2020	14		
21-Oct-2020	4		
22-Oct-2020	6		
23-Oct-2020	5		
26-Oct-2020	9		
27-Oct-2020	7		
28-Oct-2020	5		
29-Oct-2020	6		
30-Oct-2020	3		
Grand Total:	133		133

NOVEMBER

DATE	ICAR ISSUED		REQUEST FOR INSPECTION
03-Nov-2020	5	Nov 3-5	7
05-Nov-2020	2		
09-Nov-2020	8	Nov 9-11	17
10-Nov-2020	6		
11-Nov-2020	3		
16-Nov-2020	11	Nov 16-20	23
18-Nov-2020	6		
19-Nov-2020	4		
20-Nov-2020	2		
23-Nov-2020	11		
24-Nov-2020	5	Nov 23-26	24
25-Nov-2020	4		
26-Nov-2020	4		
Grand Total:	71		

DECEMBER

DATE	ICAR ISSUED		REQUEST FOR INSPECTION
01-Dec-2020	6	Dec 1-4	15
02-Dec-2020	3		
03-Dec-2020	1		
04-Dec-2020	5	Dec 7-11	34
07-Dec-2020	21		
09-Dec-2020	5		
10-Dec-2020	5		
11-Dec-2020	3		
14-Dec-2020	9	Dec 14-18	21
15-Dec-2020	3		
16-Dec-2020	3		
17-Dec-2020	3		
18-Dec-2020	3		
21-Dec-2020	2		
22-Dec-2020	7		
23-Dec-2020	22		
28-Dec-2020	1	Dec 28-29	4
29-Dec-2020	3		
Grand Total:	105		105

TOTAL NUMBER OF REQUEST FOR INSPECTION PER MONTH

OCTOBER	133
NOVEMBER	71
DECEMBER	105
TOTAL RFI	309

TOTAL NUMBER OF ICAR ISSUED PER MONTH

OCTOBER	133
NOVEMBER	71
DECEMBER	105
TOTAL ICAR ISSUED	309

PERCENTAGE

TOTAL RFI	309
TOTAL ICAR ISSUED	309
TOTAL NO. OF ICAR ISSUED/ TOTAL NO. OF RFI X 100	100%

Prepared by:


NORALYN D. SALVADOR
PMO IV, Inspection Division

Check and Verified by:


JORGE L. MENDOZA III
PIC-Chief, Inspection Division

Approved by:


ENGR. ADRIANO I. PO, JR.
Director IV, Operations Group

PHILGEPS CUSTOMER SERVICE - WALK IN ASSISTANCE First Quarter Report

JANUARY

COUNTA of Remarks	Remarks		Weekly Reported Number of Walk-Ins
DATE	Resolved		
2-Jan-2020	32		
3-Jan-2020	43		
6-Jan-2020	72	Jan2-8	288
7-Jan-2020	75		
8-Jan-2020	66		
10-Jan-2020	74		
14-Jan-2020	93	Jan10-16	336
15-Jan-2020	90		
16-Jan-2020	79		
17-Jan-2020	86		
20-Jan-2020	99		
21-Jan-2020	67	Jan17-23	408
22-Jan-2020	80		
23-Jan-2020	76		
24-Jan-2020	72		
27-Jan-2020	101		
28-Jan-2020	100	Jan24-30	459
29-Jan-2020	91		
30-Jan-2020	95		
31-Jan-2020	108	Jan 31	108
Grand Total	1599		1599

FEBRUARY

COUNTA of Remarks	Remarks		Weekly Reported Number of Walk-Ins
DATE	Resolved		
3-Feb-2020	90		
4-Feb-2020	117	Feb 3-6	468
5-Feb-2020	136		
6-Feb-2020	125		
7-Feb-2020	110		
10-Feb-2020	131		
11-Feb-2020	147	Feb 7-13	576
12-Feb-2020	97		
13-Feb-2020	91		
14-Feb-2020	128		
17-Feb-2020	117		
18-Feb-2020	84	Feb 14-20	528
19-Feb-2020	105		
20-Feb-2020	94		
21-Feb-2020	89		
24-Feb-2020	101	Feb 21-27	408
26-Feb-2020	110		
27-Feb-2020	108		
28-Feb-2020	85	Feb 28	85
Grand Total	2065		2065

MARCH

COUNTA of Remarks	Remarks		Weekly Reported Number of Walk-Ins
DATE	Resolved		
2-Mar-2020	100		
3-Mar-2020	151	March 2-5	491
4-Mar-2020	118		
5-Mar-2020	122		
6-Mar-2020	79		
9-Mar-2020	91	March 6-10	261
10-Mar-2020	91		
Grand Total	752		752

No walk-in Client starting March 11 up to the month of May

*March 11-13 - PhilGEPS Annual Planning Activity

*March 15 to May - Enhanced Community Quarantine

TOTAL NUMBER OF WALK-INS PER MONTH

JANUARY	1599
FEBRUARY	2065
MARCH	752
TOTAL WALK-INS	4416


TOTAL NUMBER OF RESOLVED CONCERNS PER MONTH

JANUARY	1599
FEBRUARY	2065
MARCH	752
TOTAL RESOLVED CONCERNS	4416


PERCENTAGE

TOTAL WALK-INS	4416
TOTAL RESOLVED CONCERNS	4416
TOTAL NO. OF RESOLVED/TOTAL NO. OF WALK-IN x 100	100%

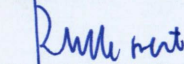
Prepared By:


 May Ann F. Chah PMO I
 Date: 9/2/2020

Check and Verified By:


 Brian N. Gerona PMO V/ Immediate Supervisor
 Date: 9/2/2020

Approved By:


 Rosa Maria M. Clemente DIRECTOR IVOFFICE OF THE DIRECTOR, PHILGEPS
 Date:

PHILGEPS CUSTOMER SERVICE - WALK IN ASSISTANCE Second Quarter Report

APRIL

MAY

JUNE

No walk-in. PhilGEPS adopted a work from home arrangement due to Enhanced Community Quarantine

No walk-in. PhilGEPS adopted a work from home arrangement due to Enhanced Community Quarantine

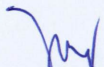
COUNTA of Remarks	Remarks		Weekly Reported Number of Walk-Ins
DATE	Resolved		
1-June-2020	17		75
2-June-2020	16		
3-June-2020	16	June 1-5	
4-June-2020	15		83
5-June-2020	11		
8-June-2020	20		
9-June-2020	22		105
10-June-2020	20	June 8-12	
11-June-2020	14		
12-June-2020	7		102
15-June-2020	29		
16-June-2020	23		
17-June-2020	20	June 15-19	36
18-June-2020	16		
19-June-2020	17		
22-June-2020	28		401
23-June-2020	21	June 22-26	
24-June-2020	1		
25-June-2020	31		
26-June-2020	21		
29-June-2020	15	June 29-30	
30-June-2020	21		
Grand Total	401		

TOTAL NUMBER OF WALK-INS PER MONTH	
APRIL	0
MAY	0
JUNE	401
TOTAL WALK-INS	401

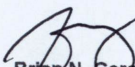
TOTAL NUMBER OF RESOLVED CONCERNS PER MONTH	
APRIL	0
MAY	0
JUNE	401
TOTAL RESOLVED CONCERNS	401

PERCENTAGE	
TOTAL WALK-INS	401
TOTAL RESOLVED CONCERNS	401
TOTAL NO. OF RESOLVED/TOTAL NO. OF WALK-IN x 100	100%

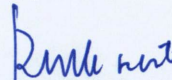
Prepared By:


May Ann F. Chan
 PMO I
 Date: 9/23/2020

Check and Verified By:


Brian N. Gerona
 PMO VI Immediate Supervisor
 Date: 9/2/2020

Approved By:


Rosa Maria M. Clemente
 DIRECTOR IV, OFFICE OF THE DIRECTOR, PHILGEPS
 Date:

PHILGEPS CUSTOMER SERVICE - WALK IN ASSISTANCE 2020 Third Quarter Report

JULY		
COUNTA of Remarks	Remarks	weekly Reported
DATE	Resolved	
1-Jul-2020	23	
2-Jul-2020	22	July 1-3
3-Jul-2020	23	
6-Jul-2020	28	
7-Jul-2020	17	July 6-10
9-Jul-2020	31	
10-Jul-2020	27	
13-Jul-2020	32	
14-Jul-2020	26	
15-Jul-2020	34	July 13-17
16-Jul-2020	24	
17-Jul-2020	14	
20-Jul-2020	27	
21-Jul-2020	22	
22-Jul-2020	21	July 20-24
23-Jul-2020	30	
24-Jul-2020	19	
27-Jul-2020	21	
28-Jul-2020	18	July 27-30
29-Jul-2020	19	
30-Jul-2020	18	
Grand Total	496	496

AUGUST		
COUNTA of Remarks	Remarks	weekly reported
DATE	Resolved	
3-Aug-2020	13	
4-Aug-2020	13	
5-Aug-2020	19	August 3-7
6-Aug-2020	13	
7-Aug-2020	21	
10-Aug-2020	15	
11-Aug-2020	17	
12-Aug-2020	18	August 10-14
13-Aug-2020	10	
14-Aug-2020	6	
17-Aug-2020	9	
18-Aug-2020	11	
19-Aug-2020	9	August 17-21
20-Aug-2020	23	
24-Aug-2020	25	
25-Aug-2020	23	
26-Aug-2020	30	August 24-28
27-Aug-2020	21	
28-Aug-2020	20	
Grand Total	316	316

SEPTEMBER		
COUNTA of Remarks	Remarks	weekly Reported
DATE	Resolved	
1-Sep-2020	25	
2-Sep-2020	17	
3-Sep-2020	27	Sept-1-4
4-Sep-2020	25	
7-Sep-2020	36	
8-Sep-2020	27	
9-Sep-2020	26	Sept-7-11
10-Sep-2020	27	
11-Sep-2020	23	
14-Sep-2020	30	
15-Sep-2020	34	
16-Sep-2020	42	Sept 14-18
17-Sep-2020	32	
18-Sep-2020	30	
21-Sep-2020	38	
22-Sep-2020	38	
23-Sep-2020	28	Sept-21-25
24-Sep-2020	32	
25-Sep-2020	22	
28-Sep-2020	42	
29-Sep-2020	28	Sept-28-30
30-Sep-2020	36	
Grand Total	665	665

TOTAL NUMBER OF WALK-INS PER MONTH	
JULY	496
AUGUST	316
SEPTEMBER	665
TOTAL WALK-INS	1477

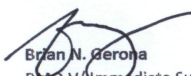
TOTAL NUMBER OF RESOLVED CONCERNS PER MONTH	
JULY	496
AUGUST	316
SEPTEMBER	665
TOTAL RESOLVED CONCERNS	1477

PERCENTAGE	
TOTAL WALK-INS	1477
TOTAL RESOLVED CONCERNS	1477
TOTAL NO.OF RESOLVED/TOTAL NO.OF WALK-IN x 100	100%


Prepared By:


 May Ann F. Chan
 PMO I
 Date:

Check and Verified By:


 Brian N. Geronza
 PMO V/ Immediate Supervisor
 Date:

Approved By:


 Rosa Maria M. Clemente
 DIRECTOR IV, OFFICE OF THE DIRECTOR, PHILGEPS
 Date:

PHILGEPS CUSTOMER SERVICE - WALK IN ASSISTANCE 2020 Fourth Quarter Report

October					
DATE	Resolved		Resolved To		Weekly Reported Number of Walk-Ins
	Buyer	Supplier	Buyer	Supplier	
1-Oct-2020		29	29		54
2-Oct-2020	1	24	25		
5-Oct-2020	3	25	28		167
6-Oct-2020	1	34	35		
7-Oct-2020	4	30	34		177
8-Oct-2020	3	30	33		
9-Oct-2020	5	32	37		157
12-Oct-2020	2	30	32		
13-Oct-2020	5	32	37		154
14-Oct-2020		33	33		
15-Oct-2020	3	34	37		709
16-Oct-2020	4	34	38		
19-Oct-2020	2	33	35		157
20-Oct-2020		20	20		
21-Oct-2020	3	41	44		154
22-Oct-2020	3	31	34		
23-Oct-2020		24	24		154
26-Oct-2020	1	24	25		
27-Oct-2020		30	30		154
28-Oct-2020	11	54	65		
29-Oct-2020	6	28	34		154
Grand Total	57	652	709		

November					
DATE	Resolved		Resolved To		Weekly Reported Number of Walk-Ins
	Buyer	Supplier	Buyer	Supplier	
3-Nov-2020	9	45	54		98
4-Nov-2020	6	38	44		
5-Nov-2020	6	42	48		122
6-Nov-2020	1	49	50		
9-Nov-2020	2	45	47		146
10-Nov-2020	8	28	36		
11-Nov-2020	6	33	39		176
16-Nov-2020		5	5		
17-Nov-2020	2	26	28		176
18-Nov-2020	6	35	41		
19-Nov-2020		34	34		176
20-Nov-2020	1	37	38		
23-Nov-2020	2	39	41		176
24-Nov-2020	3	30	33		
25-Nov-2020	3	20	23		176
26-Nov-2020	2	45	47		
27-Nov-2020	1	31	32		176
Grand Total	58	582	640		


DECEMBER					
DATE	Resolved		Resolved To		Weekly Reported Number of Walk-Ins
	Buyer	Supplier	Buyer	Supplier	
1-Dec-2020	13	27	40		97
2-Dec-2020	4	53	57		
3-Dec-2020	11	37	48		220
4-Dec-2020	8	25	33		
7-Dec-2020	7	39	46		227
9-Dec-2020	20	59	79		
10-Dec-2020	2	46	48		77
11-Dec-2020	8	39	47		
14-Dec-2020	15	38	53		77
15-Dec-2020	9	31	40		
16-Dec-2020	12	32	44		77
17-Dec-2020	5	34	39		
18-Dec-2020	2	49	51		77
21-Dec-2020		28	28		
22-Dec-2020	2	37	39		77
23-Dec-2020	2	8	10		
28-Dec-2020	1	23	24		77
29-Dec-2020	13	20	33		
Grand Total	134	625	759		

TOTAL NUMBER OF WALK-INS PER MO	
OCTOBER	709
NOVEMBER	542
DECEMBER	759
TOTAL WALK-INS	2010


NUMBER OF RESOLVED CONCERNS PER MO	
OCTOBER	709
NOVEMBER	542
DECEMBER	759
TOTAL RESOLVED CONCERNS	2010

PERCENTAGE	
TOTAL WALK-INS	2010
TOTAL RESOLVED CONCERNS	2010
TOTAL NO. OF RESOLVED/TOTAL NO. OF WALK-INS x 100	100%

Prepared By:

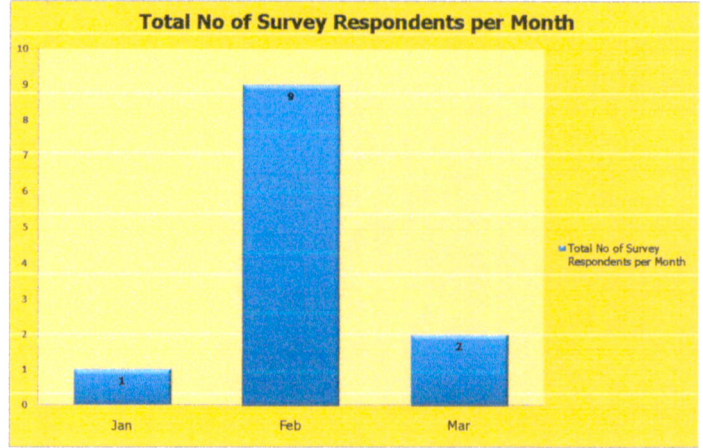

 May Ann F. Chan
 PMO I
 Date: 11/02/2021

Check and Verified By:

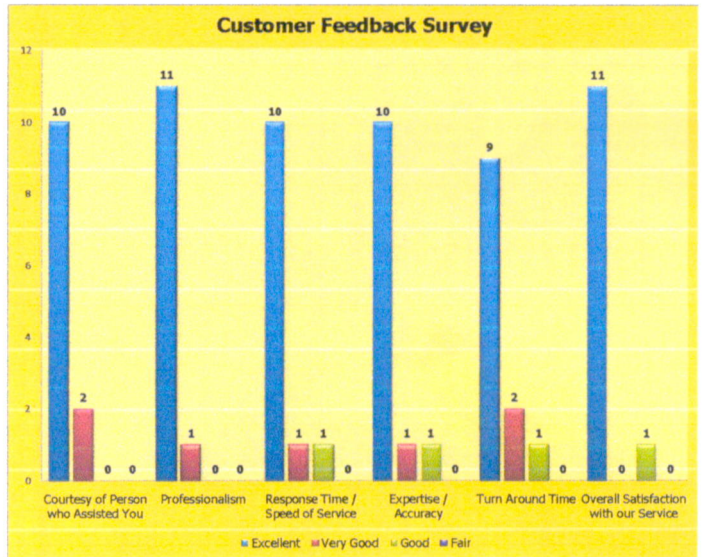

 Brian N. Gerona
 PMO V/ Immediate Supervisor
 Date: 01/04/2021

Inspection Division - Customer Satisfaction Survey 1st Quarter Report

Total No of Survey Respondents per Month	
Jan	1
Feb	9
Mar	2
Total No of Survey Respondents	12



	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Person who Assisted You	10	2	0	0	12
Professionalism	11	1	0	0	12
Response Time / Speed of Service	10	1	1	0	12
Expertise / Accuracy	10	1	1	0	12
Turn Around Time	9	2	1	0	12
Overall Satisfaction with our Service	11	0	1	0	12
Total	61	7	4	0	72
Percentage	85%	10%	6%	0%	100%



Comments/Suggestions/Complaints/Compliments:

• No Comments



Prepared by:

Rhosalyn T. Valdez
Rhosalyn T. Valdez
Date:

03 JUN 2020

Checked and Verified by:

Maria Joana Victoria L. Maglay
Maria Joana Victoria L. Maglay
Date:

03 JUN 2020

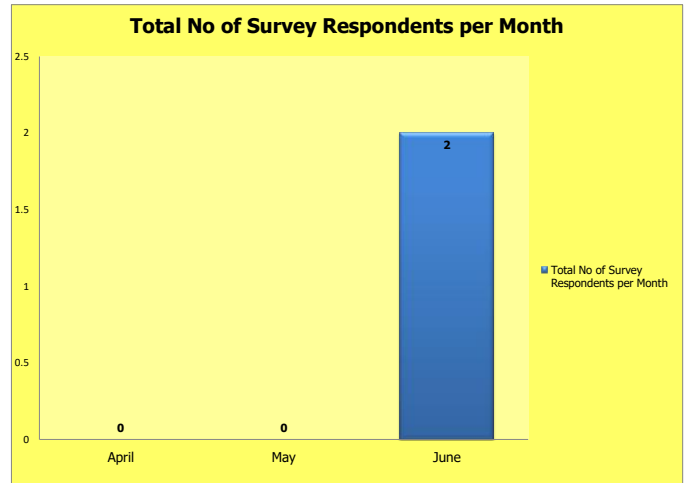
Noted by Immediate Supervisor/Division Chief:

Jorge L. Mendoza III
Jorge L. Mendoza III
Date:

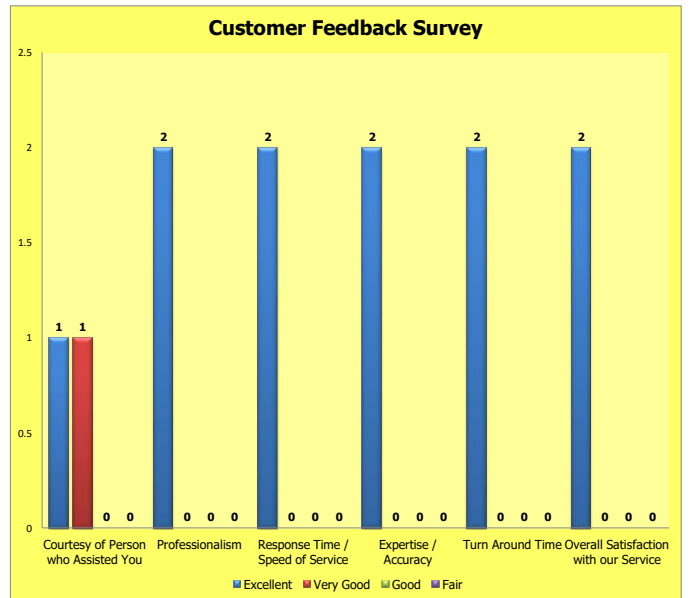
03 JUN 2020

Inspection Division - Customer Satisfaction Survey 2nd Quarter Report

Total No of Survey Respondents per Month	
April	0
May	0
June	2
Total No of Survey Respondents	2



	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Person who Assisted You	1	1	0	0	2
Professionalism	2	0	0	0	2
Response Time / Speed of Service	2	0	0	0	2
Expertise / Accuracy	2	0	0	0	2
Turn Around Time	2	0	0	0	2
Overall Satisfaction with our Service	2	0	0	0	2
Total	11	1	0	0	12
Percentage	92%	8%	0%	0%	100%



Comments/Suggestions/Complaints/Compliments:

- In today's Inspection, overall assessment so far was excellent with fast and efficient inspection conducted on the manipulative toys. Our guest inspectors are very good and our assisting staffs are at ease working with them due to their professionalism and expertise



Prepared by:

Rhealyn T. Valdez
Date:

Checked and Verified by:

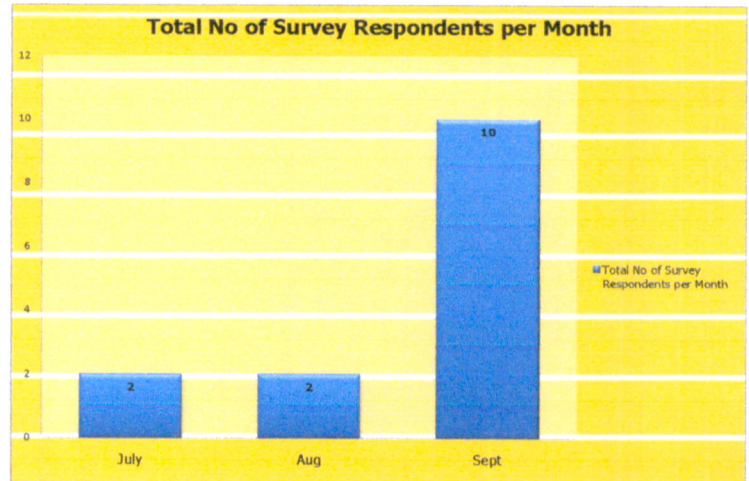
Maria Joana Victoria L. Maglay
Date:

Noted by Immediate Supervisor/Division Chief:

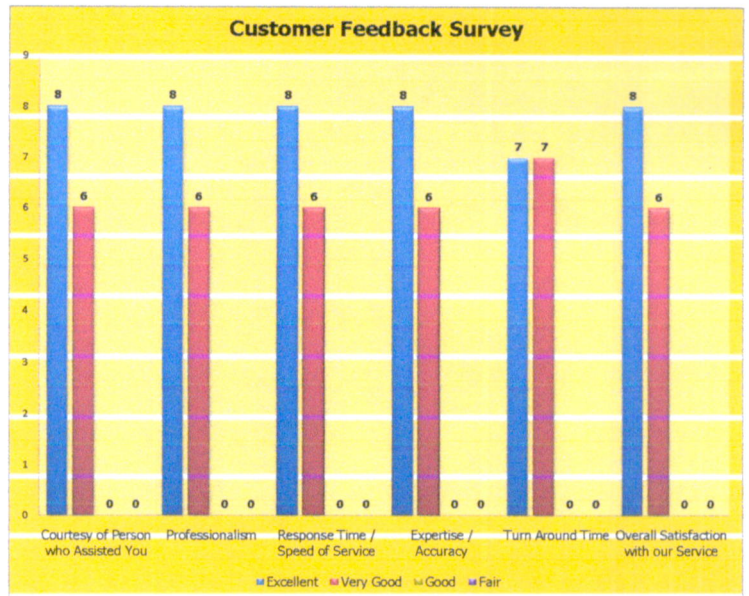
Jorge L. Mendoza III
Date:

Inspection Division - Customer Satisfaction Survey 3rd Quarter Report

Total No of Survey Respondents per Month	
July	2
August	2
September	10
Total No of Survey Respondents	14

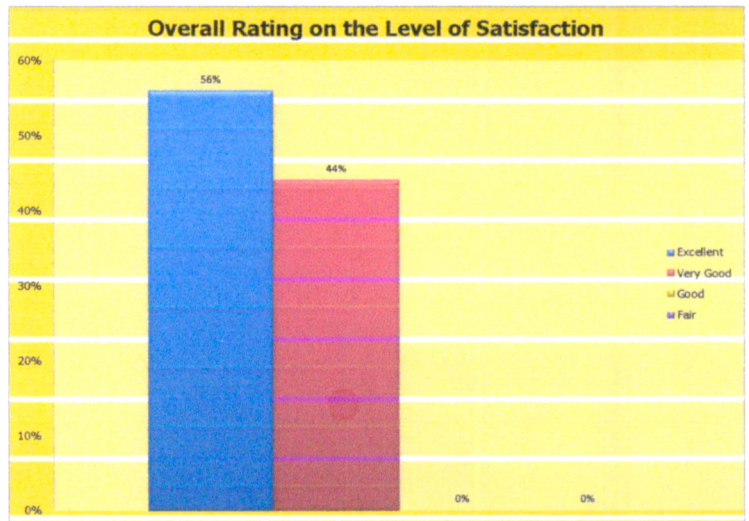


	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Person who Assisted You	8	6	0	0	14
Professionalism	8	6	0	0	14
Response Time / Speed of Service	8	6	0	0	14
Expertise / Accuracy	8	6	0	0	14
Turn Around Time	7	7	0	0	14
Overall Satisfaction with our Service	8	6	0	0	14
Total	47	37	0	0	84
Percentage	55.95%	44.05%	0.00%	0.00%	100%



Comments/Suggestions/Complaints/Compliments:

- No more comment
- Just to say very accommodating and very professional person/dept.



Prepared by:

Rhealyn T. Valdez
Rhealyn T. Valdez
 Date: 02 October 2020

Checked and Verified by:

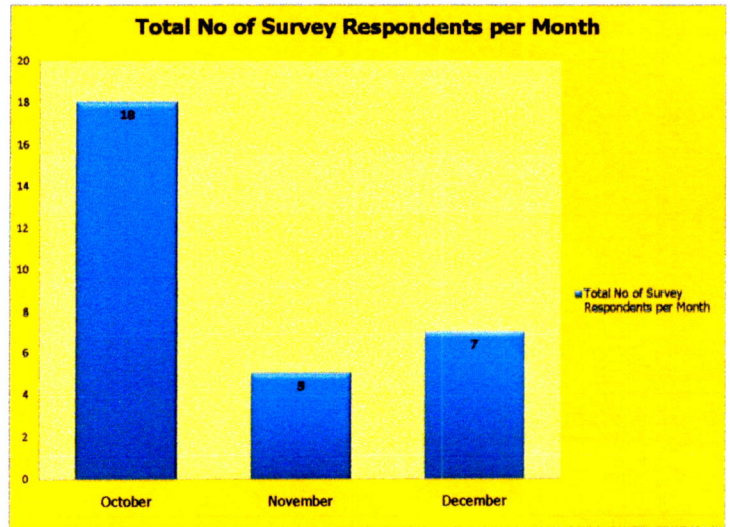
Maria Joana Victoria L. Maglay
Maria Joana Victoria L. Maglay
 Date: October 2, 2020

Noted by Immediate Supervisor/Division Chief:

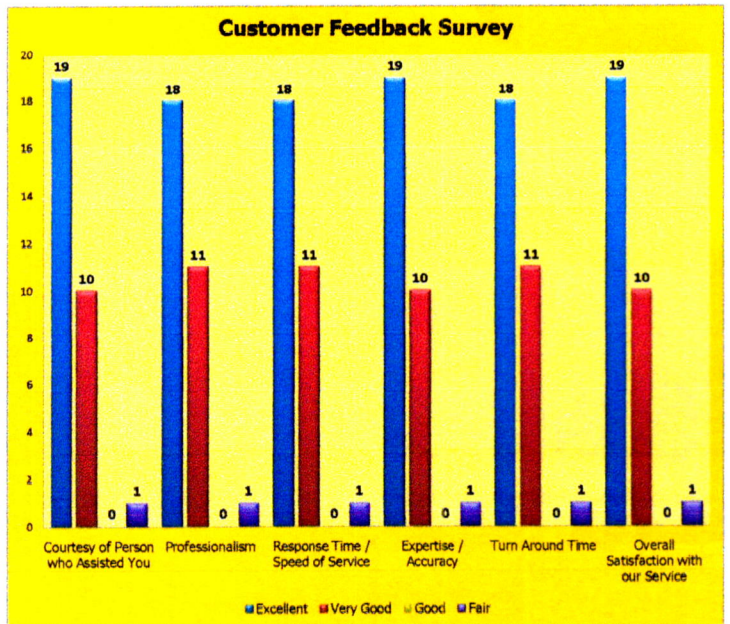
Engr. Jasonmer L. Uayan
Engr. Jasonmer L. Uayan
 Date: 02 OCT 2020

Inspection Division - Customer Satisfaction Survey 4th Quarter Report

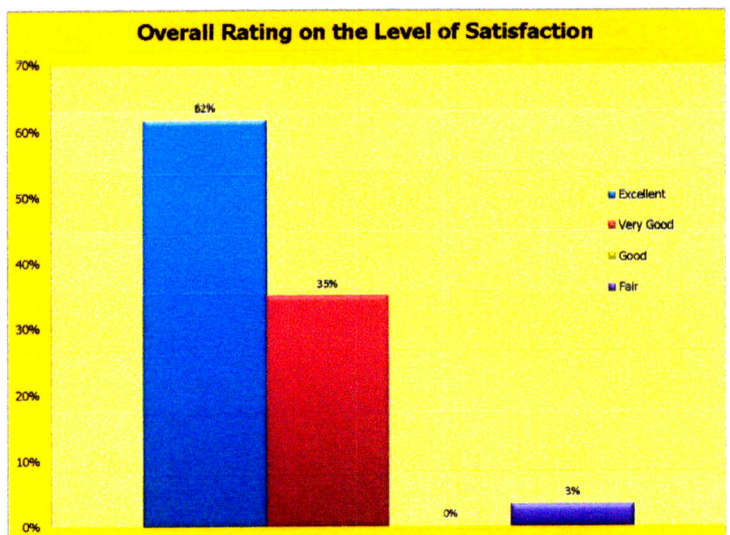
Total No of Survey Respondents per Month	
October	18
November	5
December	7
Total No of Survey Respondents	30



	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Person who Assisted You	19	10	0	1	30
Professionalism	18	11	0	1	30
Response Time / Speed of Service	18	11	0	1	30
Expertise / Accuracy	19	10	0	1	30
Turn Around Time	18	11	0	1	30
Overall Satisfaction with our Service	19	10	0	1	30
Total	111	63	0	6	180
Percentage	61.67%	35.00%	0.00%	3.33%	100%



Comments/Suggestions/Complaints/Compliments:
<ul style="list-style-type: none"> • Already Satisfied • Maintain Courtesy and Response Time • Service is Excellent • No Further comments • Best Department in DBM, this is commendable for good work with exemplary performance. • Very Satisfactory.



Prepared by:

R. Valdez
Rhealyn T. Valdez
 Date: Jan 4, 2021

Checked and Verified by:

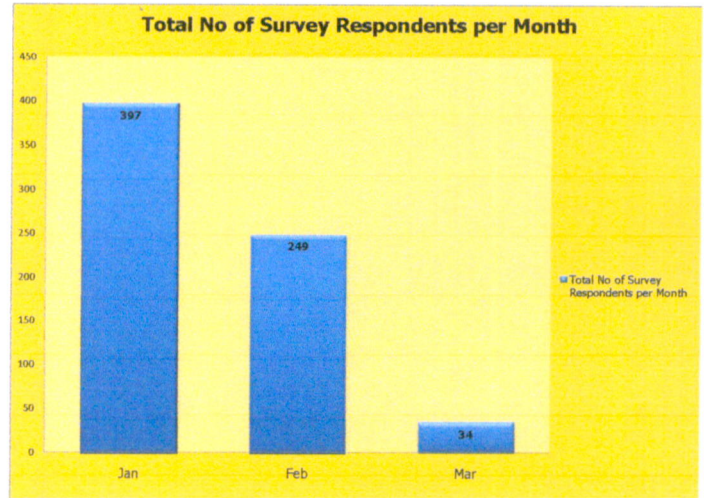
M. Maglay
Maria Joana Victoria L. Maglay
 Date: Jan 9, 2021

Noted by Immediate Supervisor/Division Chief:

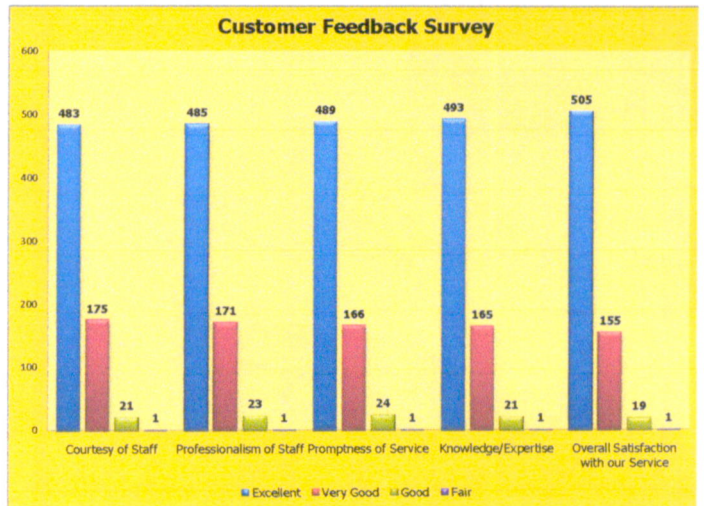
J. Mendoza III
Jorge L. Mendoza III
 Date: 04 JAN 2021

PhilGEPS - Customer Service - Customer Satisfaction Survey 1st Quarter Report

Total No of Survey Respondents per Month	
Jan	397
Feb	249
Mar	34
Total No of Survey Respondents	680



	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Staff	483	175	21	1	680
Professionalism of Staff	485	171	23	1	680
Promptness of Service	489	166	24	1	680
Knowledge/Expertise	493	165	21	1	680
Overall Satisfaction with our Service	505	155	19	1	680
Total	2455	832	108	5	3400
Percentage	72.21%	24.47%	3.18%	0.15%	100%



Comments/Suggestions/Complaints/Compliments:
• Good Enough.
• Satisfied! Excellent => Good job => God bless!
• Office location - hard to find.
• Pls add telephone lines for more accessibility. Very hard to call your office for inquiries. Thank you.
• No comment. Good.
• Bigger office space
• Keep it up.. Fast Transaction Thank you!
• New location is hard to find for those new applicants, I have been with. Please indicate location for easy to find map.
• Thank you for providing us prompt service.
• New process is very fast.
• God bless your excellent service
• Good Service
• Focus more to improve online services and reachable hotlines or accessible
• Very accommodating. Very Friendly. Keep it up!!!
• Very fast transaction.
• Will appreciate more if evaluation release of certificate is one day/
• On-line renewal has not tried. But have doubts in effectiveness of this.
• Just make sure the website is ONLINE sometimes its DOWN
• More Power
• Continue for giving us your excellent service
• This is the first time I visited your office and I have been attended professionally & the staff are very considerate. Keep up the good work!
• Already satisfied for your services. Thank you so much! =>
• Please include in the Business Category: Light & Energy Equipment Spare Parts Supplier
• No further comment. All are good.
• Good job! Very nice employee.
• No comments - Satisfied.



