

OFFICE PERFORMANCE ACCOMPLISHMENT REPORT FORM

ANNEX F

I/We, **ATTY. JASONMER L. UAYAN**, submit the following accomplishments of **PROCUREMENT SERVICE-DBM** and the corresponding ratings in accordance with the approved performance commitments and measures for the period **July to December 2021**.

*(Signature)*  
 Atty. Jasonmer L. Uayan  
 D/C, Executive Director  
 Date: 18 JAN 2022

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 (Avg. of 900 assessments) (8)				
									1ST QUARTER	2ND QUARTER	RATING								
								Qn	QI	T	Ave	3RD QUARTER	4TH QUARTER	Qn	QI	T	Ave		
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)																			
1: CSE Sales Improvement Program	20% Increase of CSE target sales from FY 2020 to the end of FY 2021	QoT	Office of the Executive Director / Admin and Finance Group / Regional and Main Operations Group / Procurement Group / IT Services Division				20% Increase of CSE target sales from FY 2020 to the end of FY 2021	To be rated at the 4th quarter	To be rated at the 4th quarter	N/A	N/A	N/A	N/A	28.03% Increase of CSE target sales from FY 2020 to the end of FY 2021	5.00	5.00	5.00	5.00	1st Quarter: PHP4,661,483,225.66 2nd Quarter: PHP6,889,386,292.25 3rd Quarter: PHP9,465,145,000.00 4th Quarter: PHP9,614,477,850.36 Total CSE Sales at the end of the 4th Quarter: PHP22,670,522,368.87 2021 Sales: 22,670,522,368.87 2020 Sales: 21,826,928,224.20 Net Increase: 843,594,144.67 % Increase: 28.03% See attached "Annex A" for the detailed accomplishment report
2: Customer Satisfaction	100% of required services were delivered within the prescribed period and 85% of the overall satisfaction were rated at least "Very Good"	QoT	PHGEPS-Customer Service Section / Inspection Division / Marketing and Sales Division / Regional Depots / Quality Management System Section		100% of required services were delivered within the prescribed period	100% of required services were delivered within the prescribed period	100% of required services were delivered within the prescribed period	100% of required services were delivered within the prescribed period	100% of the required services delivered within the prescribed period (5.00)	100% of the required services delivered within the prescribed period (5.00)	5.00	5.00	100% of the required services delivered within the prescribed period (5.00)	100% of the required services delivered within the prescribed period (5.00)	5.00	5.00	5.00	1st Quarter: PHGEPS-CS: 100% Inspection Division: 100% Marketing and Sales Division: 100% Regional Depots: 100% 2nd Quarter: PHGEPS-CS: 100% Inspection Division: 100% Marketing and Sales Division: 100% Regional Depots: 100% 3rd Quarter: PHGEPS-CS: 100% Inspection Division: 100% Marketing and Sales Division: 100% Regional Depots: 100% 4th Quarter: PHGEPS-CS: 100% Inspection Division: 100% Marketing and Sales Division: 100% Regional Depots: 100% See attached "Annex B" for the detailed accomplishment report	
		QI		85% of the overall satisfaction were rated at least "Very Good"	85% of the overall satisfaction were rated at least "Very Good"	85% of the overall satisfaction were rated at least "Very Good"	85% of the overall satisfaction were rated at least "Very Good"	97.48% of the overall satisfaction were rated at least "Very Good" (5.00)	97.14% of the overall satisfaction were rated at least "Very Good" (5.00)	5.00	97.75% of the overall satisfaction were rated at least "Very Good" (5.00)	97.48% of the overall satisfaction were rated at least "Very Good" (5.00)	5.00	5.00	1st Quarter: PHGEPS-CS: 97.35% Inspection Division: 92% Marketing and Sales Division: 99.75% Regional Depots: 97.7% Average % for the 1st Qtr: 97.48% 2nd Quarter: PHGEPS-CS: 98.65% Inspection Division: 97.5% Marketing and Sales Division: 99.75% Regional Depots: 98.5% Average % for the 2nd Qtr: 97.86% 3rd Quarter: PHGEPS-CS: 96.55% Inspection Division: 92.5% Marketing and Sales Division: 99.75% Regional Depots: 98.2% Average % for the 3rd Qtr: 97.26% 4th Quarter: PHGEPS-CS: 99.5% Inspection Division: 93.5% Marketing and Sales Division: 99.25% Regional Depots: 99.5% Average % for the 4th Qtr: 98.19% See attached "Annex C" for the detailed accomplishment report				