Prepared by:

Rhealyn T. Valdez
Rhealyn T. Valdez
Date: 03 JUNE 2020

Checked and Verified by:

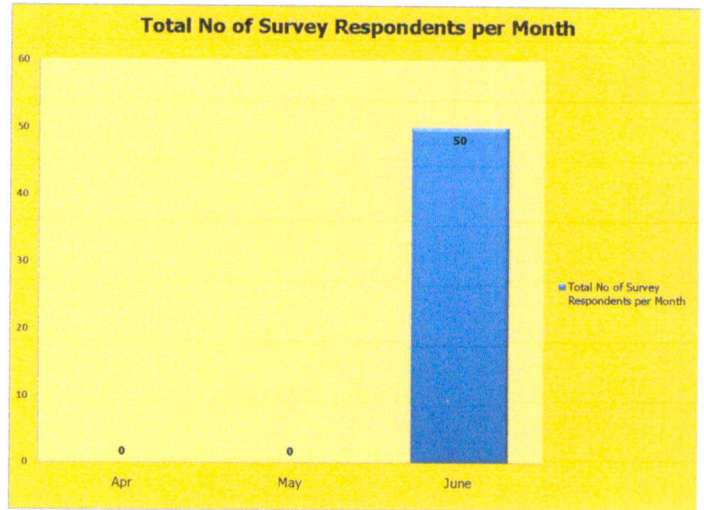
Maria Joana Victoria L. Maglay
Maria Joana Victoria L. Maglay
Date: 01/03/2020

Noted by Immediate Supervisor/Division Chief:

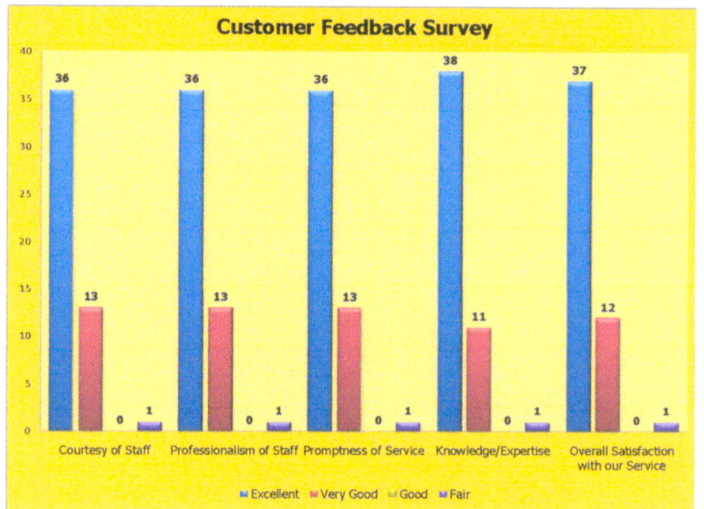
Brian N. Gerona
Brian N. Gerona
Date: 02/03/2020

PhilGEPS - Customer Service - Customer Satisfaction Survey 2nd Quarter Report

Total No of Survey Respondents per Month	
April	No Walk-in
May	No Walk-in
June	50
Total No of Survey Respondents	50



	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Staff	36	13	0	1	50
Professionalism of Staff	36	13	0	1	50
Promptness of Service	36	13	0	1	50
Knowledge/Expertise	38	11	0	1	50
Overall Satisfaction with our Service	37	12	0	1	50
Total	183	62	0	5	250
Percentage	73.20%	24.80%	0.00%	2.00%	100%



Comments/Suggestions/Complaints/Compliments:
• The office is very neat. Staff is very assistive and even gave us a temperature check and alcohol. Everything is great and well-organized
• Keep it up!



Prepared by:

R. Valdez
Rhealyn T. Valdez
 Date: 17 AUGUST 2020

Checked and Verified by:

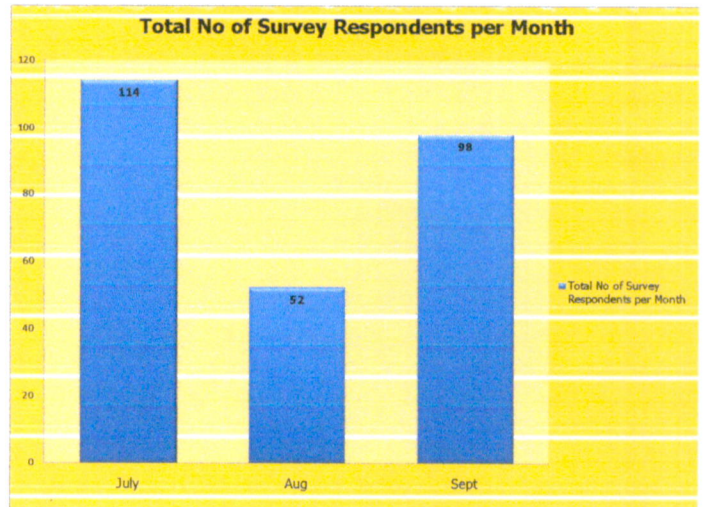
M. Maglay
Maria Joana Victoria L. Maglay
 Date: 08/17/2020

Noted by Immediate Supervisor/Division Chief:

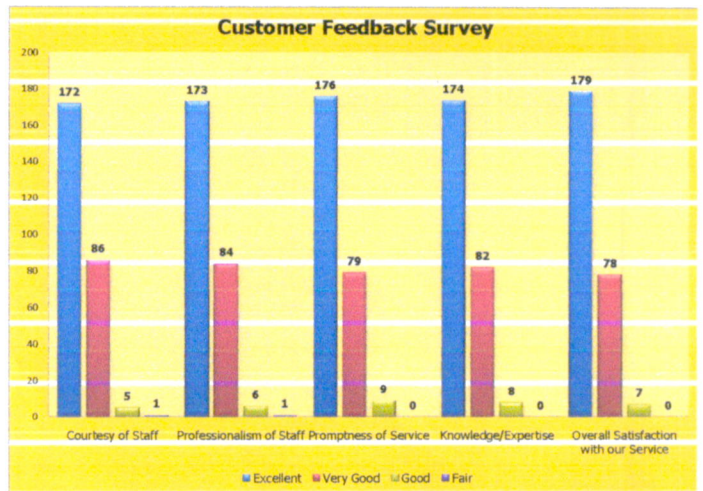
B. Gerona
Brian N. Gerona
 Date: 08/17/2020

PhilGEPS - Customer Service - Customer Satisfaction Survey 3rd Quarter Report

Total No of Survey Respondents per Month	
July	114
August	52
September	98
Total No of Survey Respondents	264



	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Staff	172	86	5	1	264
Professionalism of Staff	173	84	6	1	264
Promptness of Service	176	79	9	0	264
Knowledge/Expertise	174	82	8	0	264
Overall Satisfaction with our Service	179	78	7	0	264
Total	874	409	35	2	1320
Percentage	66.21%	30.98%	2.65%	0.15%	100%



Comments/Suggestions/Complaints/Compliments:
Good Job! Keep Safe! God Bless
Keep it up! Good service. Satisfied
Keep up the good work!
From ORTIGAS office up to here, they continuously provide excellent customer service. Good Job.
Good Job
Your staffs are very accommodating. I keep on asking questions because it is my first time to process this paper, still they accommodate me gladly.
The employees are well-trained on how they accommodate their client most especially while waiting.
Super mabait at maasikaso sila Kuya dito sa registration area. Very clean ang office.
No Comment. Excellent Service.
Excellent Service! Keep it up!
I was not notified that screenshot is needed in paying, so I have to go back twice before I was able to pay.
Kindly accept walk-in customer or schedule by appointment
Staff was courteous. Attend clients with happy aura.
Excellent
Very satisfied po. Thank you very much.
Very Good Service!
Provide computer/wifi for walk-in customers
So far so good! Excellent as well!
Satisfied with the services
Keep up the good work. Accommodating staff and clean office.
Very nice person.
Please improved answer contact
Customer Service is excellent.
Very satisfied with your service. Thanks for being so helpful! God Bless!
Continue your good service.
Mas higit na bilisan pa po ang proseso.



Prepared by:

Checked and Verified by:

Noted by Immediate Supervisor/Division Chief:

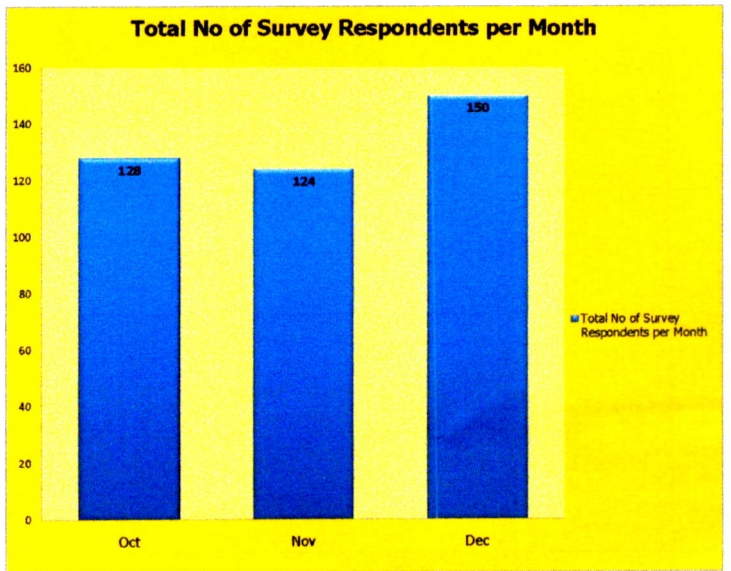
Rhealyn T. Valdez
Rhealyn T. Valdez
 Date: 02 October 2020

Maria Joana Victoria L. Maglay
Maria Joana Victoria L. Maglay
 Date: October 2, 2020