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		RATING				2ND SEMESTER		RATING				Year-End Rating (Ave of two semesters) (8)								
									1ST QUARTER	2ND QUARTER	Qn	QI	T	Ave	3RD QUARTER	4TH QUARTER	Qn	QI	T			Ave							
<b>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)</b>																													
3: Modernized Philippine Government Electronic Procurement System (mPhilGEPS)	mPhilGEPS implemented to three (3) pilot agencies with atleast three (3) modules utilized on the target date	Qn	PhilGEPS Group				mPhilGEPS implemented to three (3) pilot agencies with atleast three (3) modules utilized	To be rated at the 4th quarter	To be rated at the 4th quarter	N/A					To be rated at the 4th quarter	mPhilGEPS implemented to one (1) pilot agency with atleast three (3) module utilized	1.00											Pilot agencies refer to the following: 1. Procurement Service - DBM 2. Department of Budget and Management - Main 3. Government Procurement Policy Board - Technical Support Office  Target: Pilot agencies utilized atleast 3 modules Modules include the following: 1. AFP NCSE 2. Purchase Request (PR) 3. Bid Notice 4. Award Notice 5. AMP Award Letter 6. Purchase Order 7. Contract Management  The readiness of mPhilGEPS modules and bug fixes depends on the delivery of the Service Provider and therefore is not controllable. Target date is on 29 December 2021  Justification on rating of 1.00: GPRP-ISO and DBM have no longer remaining projects to be posted in the mPhilGEPS and no AMP for award, since the pilot implementation was last started on Dec. 17, 2021  See Attached "Annex D" for the detailed accomplishment report	
		T					on the target date	To be rated at the 4th quarter	To be rated at the 4th quarter				N/A	N/A	3 or more working days before the target date		5.00												
	Qn						Three (3) reports generated in mPhilGEPS Reporting Tool	To be rated at the 4th quarter	To be rated at the 4th quarter						N/A	14 Reports generated in mPhilGEPS Reporting Tool	5.00												
	T						on the target date	To be rated at the 4th quarter	To be rated at the 4th quarter						N/A	3 or more working days before the target date (November 18, 2021)		5.00											
<b>B: Additional Performance Commitments (Administrative/support functions and special assignments not captured under Part A and external &amp; internal reportorial requirements)</b>																													
1: Integrity Management Program and Organization	Two (2) integrity assessment reports/templates submitted to and concurred by the oversight committee/s 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											
		QI					Approved within three (3) presentations	N/A	N/A				N/A	N/A	-	N/A													Please see attached Annex "D" for updates on the accomplishment

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/T	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	100% of the targeted number of inventory items have green provisions integrated in the technical specifications at the end of 2021	5.00				5.00	5.00	Please see attached Annex "E" for updates on the accomplishment										
			QI					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	Required reports submitted to the DBM B/S/Os concerned one to two (1-2) working days before the prescribed deadline (3.75)	Required reports submitted to the DBM B/S/Os concerned on the prescribed deadline (3.00)			3.38		4.16	Required reports submitted to the DBM B/S/Os concerned on the prescribed deadline (2.71)	Required reports submitted to the DBM B/S/Os concerned one to two (1-2) working days before the prescribed deadline (3.83)				3.27	4.14	4.15	Please see attached Annex "F" for the detailed accomplishment report									
			QI			Approved within three (3) presentations	Approved within three (3) presentations	Approved within three (3) presentations	Approved within three (3) presentations	Approved within one (1) presentation (4.88)	Approved within one (1) presentation (5.00)		4.94		Approved within one (1) presentation (5.00)	Approved within one (1) presentation (5.00)		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	Reports and comments were submitted on the prescribed deadline (3.31)	Reports and comments were submitted within one to two (1-2) working days after the prescribed period (1.97)			2.64		3.82	Reports and comments were submitted on the prescribed deadline (2.75)	Reports and comments were submitted three (3) or more working days after the prescribed period (1.00)				1.88	3.44	3.63	Please see attached Annex "G" for the detailed accomplishment report									
			QI			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	Reports and comments were approved after one presentation (5.00)	Reports and comments were approved after one presentation (5.00)		5.00		Reports and comments were approved after one presentation (5.00)	Reports and comments were approved within one presentation (5.00)		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: 4.88					Reviewed by:					Approved by:					ASSESSMENT RATING: 4.45					OVERALL ASSESSMENT RATING: 4.63				
UNDERSECRETARY JANET B. ABUEL PMT Chairperson in behalf of the DBM PMT / Date					TERA ROSE MARIEL CANDA DBM Secretary / Authorized Signatory / Date					ADJECTIVAL RATING: VS					UNDERSECRETARY JANET B. ABUEL PMT Chairperson in behalf of the DBM PMT / Date					TERA ROSE MARIEL CANDA DBM Secretary / Authorized Signatory / Date					ADJECTIVAL RATING: VS					OVERALL ADJECTIVAL RATING: VS				

# ANNEX A

**Annex A**  
**PART A, PAP 1: CSE Sales Improvement Program**

CSE Sales Report for FY 2021																	
Classification	1st Quarter				2nd Quarter				3rd Quarter				4th Quarter				Grand Total
	January	February	March	Q1 Total	April	May	June	Q2 Total	July	August	September	Q3 Total	October	November	December	Q4 Total	
CSE	1,394,498,821.93	1,652,385,338.01	1,614,599,065.72	4,661,483,225.66	2,255,993,675.51	627,015,885.70	3,106,386,731.04	5,989,396,292.25	991,715,908.78	1,846,305,102.97	2,567,123,988.85	5,405,145,000.60	3,043,927,545.54	2,190,932,574.22	1,379,617,730.60	6,614,477,850.36	22,670,502,368.87
SOFTWARE	10,957,068.14	-	256,311,411.61	267,268,479.75	240,934,828.25	211,491,693.96	1,423,610,462.74	1,876,036,984.95	67,091,186.44	140,575,178.05	187,549,957.35	395,216,321.84	152,455,948.22	30,072,217.10	98,310,200.19	280,838,365.51	2,819,360,152.05
Grand Total	1,405,455,890.07	1,652,385,338.01	1,870,910,477.33	4,928,751,705.41	2,496,928,503.76	838,507,579.66	4,529,997,193.78	7,865,433,277.20	1,058,807,095.22	1,986,880,281.02	2,754,673,946.20	5,800,361,322.44	3,196,383,493.76	2,221,004,791.32	1,477,927,930.79	6,895,316,215.87	25,489,862,520.92

Breakdown of CSE Sales																	
Main	1,382,958,857.90	1,636,448,870.38	1,492,556,696.75	4,511,964,425.03	2,116,300,458.63	496,665,261.44	2,876,518,002.48	5,489,483,722.55	718,822,906.71	1,806,675,925.55	2,549,827,469.65	5,075,326,301.91	3,022,447,245.26	2,154,175,574.68	1,337,916,924.00	6,514,539,743.94	21,591,314,193.43
Less: Sales Returns	6,542,612.02	1,370,140.64	633,392.78	8,546,145.44	249,243.47	30,579,649.83	293,770.89	31,122,664.19	147,173.86	460,174.94	173,876.90	781,225.70	619,419.55	1,922,414.33	4,994,499.10	7,536,332.98	47,986,368.31
Net CSE Sales - Main	1,376,416,245.88	1,635,078,729.74	1,491,923,303.97	4,503,418,279.59	2,116,051,215.16	466,085,611.61	2,876,224,231.59	5,458,361,058.36	718,675,732.85	1,806,215,750.61	2,549,653,592.75	5,074,545,076.21	3,021,827,825.71	2,152,253,160.35	1,332,922,424.90	6,507,003,410.96	21,543,327,825.12
CSE Sales - Depot	18,082,576.05	17,306,608.27	122,675,761.75	158,064,946.07	139,942,460.35	160,930,274.09	230,162,499.45	531,035,233.89	273,040,175.93	40,089,352.36	17,470,396.10	330,599,924.39	22,099,719.83	38,679,413.87	46,695,305.70	107,474,439.40	1,127,174,543.75
Total CSE Sales	1,394,498,821.93	1,652,385,338.01	1,614,599,065.72	4,661,483,225.66	2,255,993,675.51	627,015,885.70	3,106,386,731.04	5,989,396,292.25	991,715,908.78	1,846,305,102.97	2,567,123,988.85	5,405,145,000.60	3,043,927,545.54	2,190,932,574.22	1,379,617,730.60	6,614,477,850.36	22,670,502,368.87

Prepared by:



**Lady Lou A. Gimeno**  
 Accountant III  
 Date: Jan 13, 2022

Reviewed by:



**Amy T. Deja Cruz**  
 OIC-Chief Accountant  
 Date: Jan 13, 2022

Approved by:



**Joshua S. Laure**  
 OIC-Director IV, AFG  
 Date: Jan 13, 2022

Annex "B"

PHILGEPS-CUSTOMER SERVICE - WALK-IN ASSISTANCE  
FY 2021 FIRST QUARTER

JANUARY			
DATE	Buyer	Merchant	TOTAL
04-Jan-2021	3	22	158
05-Jan-2021	8	26	
06-Jan-2021	6	27	
07-Jan-2021	1	29	
08-Jan-2021	6	30	
11-Jan-2021	0	27	131
12-Jan-2021	3	30	
13-Jan-2021	1	22	
14-Jan-2021	4	20	
15-Jan-2021	3	21	
18-Jan-2021	2	16	136
19-Jan-2021	5	30	
20-Jan-2021	6	23	
21-Jan-2021	2	23	
22-Jan-2021	2	27	
25-Jan-2021	21	31	188
26-Jan-2021	4	29	
27-Jan-2021	4	36	
28-Jan-2021	5	28	
29-Jan-2021	3	27	
<b>Grand Total:</b>	<b>89</b>	<b>524</b>	<b>613</b>