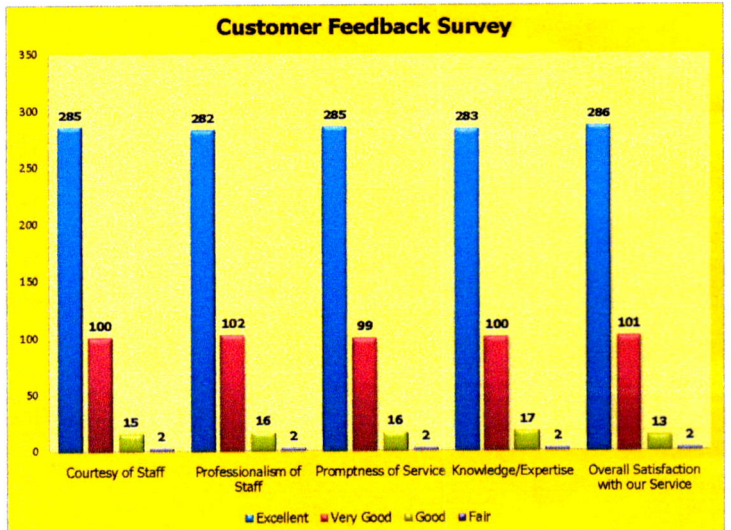
Brian N. Gerona
Brian N. Gerona
 Date: October 2, 2020

PhilGEPS - Customer Service - Customer Satisfaction Survey 4th Quarter Report

Total No of Survey Respondents per Month	
October	128
November	124
December	150
Total No of Survey Respondents	402



	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Staff	285	100	15	2	402
Professionalism of Staff	282	102	16	2	402
Promptness of Service	285	99	16	2	402
Knowledge/Expertise	283	100	17	2	402
Overall Satisfaction with our Service	286	101	13	2	402
Total	1421	502	77	10	2010
Percentage	70.70%	24.98%	3.83%	0.50%	100%



Comments/Suggestions/Complaints/Compliments:
• Please improve your system. God Bless!
• Keep up the good work and more power!
• Good Service. Thank you!
• Keep it up!
• Great! Keep it up!
• Please also include payment details online. Thanks.
• Please improve the service thru replying emails and CSR
• Excellent
• Excellent Service! Really customer delight experience. Everybody(all staff) are very helpful.
• All personnel are very accommodating especially Ms. Aubrey.
• Please, paki-inform lahat ng members ng platinum about sa new system para hindi masayang pagpunta sa office ng PHILGEPS. Salamat.
• So far, very accommodating from renewal inquiry up to payment processing, kudos kay Sir!
• Please improve the service thru replying emails and CSR
• Add more landline numbers or customer service reps to answer the calls. I have been trying to call-it's either busy or just rings until the call is terminated.
• Keep up the good work!
• Good Job
• Hope to have a photocopying service in your office. It will surely render assistance to clients who need the service
• Job well done. Thank you for the patience. God Bless always!
• Please provide computers for walk-in/follow up for PHILGEPS Platinum membership application. Overall, very accommodating, transacting with the staff.
• Keep up the good work!
• Better website.
• Very patient and accommodating staff. Kudos.
• Thank you very much to Nicole Sagunsin for your full support.
• Hope the table can be higher to be more comfortable in filling up the forms. Thank you very much!
• Very courteous and helpful. Excellent Service. Thank you!



Prepared by:

Checked and Verified by:

Noted by Immediate Supervisor/Division Chief:

Rhealyn T. Valdez
Rhealyn T. Valdez
 Date: Jan 4, 2021

Maria Joana Victoria L. Maglay
Maria Joana Victoria L. Maglay
 Date: Jan 4, 2021

Brian N. Gerona
Brian N. Gerona
 Date: JAN. 4, 2021


Annex "C"

PhilGEPS Accomplishment Report for 4th QTR FY 2020

Action/PAP(1)	Success Indicator		Actual Accomplishment				Remarks
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
PAP 2 Customer Satisfaction	100% of required services delivered within the prescribed period and 80% of the overall satisfaction rating is at least "Very Good"	Qn/T	100%	100%	100%	100%	No cut off. All walk-ins are entertained and assisted accordingly within the office hours Q1: Total walk-ins = 4,416 Q2: Total walk-ins = 401 Q3: Total walk-ins = 1,477
		QL	97%	98%	97%	96%	Quarter 1: Total of Excellent(72%) and Very Good (25%) Quarter 2: Total of Excellent(73%) and Very Good(25%) Quarter 3: Total of Excellent(66.2%) and Very Good(31%)
PAP 3: Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	100% implementation of Modernized Philippine Government Electronic Procurement System (mPhilGEPS) on the target date	Qn	Phase 1A/B has been deployed in Production Environment 05 February 2020	n/a	Phase 2 UAT has been completed 24 September 2020	Phase 2 and Phase 3 UAT have been completed 24 December 2020	Quarter 1: Phase 1a/b of the mPhilGEPS is deployed in the Production Environment Quarter 4: Phases 2 & 3 of the mPhilGEPS are deployed in the Production Environment
		T	85% completed out of 100% (Phase 1A/B, 2, 3)	n/a	93% completed out of 100% (Phase 1A/B, 2, 3)	100% completed (Phase 1A/B, 2, 3)	Note: Phase 2/3 UAT has been completed. Phase 3 could not deploy in Production Environment, which is beyond control due to critical and important issues that need to be resolved by the Service Provider.
	Qn/T	n/a	63.16% Adoption of Merchants Targeted percentage of the identified merchants adopted the Modernized Philippine Government Electronic Procurement System (mPhilGEPS) for the semester	64.96% Adoption of Merchants Targeted percentage of the identified merchants adopted the Modernized Philippine Government Electronic Procurement System (mPhilGEPS) for the semester	69.75% Adoption of Merchants Targeted percentage of the identified merchants adopted the Modernized Philippine Government Electronic Procurement System (mPhilGEPS) for the semester 21 December 2020	The basis of the identified merchants are the migrated merchants from PhilGEPS 1.5 to Modernized PhilGEPS that updated their registration. For Merchants Target is: - 50% Utilization of at least (1) modules Modules includes the ff: 1. Platinum Membership 2. Organization Profile	
		n/a	40.03% Adoption of Agencies Targeted percentage of the identified merchants adopted the Modernized Philippine Government Electronic Procurement System (mPhilGEPS) for the semester	45.15% Adoption of Agencies Targeted percentage of the identified merchants adopted the Modernized Philippine Government Electronic Procurement System (mPhilGEPS) for the semester	50.10% Adoption of Agencies Targeted percentage of the identified merchants adopted the Modernized Philippine Government Electronic Procurement System (mPhilGEPS) for the semester 21 December 2020	The basis of the identified agency are the NGAs from NCR, RIV-A and B that submitted APP-CSE FY 2020 (523 agencies) For Agencies Target is: - 50% Utilization of at least (1) modules Modules includes the ff: 1. APP-CSE 2. Virtual Store 1st Qtr: 112 NGAs 2nd Qtr: 168 NGAs 3rd Qtr: 224 NGAs 4th Qtr: 289 NGAs Cumulative target to be rated at the end of the year. Quarterly targets are for monitoring purposes only	

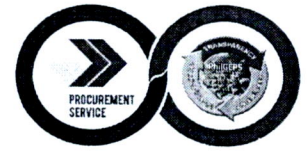
Prepared By: 
Neoldino Bañaga
ITO II, eGP Development and Operations


Ma. Pitas Mendoza
ITO II, eGP Development and Operations


Brian Gerona
PMO V, PhilGEPS Customer Service

Approved by: 
Ulysses H. Dela Cruz
Division Chief of IT Research and Planning PS-PhilGEPS

	Commitment	Period	Accomplishment			Remarks	
		100% implementation of Modernized Philippine Government Electronic Procurement System (mPhilGEPS) on the target date	1st Quarter	Deployment of Phase 1A/1B to Production Environment has been implemented			Phase 2/3 UAT has been completed. Phase 3 could not deploy in Production Environment, which is beyond control due to critical and important issues that need to be resolved by the Service Provider.
85% completed out of 100% (Phase 1A/B, 2, 3)							
2nd Quarter	NA						
	NA						
3rd Quarter	Phase 2 UAT has been completed						
	93% completed out of 100% (Phase 1A/B, 2, 3)						
4th Quarter	Phase 2 and Phase 3 UAT have been completed						
	100% completed (Phase 1A/B, 2, 3)						
Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	100% of the Merchants and Identified Agencies adopted the use of Modernized Philippine Government Electronic Procurement System (mPhilGEPS) on the target date	Period	Statistics			Cumulative % Adoption	Remarks
			Merchants that used at least 1 module in MPhilGEPS	Merchants with Certificate	Merchant with Activity		
		1st Quarter	12435	3859	4461	69.75%	The basis of the identified merchants are the migrated merchants from PhilGEPS 1.5 to Modernized PhilGEPS that updated their registration. Modules includes the ff: 1. Platinum Membership 2. Organization Profile
		2nd Quarter	7601	2256	2079		
		3rd Quarter	10300	1794	5067		
		4th Quarter	7603	5176	1771		
		Total	37939	13085	13378		
		Period	Statistics		Cumulative % Adoption	Remarks	
			Agencies that used at least 1 module in MPhilGEPS	Target Agencies (523)			
		1st Quarter	165		50.10%	Unique Agencies with the following transactions 1. APP CSE Submission /Update of APP CSE 2. VS Transactions The basis of the identified agencies are the NGA from NCR, RIV-A and B that submitted APP-CSE FY 2020 = Total of 523 Agencies 523 Agencies refers to the 50% of identified agencies	
		2nd Quarter	43				
		3rd Quarter	29				
		4th Quarter	25				
		Total	262	523			



**ORGANIZATIONAL PERFORMANCE ACCOMPLISHMENT REPORT (OPAR)
As of 31 December 2020**

PART B. ADDITIONAL PERFORMANCE COMMITMENTS

**PAP 1: INTEGRITY MANAGEMENT PROGRAM
SUCCESS INDICATOR (SI):**

Two (2) integrity assessment reports/templates submitted to and concurred by the oversight committee/s and approved within two (2) presentations within the year

RESPONSIBLE DIVISION/STAFF: Integrity Management Committee (IMC)

DIMENSION/S (DIM):

DIM	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Quantity/Timeliness (Qn/T)				Two (2) integrity assessment reports/templates submitted to and concurred by the oversight committee/s within the year
Quality (QI)				Approved within two (2) presentations