FEBRUARY			
DATE	Buyer	Merchant	TOTAL
01-Feb-2021	1	34	161
02-Feb-2021	1	38	
03-Feb-2021	1	26	
04-Feb-2021	7	25	
05-Feb-2021	1	27	
08-Feb-2021	4	32	124
09-Feb-2021	4	31	
10-Feb-2021	3	24	
11-Feb-2021	3	23	
12-Feb-2021	0	0	
15-Feb-2021	4	28	191
16-Feb-2021	3	37	
17-Feb-2021	3	34	
18-Feb-2021	5	37	
19-Feb-2021	2	38	
22-Feb-2021	1	33	154
23-Feb-2021	6	37	
24-Feb-2021	2	30	
25-Feb-2021	0	0	
26-Feb-2021	2	43	
<b>Grand Total:</b>	<b>53</b>	<b>577</b>	<b>630</b>

MARCH			
DATE	Buyer	Merchant	TOTAL
01-Mar-2021	3	46	186
02-Mar-2021	3	35	
03-Mar-2021	1	34	
04-Mar-2021	2	25	
05-Mar-2021	8	29	
08-Mar-2021	18	28	164
09-Mar-2021	0	36	
10-Mar-2021	10	18	
11-Mar-2021	0	23	
12-Mar-2021	0	31	
15-Mar-2021	6	30	143
16-Mar-2021	5	25	
17-Mar-2021	3	27	
18-Mar-2021	1	23	
19-Mar-2021	2	21	
22-Mar-2021	1	21	95
23-Mar-2021	1	16	
24-Mar-2021	0	16	
25-Mar-2021	0	24	
26-Mar-2021	3	13	
29-Mar-2021	1	5	16
30-Mar-2021	0	7	
31-Mar-2021	0	3	
<b>Grand Total:</b>	<b>68</b>	<b>536</b>	<b>604</b>

TOTAL NUMBER OF WALK-IN CLIENTS PER MONTH	
JANUARY	613
FEBRUARY	630
MARCH	604
<b>TOTAL WALK-IN CLIENTS</b>	<b>1,847</b>

PERCENTAGE	
TOTAL BUYER	210
TOTAL MERCHANT	1,637
TOTAL NO. OF (Resolved Concerns/Walk-ins) x 100	100.00%

Prepared by:

  
**Brian Nacion Gerona**  
 PMO V  
 Date: 31 March 2021

Reviewed by:

  
**Leah Nimfa M. Valdez**  
 OIC-Chief, Marketing and Sales Division  
 Date: 31 March 2021

Approved by:

  
**Joshua S. Laure**  
 OIC-Director IV, Administrative and Finance Group  
 Date:

PHILGEPS-CUSTOMER SERVICE - WALK-IN ASSISTANCE  
FY 2021 SECOND QUARTER

APRIL			
DATE	Buyer	Merchant	TOTAL
05-Apr-2021	1	4	33
06-Apr-2021	0	12	
07-Apr-2021	1	7	
08-Apr-2021	1	7	
12-Apr-2021	0	11	76
13-Apr-2021	0	12	
14-Apr-2021	0	16	
15-Apr-2021	0	19	
16-Apr-2021	3	15	
19-Apr-2021	1	14	76
20-Apr-2021	4	13	
21-Apr-2021	2	15	
22-Apr-2021	3	11	
23-Apr-2021	1	12	
26-Apr-2021	0	11	56
27-Apr-2021	2	11	
28-Apr-2021	0	14	
29-Apr-2021	0	11	
30-Apr-2021	0	7	
<b>Grand Total:</b>	<b>19</b>	<b>222</b>	<b>241</b>

MAY			
DATE	Buyer	Merchant	TOTAL
03-May-2021	8	11	92
04-May-2021	4	21	
05-May-2021	3	19	
06-May-2021	1	14	
07-May-2021	0	11	
10-May-2021	0	15	75
11-May-2021	3	18	
12-May-2021	0	18	
13-May-2021	0	0	
14-May-2021	0	21	
17-May-2021	2	21	89
18-May-2021	2	19	
19-May-2021	1	15	
20-May-2021	0	13	
21-May-2021	3	13	
24-May-2021	2	25	113
25-May-2021	0	22	
26-May-2021	4	20	
27-May-2021	1	19	
28-May-2021	2	18	
31-May-2021	4	12	16
<b>Grand Total:</b>	<b>40</b>	<b>345</b>	<b>385</b>

JUNE			
DATE	Buyer	Merchant	TOTAL
01-Jun-2021	0	20	73
02-Jun-2021	0	16	
03-Jun-2021	1	17	
04-Jun-2021	0	19	93
07-Jun-2021	1	18	
08-Jun-2021	0	17	
09-Jun-2021	2	17	
10-Jun-2021	3	21	
11-Jun-2021	1	13	103
14-Jun-2021	2	26	
15-Jun-2021	1	27	
16-Jun-2021	2	17	
17-Jun-2021	0	12	
18-Jun-2021	1	15	79
21-Jun-2021	4	10	
22-Jun-2021	1	14	
23-Jun-2021	1	15	
24-Jun-2021	0	0	
25-Jun-2021	6	28	56
28-Jun-2021	0	23	
29-Jun-2021	6	13	
30-Jun-2021	1	13	
<b>Grand Total:</b>	<b>33</b>	<b>371</b>	

TOTAL NUMBER OF WALK-IN CLIENTS PER MONTH	
APRIL	241
MAY	385
JUNE	404
<b>TOTAL WALK-IN CLIENTS</b>	<b>1,030</b>

PERCENTAGE	
TOTAL BUYER	<b>92</b>
TOTAL MERCHANT	<b>938</b>
TOTAL NO. OF (Resolved Concerns/Walk-ins) x 100	<b>100.00%</b>

Prepared by:

  
Brian Nacion Gerona  
PMO V

Date: 30 June 2021

Reviewed by:

  
Leah Nimra M. Valdez  
OIC-Chief, Marketing and Sales Division  
Date: 30 June 2021

Approved by:

  
Joshua S. Laure  
OIC-Director IV, Administrative and Finance Group  
Date:

Annex "B"

PHILGEPS-CUSTOMER SERVICE - WALK-IN ASSISTANCE  
FY 2021 THIRD QUARTER

**JULY**

DATE	Buyer	Merchant	TOTAL
01-Jul-2021	1	19	31
02-Jul-2021	0	11	
05-Jul-2021	1	10	75
06-Jul-2021	3	17	
07-Jul-2021	1	15	
08-Jul-2021	0	11	
09-Jul-2021	0	17	108
12-Jul-2021	7	20	
13-Jul-2021	0	17	
14-Jul-2021	12	19	
15-Jul-2021	2	13	
16-Jul-2021	1	17	
19-Jul-2021	1	12	93
20-Jul-2021	0	0	
21-Jul-2021	22	14	
22-Jul-2021	11	13	
23-Jul-2021	3	17	82
26-Jul-2021	0	20	
27-Jul-2021	0	14	
28-Jul-2021	3	9	
29-Jul-2021	1	17	
30-Jul-2021	0	18	
<b>Grand Total:</b>	<b>69</b>	<b>320</b>	<b>389</b>

**AUGUST**

DATE	Buyer	Merchant	TOTAL
02-Aug-2021	0	0	0
03-Aug-2021	0	0	
04-Aug-2021	0	0	
05-Aug-2021	0	0	
06-Aug-2021	0	0	
09-Aug-2021	0	9	54
10-Aug-2021	0	13	
11-Aug-2021	0	11	
12-Aug-2021	1	10	
13-Aug-2021	1	9	61
16-Aug-2021	1	12	
17-Aug-2021	3	11	
18-Aug-2021	0	11	
19-Aug-2021	2	9	
20-Aug-2021	0	12	
23-Aug-2021	12	4	72
24-Aug-2021	1	22	
25-Aug-2021	4	15	
26-Aug-2021	3	11	
27-Aug-2021	0	0	12
30-Aug-2021	4	8	
31-Aug-2021	0	0	
<b>Grand Total:</b>	<b>32</b>	<b>167</b>	


**SEPTEMBER**

DATE	Buyer	Merchant	TOTAL
01-Sep-2021	1	7	16
02-Sep-2021	0	3	
03-Sep-2021	1	4	105
06-Sep-2021	2	15	
07-Sep-2021	1	19	
08-Sep-2021	1	20	
09-Sep-2021	1	26	
10-Sep-2021	2	18	
13-Sep-2021	4	17	122
14-Sep-2021	7	23	
15-Sep-2021	3	22	
16-Sep-2021	3	23	
17-Sep-2021	2	18	124
20-Sep-2021	2	22	
21-Sep-2021	2	16	
22-Sep-2021	11	29	
23-Sep-2021	6	14	92
24-Sep-2021	6	16	
27-Sep-2021	2	13	
28-Sep-2021	8	22	
29-Sep-2021	5	19	
30-Sep-2021	9	14	
<b>Grand Total:</b>	<b>79</b>	<b>380</b>	<b>459</b>

TOTAL NUMBER OF WALK-IN CLIENTS PER MONTH	
JULY	389
AUGUST	199
SEPTEMBER	459
<b>TOTAL WALK-IN CLIENTS</b>	<b>1,047</b>

PERCENTAGE	
TOTAL BUYER	180
TOTAL MERCHANT	867
TOTAL NO. OF (Resolved Concerns/Walk-ins) x 100	100.00%

Prepared by:

  
**Brian Nacion Gerona**  
 PMO V, Customer Service  
 Date: 5 November 2021

Reviewed by:

  
**Leah Nimfa M. Valdez**  
 OIC-Chief, Marketing and Sales Division  
 Date: 5 November 2021

Approved by:

  
**Atty. Jolas E. Brutas**  
 Director IV, Operations Group  
 Date:

~~WIA~~ PBD

GSD JAN11'22AM10:25

PHILGEPS-CUSTOMER SERVICE - WALK-IN ASSISTANCE  
FY 2021 FOURTH QUARTER

OCTOBER

DATE	Buyer	Merchant	TOTAL
01-Oct-2021	4	17	21
04-Oct-2021	1	24	115
05-Oct-2021	1	18	
06-Oct-2021	1	20	
07-Oct-2021	26	5	
08-Oct-2021	1	18	88
11-Oct-2021	2	24	
12-Oct-2021	1	10	
13-Oct-2021	1	17	
14-Oct-2021	2	14	84
15-Oct-2021	2	15	
18-Oct-2021	2	10	
19-Oct-2021	4	21	
20-Oct-2021	1	16	131
21-Oct-2021	1	12	
22-Oct-2021	2	15	
25-Oct-2021	1	18	
26-Oct-2021	5	11	131
27-Oct-2021	5	33	
28-Oct-2021	2	26	
29-Oct-2021	1	29	
<b>Grand Total:</b>	<b>66</b>	<b>373</b>	<b>439</b>

NOVEMBER

DATE	Buyer	Merchant	TOTAL
01-Nov-2021	0	0	93
02-Nov-2021	2	13	
03-Nov-2021	1	22	
04-Nov-2021	3	28	
05-Nov-2021	7	17	124
08-Nov-2021	2	19	
09-Nov-2021	3	17	
10-Nov-2021	3	19	
11-Nov-2021	4	27	129
12-Nov-2021	4	26	
15-Nov-2021	2	29	
16-Nov-2021	1	20	
17-Nov-2021	0	21	120
18-Nov-2021	11	14	
19-Nov-2021	2	29	
22-Nov-2021	1	23	
23-Nov-2021	1	15	18
24-Nov-2021	1	25	
25-Nov-2021	2	28	
26-Nov-2021	1	23	
29-Nov-2021	4	14	18
<b>Grand Total:</b>	<b>55</b>	<b>429</b>	<b>484</b>

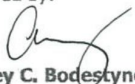
DECEMBER

DATE	Buyer	Merchant	TOTAL
01-Dec-2021	4	20	61
02-Dec-2021	4	17	
03-Dec-2021	0	16	
06-Dec-2021	2	21	95
07-Dec-2021	2	27	
08-Dec-2021	0	0	
09-Dec-2021	2	22	
10-Dec-2021	2	17	96
13-Dec-2021	1	20	
14-Dec-2021	4	17	
15-Dec-2021	1	23	
16-Dec-2021	2	20	65
17-Dec-2021	1	7	
20-Dec-2021	1	30	
21-Dec-2021	2	12	
22-Dec-2021	2	5	28
23-Dec-2021	2	8	
24-Dec-2021	0	3	
27-Dec-2021	0	8	
28-Dec-2021	0	12	28
29-Dec-2021	0	7	
30-Dec-2021	0	0	
31-Dec-2021	0	1	
<b>Grand Total:</b>	<b>32</b>	<b>313</b>	<b>345</b>

TOTAL NUMBER OF WALK-IN CLIENTS PER MONTH	
OCTOBER	439
NOVEMBER	484
DECEMBER	345
<b>TOTAL WALK-IN CLIENTS</b>	<b>1,268</b>

PERCENTAGE	
TOTAL BUYER	153
TOTAL MERCHANT	1,115
TOTAL NO. OF (Resolved Concerns/Walk-ins) x 100	100.00%

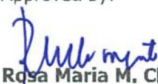
Prepared by:

  
Aubrey C. Bodestyne  
PMO I, PhilGEPS Customer Service  
Date: 4 January 2022

Reviewed by:

  
Brian N. Gerdna  
PMO V, PhilGEPS Customer Service  
Date: 4 January 2022

Approved by:

  
Rosa Maria M. Clemente  
Director IV, PhilGEPS Group  
Date:



## INSPECTION DIVISION - ISSUANCE OF INSPECTION CERTIFICATION AND ACCEPTANCE REPORT (ICAR) FY 2021 FIRST QUARTER

JANUARY		
DATE	ICAR	RFI
04-Jan-2021	0	0
05-Jan-2021	0	0
06-Jan-2021	5	5
07-Jan-2021	5	5
08-Jan-2021	3	3
11-Jan-2021	2	2
12-Jan-2021	10	10
13-Jan-2021	14	14
14-Jan-2021	5	5
15-Jan-2021	0	0
18-Jan-2021	0	0
19-Jan-2021	33	33
20-Jan-2021	10	10
21-Jan-2021	12	12
22-Jan-2021	6	6
25-Jan-2021	0	0
26-Jan-2021	4	4
27-Jan-2021	3	3
28-Jan-2021	6	6
29-Jan-2021	2	2
<b>Grand Total:</b>	<b>120</b>	<b>120</b>