I. PROGRAM UPDATE/S

1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
<p>January 24, 2020- Conducted NGICS training for PS senior officials</p> <p>January 28, 2020 (1:59 PM)- Sent email to follow up to two (2) OMB former Coaches, Ms. Marilyn Tang and Dhona R. Necor, concerning status update on the review of the submitted Templates and the inquiry on the new sets of a team who will manage PS IMP;</p> <p>January 29, 2020 (10:13 AM)- Ms. Necor replied, disclosing that the Honorable Ombudsman reconstituted the OMB PMC, IMC, and Coaches, to join with the OP-DESLA's current Coaches. She informed PS that IMP was put on hold due to on-going retrofitting; and provide the contact details of DSP Mary Susan S. Guillermo of PACPO for further inquiries.</p> <p>March 10, 2020 (2:19 PM)-Received an email from ODESLA c/o Kharen Mae F.de Guzman (IMP Coordinator), providing PS with an advance copy of the letter signed by PMC Chairperson, Ryan Alvin R. Acosta (ODESLA) and PMC Co-Chair, Edilberto G. Sandoval (OMB), dated February 21, 2020.</p> <p>The IMC Secretariat sent a</p>	<p>May 14, 2020 (9:47 AM)- The PS IMC Secretariat sent an email to the official email addresses of OMB and ODESLA requesting a virtual meeting via Google Meet on May 21, 2020, at around 10:00 AM-12:00 PM. Ms. De Guzman and Atty acknowledged this. Dennis Russel Baldago (OMB) with directives for their member (PMC) to have a preparatory meeting on May 19, 2020, for the planned virtual conference on the 21st of May 2020.</p> <p>May 15, 2020 (10:14 AM)- The IMC Secretariat notified the PS IMC Chairperson thru email on the action taken by the PMC of OMB and ODESLA.</p> <p>May 19, 2020 (6:50PM)- Ms. De Guzman confirmed the PMC (OMB & ODESLA) attendance on the 21st of May 2020 virtual conference meeting</p> <p>May 20, 2020 (8:44AM)- The PS IMC Secretariat acknowledged the email sent by Ms. E Guzman and immediately asked the IMC confirmation to the IMC (Chairperson & Vice-Chairperson) to proceed the meeting in the absence on other PS IMC members. The IMP Secretariat of OMB and</p>	<p>July 2, 2020 (3:25 PM)- Sent the Minutes of Meeting to the PMC/IMP for approval and signature if no further comments are received. Ms. De Guzman acknowledged it.</p> <p>July 29, 2020 (2:35 PM)- Sent follow-up email to Ms. De Guzman on the Minutes' status.</p> <p>July 30, 2020 (11:17 AM)-Received minor comments from Ms. De Guzman on the designation of Dir. Baldago of OMB and Atty. Montalban of ODESLA. The IMC Secretariat sent the corrected Minutes to Ms.de Guzman.</p> <p>August 7, 2020 (12:34 PM)-PS IMC Secretariat sent program update for the 1st Semester 2020 to the DBM-PS IMC via e-mail.</p> <p>September 28, 2020 (3:03 PM)-Sent follow through email concerning the results of the May 21, 2020 meeting, to the official email of ODESLA and OMB, requesting virtual coaching via ZOOM App and discussions for Template 5 & 6.</p> <p>September 29, 2020 (3:03 PM)-Acknowledged by ODESLA thru Ms. De Guzman.</p>	<p>October 5, 2020 (2:50 PM)-The PS IMC Secretariat coordinated with the PS IMC Vice-Chairperson on the plans to have <i>independent crafting of Template 5 & 6 before presentation with the OMB and ODESLA Coaches and PMC</i>. Thus, the process will be reversed that instead of waiting for the Coaches to assists PS IMC, the PS IMC Secretariat will initiate a proactive role to draft Template 5 & 6 while waiting for the Coaches confirmation on their availability.</p> <p>October 21, 2020 (12:35 PM)- Sent follow-up email to Ms. Kharen of ODESLA concerning IMP updates.</p> <p>October 22, 2020 (3:16 PM)- Received an email to Mr. Tom of ODESLA-Discipline Office regarding transfer of Ms. Kharen to PACC;xxx <i>We would like to notify you that a meeting was held today between the OP and OMB Joint Technical Working Group (JTWG). Part of the agenda was the discussion of their consolidated comments, observations, and recommendations regarding the submitted templates 1-4 of the DBM-PS. Kindly wait for the transmittal of a Memo discussing the matters said</i></p>



<p>letter request for a follow-through meeting with the Executive Director and the IMC on April 14, 2020, at around 10:00 AM.</p> <p>March 24, 2020 (10:32 AM)-received an email address to Usec. Lao from the IMP Secretariat of the OMB and ODESLA informing PS that due to ECQ because of COVID-19 pandemic, IMP activities will be held in abeyance until further notice. This was noted and acknowledged by the PS IMC Secretariat.</p>	<p>ODESLA concurred. The PS IMC Secretariat sent the agenda for the OMB and ODESLA's.</p> <p>May 21, 2020-Conducted virtual collaborative engagement meeting with the PMC of OMB and ODESLA</p>		<p><i>above. It will be sent in 2 weeks time. Upon receipt of the said memo, a meeting will be requested inviting your TWG to discuss the matters relating to your templates. This initiative was planned in order to ensure smooth transition from IMP Assessment Phase to Planning Phase (Formulation of Templates 5 & 6). Further, the meeting is aimed at capturing the "nitty-gritty" of the assessment phase to ensure the quality, efficiency, and effectiveness of the plans that are to be developed. Thank you for your kind consideration. The JTWG is looking forward to working with you soon.</i></p> <p>November 9, 2020 (10:32 AM)- Sent follow-up email to Mr. Tom of ODESLA-DO</p> <p>November 18, 2020 (8:22 AM)- Sent follow-up email to Mr. Tom of ODESLA-DO</p>
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II. FUTURE DIRECTIONS

Template	Description/Particulars	Period of Implementation	Remarks	Monitoring & Evaluation
Template/s 1-4	1-Critical Systems for Assessment 2-Process Matrix 3-Corruption Risk Register 4-Assessment Report Template	CY 2016-2019	*Submitted with concurrence of OMB & ODESLA	In-progress
Template 5	Integrity Management Plan Logical Framework	Year 1 (2020)	Submitted with concurrence of OMB Program Head (on-going)	In-Progress
Template 6	Implementation Plan	Year 1 (2020)		In-Progress
Template 7	Monitoring and Evaluation Plan	Year 1 (2021)	Not yet started	
Template 8	M & E Progress Report	Year 1 (2021)	Not yet started	
Template 9	Performance Monitoring Report Template	Year 1 (2022)	Not yet started	
Template 10	Performance Rating Sheet	Year 1 (2022)	Not yet started	

For the PS Integrity Management Committee (IMC):


ROSALINDA V. DAPITO
 IMC Member
 Concurrent Secretariat and TWG

Republic of the Philippines
 Department of Budget and Management
PROCUREMENT SERVICE
 Integrity Management Program (IMP)

Template 5 - Integrity Management Plan Logical Framework

Particulars		(a)	(b)	(c)	(d)
		Program Logic/Narrative	Indicators	Means of Verification	Risk/Assumptions
Goal	(e)	To increase trust and confidence of internal and external stakeholders	a. Level of public trust (High-3, Medium-2 and Low-1); and b. Client's Satisfaction's Survey (Outstanding-5, Very Satisfactory-4, Satisfactory-3, Fair-2, Needs Improvement-1)	1. Client's Feedback (i.e Ratings on customer's feedback form); 2. Number of complaints received from Hotline 8888; and 3. Results of operations in terms of quality and quantity, i.e. Annual Financial Reports and Financial Statement	Risk/s: 1. Risk of over-reliance that the control is sufficient to mitigate the corruption vulnerabilities; 2. Stakeholder's familiarity and fears of rejection/s; and 3. Risk on complacency in the processes due to lack of accountability Assumptions: 1. The management support to continuous innovations and reforms in the PS-DBM will continue despite of changes in the leadership; 2. Employees trained on Internal Audit will remain in the IAD to continue their mandates; and 3. The budget for the programs, activities and projects (PAPs) that will mitigate/eliminate corruption vulnerabilities will be approved and be prioritized for implementation.
Purpose	(f)	To reduce/mitigate corruption vulnerabilities from the processes of Inspection Division (ID), Warehouse and Logistic Division (WALD) and Comptroller Division (CD)	a. Mitigating mechanisms implemented by the organizations (i.e. Capacity building programs, and awareness campaigns provided among others); and b. Outcome/s of the activities conducted (i.e. No. of attendees and the improvements in the process and personnel's performance)	1. PS Annual Training Plans; 2. Amount budgeted to programs, activities and projects (PAPs); and 3. Monthly progress report/update	Risk/s: 1. The risk/s that the scheduled PAPs will not be implemented due to the pandemic; and 2. The necessary interventions is not enough to cover the whole facets of change management to inculcate reforms due to health limitations/restrictions. Assumptions: 1. The office annual commitment to IMP will continuously implemented despite of pandemic and changes in governance structure; 2. The process owners are highly committed to inculcate reforms within their Divisions; and 3. Full cooperations and support of PS personnel to the interventions programs implemented by management.

Particulars		(a)	(b)	(c)	(d)
		Program Logic/Narrative	Indicators	Means of Verification	Risk/Assumptions
Outputs (Integrity Measures)	(g)	<p>1. PS-DBM will be able to streamline its processes through the use of available technologies; and</p> <p>2. The PS operating manuals (PS-Main and Depots) will be constantly updated based on the latest trends on procurement align with the Rules.</p>	<p>1. Client's Satisfaction Survey (Outstanding-5, Very Satisfactory-4, Satisfactory-3, Fair-2, Needs Improvement-1)</p> <p>2. Peer rating from third party assessor (i.e. from the Civil Society Organization)</p>	<p>1. Client's Feedback Form (i.e. Ratings on customer's feedback form); and</p> <p>2. Number of complaints received from Hotline 8888.</p>	<p>Risk/s:</p> <p>1. The risk that the cost of maintaining modernized technology will dwindle the funds of PS-DBM and its PhilGEPS; and</p> <p>2. Non-institutionalization of the process on vetting/review of the PS operating manuals due to high employee turnover due to contractual status</p> <p>Assumptions:</p> <p>1. The organization will be supported by the government to continuously finance the operations of modernized PhilGEPS (m-GEPS) and the technologies to be adapted will be suitable to the operating requirements of PS as central procuring entity for the whole of government; and</p> <p>2. The policies on strengthening the PS-DBM will be approved by the President and be supported by the entire bureaucracy.</p>
Activities	(h)	<p>To mitigate corruption vulnerabilities, the following are the planned activities of the organization as part of its internal control mechanism/s:</p> <p>1. Institutionalization of "Whistle Blower Policy";</p> <p>2. Continuous capacity building programs (i.e. procurement and values formation programs to be assisted by CSC), inclusive of corruption awareness campaigns (with the assistance of OMB); and</p>	<p>1. Number of approved PAPs proposed for the period and implemented</p>	<p>1. Semestral Report with actual accomplishment and outcome of activities</p>	<p>Risk/s:</p> <p>1. The activities will not be conducted within the prescribed timeline due to restrictions because of the pandemic</p> <p>Assumptions:</p> <p>1. The conceptualized activities will follow the required health protocols of the IATF; and</p> <p>2. The activities to be conducted will be aligned to the PAPs approved by the Head of the Agency as Chairperson of the IMP with Concurrence of its members</p>

For the DBM-PS IMC:


ROSALINDA V. DAPITO
 IMC Member
 Concurrent Secretariat and TWG

Republic of the Philippines
 Department of Budget and Management
 PROCUREMENT SERVICE
 Integrity Management Program (IMP)

Template 6 - Implementation Plan

Office/Bureau/Unit: Operation's Group
 Process: Inspection of Common Use of Supplies and Equipment (CSE)
 Process Owner(s): Inspection Division
 Applicable Mandate: Shall be responsible for (a) product quality control and (b) acceptance /rejection of all deliveries