FEBRUARY		
DATE	ICAR	RFI
01-Feb-2021	11	11
02-Feb-2021	8	8
03-Feb-2021	1	1
04-Feb-2021	10	10
05-Feb-2021	8	8
08-Feb-2021	6	6
09-Feb-2021	16	16
10-Feb-2021	8	8
11-Feb-2021	15	15
12-Feb-2021	0	0
15-Feb-2021	30	30
16-Feb-2021	2	2
17-Feb-2021	6	6
18-Feb-2021	1	1
19-Feb-2021	13	13
22-Feb-2021	6	6
23-Feb-2021	6	6
24-Feb-2021	18	18
25-Feb-2021	0	0
26-Feb-2021	16	16
<b>Grand Total:</b>	<b>181</b>	<b>181</b>

MARCH		
DATE	ICAR	RFI
01-Mar-2021	7	7
02-Mar-2021	11	11
03-Mar-2021	6	6
04-Mar-2021	9	9
05-Mar-2021	4	4
08-Mar-2021	5	5
09-Mar-2021	6	6
10-Mar-2021	0	0
11-Mar-2021	24	24
12-Mar-2021	5	5
15-Mar-2021	5	5
16-Mar-2021	6	6
17-Mar-2021	10	10
18-Mar-2021	9	9
19-Mar-2021	4	4
22-Mar-2021	7	7
23-Mar-2021	14	14
24-Mar-2021	4	4
25-Mar-2021	6	6
26-Mar-2021	6	6
29-Mar-2021	24	24
30-Mar-2021	0	0
31-Mar-2021	1	1
<b>Grand Total:</b>	<b>173</b>	<b>173</b>

TOTAL NUMBER OF REQUEST FOR INSPECTION (RFI)	
JANUARY	120
FEBRUARY	181
MARCH	173
<b>TOTAL RFI</b>	<b>474</b>

TOTAL NUMBER OF ICAR ISSUED PER MONTH	
JANUARY	120
FEBRUARY	181
MARCH	173
<b>TOTAL ICAR ISSUED</b>	<b>474</b>

PERCENTAGE	
TOTAL RFI	<b>474</b>
TOTAL ICAR ISSUED	<b>474</b>
<b>TOTAL NO. OF ICAR ISSUED/ TOTAL NO. OF RFI X 100</b>	<b>100%</b>

Prepared by:

**Noralyn D. Salvador**  
PMO IV  
Date:

Reviewed by:

**Engr. Augusto M. Ylagan**  
Chief, Inspection Division  
Date:

Approved by:

**Atty. Jolas E. Brutas**  
OIC-Director, Operations Group  
Date:

## INSPECTION DIVISION - ISSUANCE OF INSPECTION CERTIFICATION AND ACCEPTANCE REPORT (ICAR) FY 2021 SECOND QUARTER

APRIL		
DATE	ICAR	RFI
01-Apr-2021	0	0
02-Apr-2021	0	0
05-Apr-2021	6	6
06-Apr-2021	7	7
07-Apr-2021	2	2
08-Apr-2021	25	25
09-Apr-2021	0	0
12-Apr-2021	3	3
13-Apr-2021	4	4
14-Apr-2021	13	13
15-Apr-2021	7	7
16-Apr-2021	2	2
19-Apr-2021	2	2
20-Apr-2021	13	13
21-Apr-2021	3	3
22-Apr-2021	14	14
23-Apr-2021	7	7
26-Apr-2021	8	8
27-Apr-2021	7	7
28-Apr-2021	12	12
29-Apr-2021	8	8
30-Apr-2021	8	8
<b>Grand Total:</b>	<b>151</b>	<b>151</b>

MAY		
DATE	ICAR	RFI
03-May-2021	6	6
04-May-2021	5	5
05-May-2021	3	3
06-May-2021	18	18
07-May-2021	8	8
10-May-2021	12	12
11-May-2021	6	6
12-May-2021	10	10
13-May-2021	0	0
14-May-2021	14	14
17-May-2021	3	3
18-May-2021	8	8
19-May-2021	17	17
20-May-2021	8	8
21-May-2021	6	6
24-May-2021	0	0
25-May-2021	4	4
26-May-2021	5	5
27-May-2021	7	7
28-May-2021	3	3
31-May-2021	4	4
<b>Grand Total:</b>	<b>147</b>	<b>147</b>

JUNE		
DATE	ICAR	RFI
01-Jun-2021	8	8
02-Jun-2021	4	4
03-Jun-2021	4	4
04-Jun-2021	4	4
07-Jun-2021	5	5
08-Jun-2021	3	3
09-Jun-2021	20	20
10-Jun-2021	5	5
11-Jun-2021	3	3
14-Jun-2021	7	7
15-Jun-2021	5	5
16-Jun-2021	1	1
17-Jun-2021	18	18
18-Jun-2021	10	10
21-Jun-2021	21	21
22-Jun-2021	4	4
23-Jun-2021	12	12
24-Jun-2021	0	0
25-Jun-2021	3	3
28-Jun-2021	0	0
29-Jun-2021	0	0
30-Jun-2021	4	4
<b>Grand Total:</b>	<b>141</b>	<b>141</b>