Integrity Measure/s	Activities	Person Responsible	Needed Resources	Implementation Period
1. Creation of Inspection Manual inclusive of the following: (a) core values; (b) internal rules of procedures on inspection process (step by step process; timeline; reporting; & sanctions;	1. Create TWG from WALD, ID, DOD), CD, PBD-Planning-QMS Unit; ,PPD-PD1-3 and CMD -PD10; and 2. Steering Committee-from AFG, OG and PG who will recommend approval of Manual to the OED	Operation Group's Director ID-Chief OED Planning Section	ID QMS Manual, Technical support from different functional groups	2nd Semester CY 2021
2. Installation of Document Tracking System	1. Coordinate with the ITSD on the available system that can provide assistance to ID on DTS; and 2. Ask for ITSD assistance on how to run, manage and control the DTS	ITSD PhilGEPS GAD	System software-internally generated-based on the approved ISSP; dedicated server	1st Semester CY 2021
3. Creation of Policy on Daily Assignment of Inspection Task as to: (a) procedure on how to assign the inspection task; (b) random sampling assignment (CSE);	1. Draft Internal Policy on DAIT; 2. Endorse to OG for review, clearance and approval: and 3. Prepare and issued Internal Office Memo, w/attached approved Policy on DAIT(cc: OED, AFG,PG, IAD and COA)	Chief, ID OG Director	ID QMS Manual	1st Semester CY 2021
4. Hiring of additional Inspector/s	1. Check the approved plantilla for ID: 2. Coordinate with HRDD; and 3. Issued Memo requesting complete workforce complement for ID	HRDD	Approved Plantilla	1st Semester CY 2021
5. Customized Code of Conduct for Inspectors	1. Submit draft proposal to OG; 2. Endorse to PS Steering Committee and Legal Div for comments and recommending approval; and 3. Submit to OED for approval;	OG OED	Technical support from different functional groups	1st Semester CY 2021

Integrity Measure/s	Activities	Person Responsible	Needed Resources	Implementation Period
6. Installation of CCTV within the inspection room	1. Set budgetary allocations for CCTV; and 2. Coordinate with General Administrative Division (GAD)	ID PBD GAD	Budgetary allocations for additional CCTV	1st Q CY 2021
7. Provide additional rewards and incentive mechanism/s	1. Coordinate with HRDD to check the available incentive mechanisms that may be provided by the Management align with the CSC and DBM Guidelines; and 2. Revisit ID performance parameters for possible amendments to align with the current needs and expectations	HRDD OED	Additional budgetary provisions for the proposed incentive mechanisms	1st Semester CY 2021
8. Conduct lifestyle check	1. Coordinate with HRDD and SALN Committee; and 2. Team-up with the PNP-Intelligence or AFP-ISAFP for the background investigation and validation	HRDD SALN Committee OED	Technical support from Legal Division to prepare MOA with PNP or AFP	2nd Semester CY 2021
9. Provide Whistle Blower Policy	1. Coordinate with HRDD for the soft copy of proposed WBP; 2. Issued draft policy for comments by the DCs of each division; and 3. Endorse to IMC for deliberation purposes and recommending approval to the HoA/OED	HRDD OED IMC (Steering Committee)	Technical Support from Legal Division	1st Q CY 2021
10. Feedback mechanism	1. Draft generic "Feedback Form" to be distributed to External Stakeholders (i.e. NCSEs-Client Agency; Supplier's); Internal Stakeholder (i.e. PS Division/Personnel with direct contact to ID). The response to the feedback will be sent directly to the Office of the Director, Operation Group for monitoring and review; and 2. Submit monthly reports to OED, IMC and IAD for assessment monitoring and evaluation	OG Director	Technical support from MSD and Legal Division for the draft feedback form	1st Q CY 2021

Note/s:

Item Nos. 7 subject to existing government policies on rewards and incentive mechanism; Items Nos. 1-6 and 8-10, some have external dependencies.

For the DBM-PS IMC:


ROSALINDA V. DAPITO
 IMC Member
 Concurrent Secretariat and TWG

Template 6 - Implementation Plan

Office/Bureau/Unit
 Process (1)
 Process Owner(s)

Administrative and Finance Group (AFG)
Processing of Payment to Supplier's of CSEs
Comptroller Division

Shall be responsible for (i) credit and billing; (ii) revenue, inventory (i.e cost) and interbranch accounting, (iii) management of accounts payable and (iv) preparation of financial reports.

Applicable Mandate:

Integrity Measure/s	Activities	Person Responsible	Needed Resources	Implementation Period
1. Additional manpower and flexibility of staffs	1. Check the approved plantilla for CD and coordinate with HRDD-Chief; 2. Revisit the process of CD to determine if there is a need for additional personnel; 3. Follow-up the e-NGAS application to COA-GAS; 4. Revisit the BTMS status with DBM; and 5. Based on the results of the review and evaluation of CD processes, if there is a need to increase the personnel of CD, submit proposal to AFG Director for recommending approval with complete justifications and supporting documents.	Chief, Comptroller Division (CD) AFG Director Chief, HRDD	Budgetary Allocations for Add'l Staff	1st Semester 2021
2. Implement sanctions againsts absenteeism	1. Coordinate with HRDD and to the Dicipinary Action Committee (DAC) for any noted deviations in the action taken concerning personnel absenteeism within the Division	Chief, CD Chief, HRDD DAC	N/A	1st Semester 2021
3. Policy in strengthening Monitoring of Logsheets & Revised document checklist (include control number and date)	1. Review the monitoring logsheets & revised document checklist; and 2. Issued an Internal Office Memorandum noted by the AFG, Director for the reiteration of proper monitoring and review of the assigned tasks by the processor and evaluator	Chief, CD AFG Director	N/A	1st Semester 2021
4. Updated/revised Citizen Charter (documentary requirements for claims) in compliance/aligned with the Ease of Doing Business Act (RA 11032)	1. Coordinate with HRDD and General Administrative Division (GAD) for additional inputs on the proposed Revised Citizen Charter aligned with the EODB; and 2. Submit proposed amendments with recommending approval by the AFG, Director and approved by the Executive Director	Chief, CD Chief, HRDD Chief, WALD AFG, Director	N/A	1st Semester 2021

Integrity Measure/s	Activities	Person Responsible	Needed Resources	Implementation Period
5. Regular implementation of 5S.	<ol style="list-style-type: none"> Schedule a weekly 5 S plans for CD; Issued Internal Memorandum to reiterate the policy as stated in the Office Order; Create an internal evaluation team to evaluate the outcome of weekly 5 S; and Submit report to AFG, Director for proper monitoring and evaluation. 	Chief, CD AFG Director	N/A	1st Semester 2021
6. Rotation of Staff	<ol style="list-style-type: none"> Develop work schedule per section to align with the mandates of the division. 	Chief, CD AFG Director	N/A	1st Semester 2021
7. Conduct lifestyles check	<ol style="list-style-type: none"> Coordinate with HRDD and SALN Committee for any noted infractions in the Division 	SALN Committee HRDD OED	Technical support from Legal Division to prepare MOA with PNP or AFP	2nd Semester CY 2021
8. Review of process flow/desk procedures	<ol style="list-style-type: none"> Issued internal memorandum for the individual update of each CD's staff desk procedures; and Conduct walk-through on the actual tasks perform by CD staff; and After internal review, finalize the CD desk procedures and process flow and submit to the AFG, Director for proper monitoring and evaluation 	Chief, CD	N/A	1st Semester CY 2021
9. Training on Laws and Regulation on Government Expenditures (LARGE)	<ol style="list-style-type: none"> Coordinate with HRDD to include the required training on LARGE; and Prepare Memorandum requesting recommending approval from the AFG Director, to be approved by the Executive Director (ED) 	Chief, CD HRDD AFG OED	N/A	1st Semester CY 2021
10. Coaching	<ol style="list-style-type: none"> Schedule a monthly coaching to each CD personnel to assess their performance relative to the output submitted; and Prepare progress report to be submitted to the AFG, Director for monitoring and evaluation 	Chief, CD AFG, Director	N/A	1st Semester CY 2021
11. Revised existing Checklist to include control number and date	<ol style="list-style-type: none"> Coordinate with CD processors and evaluator; Ask for feedback and recommendations; and Develop the revised Checklist; and Submit report to the AFG, Director for proper monitoring and evaluation 	Chief, CD AFG, Director	N/A	1st Semester CY 2021

Note/s:

Item Nos. 1, 7 and 9 subject to external dependencies for corrective measures/interventions

For the DBM-PS IMC:


ROSALINDA V. DAPITO
 IMC Member
 Concurrent Secretariat and TWG

Republic of the Philippines
 Department of Budget and Management
PROCUREMENT SERVICE
 Integrity Management Program (IMP)

Template 6 - Implementation Plan

Office/Bureau/Unit:

Process:

Process Owner(s):

Applicable Mandate:

Operation Group

Processing of CSEs Stock Issuance: Pick-up/Fastlane and Delivery (i.e In-House, Thru 3rd Party Logistic Provider, and Direct Delivery)

Warehouse and Logistics Division

Shall be responsible for (i) receiving and storage of deliveries, (ii) management of warehouse facilities, (iii) inventory management, (iv) delivery forwarding services, and (v) warehouse security services

Integrity Measure/s	Activities	Person Responsible	Needed Resources	Implementation Period
1. Review, validation, verification of DR, SO, APR and APP	1. WALD internal restructuring based on its mandates; and 2. Delegate accountable officer who will perform the tasks	Chief, WALD	N/A	1st Semester 2021
2. IT Access authorization to verify sufficient funding	1. Coordinate with CS and MSD to clarify duties & responsibilities.	Chief, WALD Chief, CD ITSD	N/A	1st Semester 2021
3. Monitor status of Delivery Receipts (DRs)	1. Create WALD Internal Monitoring Team	Chief, WALD	N/A	1st Semester 2021
4. Conduct of review/inspection mechanism for the issuance of stocks for PS and agency representative	1. Coordinate with OG Director for the creation of Steering Committee who will do the critiquing of the process.	Chief, WALD	N/A	1st Semester 2021
5. Staff Rotation	1. Develop work schedule per section to align with the mandates of the division.	Chief, WALD OG, Director	N/A	1st Semester 2021
6. Training on Warehouse management	1. Coordinate with HRDD to include the required training on proper warehouse management system; and 2. Request approval to the OG Director for internal training to be conducted by those PS Personnel who graduated the Supply Chain Management.	Chief, WALD Chief, HRDD	PS Training Management Plan	1st Semester 2021
7. Reiterate policy on inventory pilferages and losses	1. Coordinate with the Chief Accountant concerning accounting and auditing related issues and concerns; and 2. Prepare memorandum requesting issuance of an Office Order to reiterate PS Policy on Inventory, inclusive of Regional Depots (RDs)	Chief, WALD Chief Accountant OG Director	N/A	1st Semester 2021

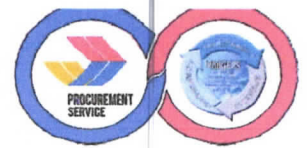
Integrity Measure/s	Activities	Person Responsible	Needed Resources	Implementation Period
8. Monitoring of DR, strengthen distribution and delivery capability	1. Check the daily processed DRs in the FACT system vs. Actual DR shipped; and 2. If there are noted weakness in the process, develop mechanisms to strengthen the control and discuss with the Operation Group, Director for final resolution	Chief, WALD OG, Director	N/A	1st Semester 2021
9. Review, validation, verification and reconciliation of records of manual stock cards vs. System generated report	1. Create composite team within the Division who will serve as the reconciliation team to ensure the accuracy of reports ; and 2. Prepare the outcome of reports for submission to the OG, Director	Chief, WALD OG, Director	N/A	1st Semester 2021
10. Institutionalize hotlines and whistle blower policy.	1. Coordinate with IMC for additional inputs on the existing proposed Whistle Blower Policy	Chief, WALD OED IMC	N/A	1st Semester 2021
11. Strict implementation of sanctions for eering employees	1. Coordinate with HRDD for any noted infractions in the WALD processes that would possibly results to administrative sanctions	Chief, WALD OED HRDD	N/A	1st Semester 2021

Note/s:

Item Nos. 6, 7, 10 and 11 subject to external dependencies for corrective measures/interventions

For the DBM-PS IMC:


ROSALINDA V. DAPITO
 IMC Member
 Concurrent Secretariat and TWG



OPAR PART B ACCOMPLISHMENT REPORT FOR PROCUREMENT GROUP

as of 30 June 2020


PAP 2: 100% of the targeted items provided with green provisions integrated in the technical specifications and approved after three (3) presentations.

ITEM DESCRIPTION	QUANTITY	STATUS
MID-RANGE LAPTOP	1,250 units	For Repeat Order
DETERGENT POWDER	158,264 pouch	For bidding
TISSUE, INTERFOLDED PAPER TOWEL	21,013 packs	Complete Delivery

Prepared by:


SHARON Y. BAILE
OIC-Chief, Procurement Division I

Approved by:


ATTY. WARREN REX H. LIONG
Director IV, Procurement Group



OPAR PART B ACCOMPLISHMENT REPORT FOR PROCUREMENT GROUP

as of 30 September 2020

PAP 2: 100% of the targeted items provided with green provisions integrated in the technical specifications and approved after three (3) presentations.

ITEM DESCRIPTION	QUANTITY	STATUS
MID-RANGE LAPTOP	1,250 units	For Delivery
DETERGENT POWDER	158,264 pouch	For issuance of BAC Resolution recommending award
TISSUE, INTERFOLDED PAPER TOWEL	21,013 packs	Complete Delivery
	43,200 packs	For bidding

Prepared by:

SHARON Y. BAILE
OIC-Chief, Procurement Division I

Approved by:

ATTY. WARREN REX H. LIONG
Director IV, Procurement Group



OPAR PART B ACCOMPLISHMENT REPORT FOR PROCUREMENT GROUP

as of 31 December 2020

PAP 2: 100% of the targeted items provided with green provisions integrated in the technical specifications and approved after three (3) presentations.

ITEM DESCRIPTION	QUANTITY	AMOUNT	STATUS
MID-RANGE LAPTOP	1,250 units	₱49,750,000.00	Complete Delivery
DETERGENT POWDER	158,264 pouch	8,229,728.00	For Delivery
TISSUE, INTERFOLDED PAPER TOWEL	21,013 packs	735,455.00	Complete Delivery
	43,200 packs	1,447,200.00	For bidding

Prepared by:

SHARON Y. BAILE

OIC-Chief, Procurement Division I

Approved by:

ATTY. JASONMER L. UYAN

OIC-Director, Procurement Group

PART B
PAP 3 MONITORING TOOL
 DBM B/S/Os

Required reports submitted to the DBM-CPMS B/S/Os concerned as of 30 September 2020

Item	Deadline	Date Submitted	Remarks	Dim	Rating
Q1 - Office Performance Accomplishment Report (OPAR) as of March 31, 2020	7 workings days after approval of the OPCR	September 4, 2020	OPCR was approved on 16 September 2020, while the OPAR was submitted on 4 September 2020	T	5
			Report was approved after one (1) presentation	QI	5
Q2 - Office Performance Accomplishment Report (OPAR) as of June 30, 2020			OPCR was approved on 16 September 2020, while the OPAR was submitted on 4 September 2020	T	5
			Report was approved after one (1) presentation	QI	5

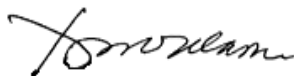
Timeliness – 5
 Quality – 5

Prepared by:



STEPHANIE ALYSSA S. YOUNG
 PMO, Planning Section

Check and verified by:



MARIA GEMMA D. VILLANUEVA
 Head, Planning Section

PART B
PAP 3 MONITORING TOOL
 DBM B/S/Os

Required reports submitted to the DBM-CPMS B/S/Os concerned as of 31 December 2020

Item	Deadline	Date Submitted	Remarks	Dim	Rating
Q3 - Office Performance Accomplishment Report (OPAR) as of September 30, 2020	October 15, 2020	October 15, 2020	Report was submitted on the deadline	T	3
			Report was approved after one (1) presentation	QI	5
CY 2021 Office Performance Commitment and Review	December 18, 2020	December 15, 2020	Report was submitted three (3) days before the deadline	T	5
			As of 07 January 2021, no feedback received from DBM-CPMS	QI	5

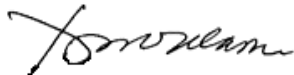
Timeliness – 4
 Quality – 5

Prepared by:



STEPHANIE ALYSSA S. YOUNG
 PMO, Planning Section

Check and verified by:



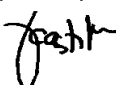
MARIA GEMMA D. VILLANUEVA
 Head, Planning Section

REPORT ON SUBMITTED APPOINTMENT CONTRACTS

DATE OF ASSUMPTION	NO. OF APPOINTMENT CONTRACTS/ NATURE OF APPOINTMENT	DATE SUBMITTED	REMARKS	DIMENSION	RATING
June 08, 2020	Original	July 20, 2020	Submission of hardcopy was extended 60 working days after lifting of ECQ/MECQ per CSC Memorandum Circular No. 14 s. 2020	QI	5
June 01, 2020	(4) Reappointment	June 22, 2020			
May 18, 2020	Original	June 15, 2020			
May 13, 2020	Original	June 15, 2020			
May 04, 2020	Original	July 20, 2020			
April 01, 2020	Original	August 3, 2020			
March 25, 2020	Reemployment	July 20, 2020		T	5
March 24, 2020	(2) Original	July 20, 2020			
March 02, 2020	Original	July 20, 2020			
February 28, 2020	(5) Reappointment	June 9, 2020			
February 17, 2020	Original	June 9, 2020			
February 10, 2020	(2) Original	June 9, 2020			
February 03, 2020	(3) Reemployment	June 9 and June 15, 2020			
			T	5	
February 03, 2020	(1) Original	June 15, 2020	Submission of hardcopy was extended tp 60 working days after lifting of ECQ/MECQ per CSC Memorandum Circular No. 14 s. 2020	QI	5
				T	5
January 17, 2020	(1) Original	June 15, 2020	Documents received after 1 presentation	QI	5
				T	5
January 14, 2020	(1) Reappointment	June 15, 2020	Submission of hardcopy was extended 60 working days after lifting of ECQ/MECQ per CSC Memorandum Circular No. 14 s. 2020	QI	5
				T	5
January 02, 2020	(2) Original	June 15, 2020		QI	5
				T	5

QI - 5
T - 5

Prepared by:



JAMES D. CASTILLO
Training Specialist I

Checked and verified by:



JOSE RAFAEL M. MAGNO
OIC-Division, HRDD

Approved by:



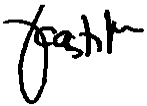
ROSA MARIA M. CLEMENTE
Director IV, Authorized Signatory

REPORT ON SUBMITTED SALN

DATE RECEIVED	NO. OF EMPLOYEES	DATE EFFECTIVE OF HIRING/SEPARATION	Remarks	Dim	Rating
February 21, 2020	7 employees	(2) December 27, 2019; (1) December 16, 2019; (1) December 9, 2020; (2) January 2, 2020; (1) January 14, 2020	Documents received after 1 presentation	QI	5
				T	1
May 13, 2020	3 employees	(1) February 17, 2020; (1) January 23, 2020; (1) January 17, 2020	Documents received after 1 presentation	QI	5
				T	1
May 13, 2020	6 employees	(2) March 2, 2020; (3) February 3, 2020; (1) February 10, 2020; (1) February 6 2020	Documents received after 1 presentation Deadline of submission was during the ECQ/MECQ	QI	5
				T	1
July 10, 2020	9 employees	(1) May 19, 2020 (1) May 18, 2020; (1) May 14, 2020; (1) May 13, 2020; (1) May 4, 2020; (2) March 24, 2020; (1) February 4, 2020; (1) April 4, 2020;	Documents received after 1 presentation Deadline of submission was during the ECQ/MECQ	QI	5
				T	1

QI - 5
T - 1

Prepared by:



JAMES D. CASTILLO
Training Specialist I

Checked and verified by:



JOSE RAFAEL M. MAGNO
OIC-Division, HRDD

Approved by:



ROSA MARIA M. CLEMENTE
Director IV, Authorized Signatory

**REPORT ON SUBMITTED APPOINTMENT CONTRACTS
FY 2020 3rd Quarter**

DATE OF ASSUMPTION	NO. OF APPOINTMENT CONTRACTS/ NATURE OF APPOINTMENT	DATE SUBMITTED	REMARKS	DIMENSION	RATING
June 29, 2020	Reemployment	September 28, 2020	Submission of hardcopy was extended to 60 working days after lifting of ECQ/MECQ per CSC Memorandum Circular No. 14 s. 2020	T	5
				QI	5
July 1, 2020	Original	September 28, 2020		T	5
				QI	5
July 21, 2020	Original	August 3, 2020		T	5
				QI	5
September 1, 2020	Original	September 28, 2020		T	5
				QI	5

Prepared by:



JAMES D. CASTILLO
Training Specialist I

Checked and verified by:



JOSE RAFAEL M. MAGNO
OIC-Division, HRDD

Approved by:

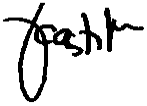


ROSA MARIA M. CLEMENTE
Director IV, Authorized Signatory

**REPORT ON SUBMITTED SALN
FY 2020 3rd Quarter**

DATE RECEIVED	NO. OF EMPLOYEES	DATE EFFECTIVE OF HIRING/SEPARATION	Remarks	Dim	Rating
September 10, 2020	1 employee	July 21, 2020	Documents received after one (1) presentation	QI	5
			Deadline of submission was during the ECQ/MECQ	T	1

Prepared by:



JAMES D. CASTILLO
Training Specialist I

Checked and verified by:



JOSE RAFAEL M. MAGNO
OIC-Division, HRDD

Approved by:



ROSA MARIA M. CLEMENTE
Director IV, Authorized Signatory

Timeliness (T)
Total: 21
Rating: 21 / 5 = 4.20

Quality (QI)
Total: 25
Rating: 25 / 5 = 5.00

REPORT ON SUBMITTED APPOINTMENT CONTRACTS
4th Quarter - December 31, 2020

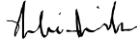
DATE OF ASSUMPTION	NO. OF APPOINTMENT CONTRACTS/ NATURE OF APPOINTMENT	DATE SUBMITTED	Remarks	DIM	RATING
December 1, 2020	(2) Original	December 21, 2020*	*Initial submission	QI	5
			Submission of hardcopy was extended to 60 working days after lifting of ECQ/MECQ per CSC Memorandum Circular No. 14 s. 2020	T	5
November 23, 2020	(2) Original	December 21, 2020*		QI	5
				T	5
November 11, 2020	(2) Original	December 21, 2020*		QI	5
				T	5

Prepared by:



JAMES D. CASTILLO
Training Specialist I

Checked and verified by:

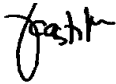


ABIGAIL ANN O. ALICDAN
OIC-Division, HRDD

REPORT ON SUBMITTED SALN
4th Quarter - as of December 31, 2020

DATE RECEIVED	NO. OF EMPLOYEES	DATE EFFECTIVE OF HIRING	Remarks	DIM	Rating
November 24, 2020	2 employees	September 16, 2020	Documents received after 1 presentation	QI	5
				T	1
		September 25, 2020		QI	5
				T	1
October 21, 2020	3 employees	September 16, 2020	Documents received after 1 presentation	QI	5
				T	5
		September 28, 2020		QI	5
				T	1
		September 29, 2020		QI	5
				T	1

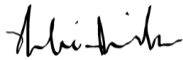
Prepared by:



JAMES D. CASTILLO

Training Specialist I

Checked and verified by:



ABIGAIL ANN O. ALICDAN

OIC-Division, HRDD

Timeliness (T)

Total: 24

Rating: 24 / 8 = 3.00

Quality (QI)

Total: 40

Rating: 40 / 8 = 5.00