TOTAL NUMBER OF REQUEST FOR INSPECTION (RFI)	
APRIL	151
MAY	147
JUNE	141
<b>TOTAL RFI</b>	<b>439</b>

TOTAL NUMBER OF ICAR ISSUED PER MONTH	
APRIL	151
MAY	147
JUNE	141
<b>TOTAL ICAR ISSUED</b>	<b>439</b>

PERCENTAGE	
TOTAL RFI	439
TOTAL ICAR ISSUED	439
<b>TOTAL NO. OF ICAR ISSUED/ TOTAL NO. OF RFI X 100</b>	<b>100%</b>

Prepared by:

Noralyn D. Salvador  
PMO IV  
Date:



Reviewed by:

Engr. Augusto M. Ylagan  
Chief, Inspection Division  
Date:



Approved by:

Atty. Jelas E. Brutas  
OIC-Director, Operations Group  
Date:



## INSPECTION DIVISION - ISSUANCE OF INSPECTION CERTIFICATION AND ACCEPTANCE REPORT (ICAR) FY 2021 THIRD QUARTER

Annex "B"

JULY		
DATE	ICAR	RFI
01-Jul-2021	2	2
02-Jul-2021	4	4
05-Jul-2021	9	9
06-Jul-2021	10	10
07-Jul-2021	61	61
08-Jul-2021	7	7
09-Jul-2021	6	6
12-Jul-2021	8	8
13-Jul-2021	8	8
14-Jul-2021	0	0
15-Jul-2021	0	0
16-Jul-2021	0	0
19-Jul-2021	8	8
20-Jul-2021	0	0
21-Jul-2021	7	7
22-Jul-2021	17	17
23-Jul-2021	16	16
26-Jul-2021	11	11
27-Jul-2021	3	3
28-Jul-2021	4	4
29-Jul-2021	13	13
30-Jul-2021	9	9
<b>Grand Total:</b>	<b>203</b>	<b>203</b>

AUGUST		
DATE	ICAR	RFI
02-Aug-2021	18	18
03-Aug-2021	7	7
04-Aug-2021	2	2
05-Aug-2021	13	13
06-Aug-2021	23	23
09-Aug-2021	13	13
10-Aug-2021	1	1
11-Aug-2021	5	5
12-Aug-2021	7	7
13-Aug-2021	12	12
16-Aug-2021	5	5
17-Aug-2021	7	7
18-Aug-2021	10	10
19-Aug-2021	2	2
20-Aug-2021	0	0
23-Aug-2021	1	1
24-Aug-2021	1	1
25-Aug-2021	4	4
26-Aug-2021	6	6
27-Aug-2021	1	1
30-Aug-2021	0	0
31-Aug-2021	0	0
<b>Grand Total:</b>	<b>138</b>	<b>138</b>

SEPTEMBER		
DATE	ICAR	RFI
01-Sep-2021	0	0
02-Sep-2021	0	0
03-Sep-2021	5	5
06-Sep-2021	1	1
07-Sep-2021	10	10
08-Sep-2021	9	9
09-Sep-2021	8	8
10-Sep-2021	10	10
13-Sep-2021	8	8
14-Sep-2021	22	22
15-Sep-2021	2	2
16-Sep-2021	16	16
17-Sep-2021	15	15
20-Sep-2021	14	14
21-Sep-2021	6	6
22-Sep-2021	5	5
23-Sep-2021	3	3
24-Sep-2021	0	0
27-Sep-2021	1	1
28-Sep-2021	6	6
29-Sep-2021	5	5
30-Sep-2021	4	4
<b>Grand Total:</b>	<b>150</b>	<b>150</b>

TOTAL NUMBER OF REQUEST FOR INSPECTION (RFI) with ICAR PER MONTH	
JULY	203
AUGUST	138
SEPTEMBER	150
<b>TOTAL RFI</b>	<b>491</b>

TOTAL NUMBER OF ICAR ISSUED PER MONTH	
JULY	203
AUGUST	138
SEPTEMBER	150
<b>TOTAL ICAR ISSUED</b>	<b>491</b>

PERCENTAGE	
TOTAL RFI with ICAR	<b>491</b>
TOTAL ICAR ISSUED	<b>491</b>
<b>TOTAL NO. OF ICAR ISSUED/ TOTAL NO. OF RFI with ICAR X 100</b>	<b>100%</b>

Prepared by:

  
**NORALYN D. SALVADOR**  
PMO IV


Date: 09 November 2021

Reviewed by:

  
**ENGR. AUGUSTO M. YLAGAN**  
Chief, Inspection Division

Date: 9 Nov 21

Approved by:

  
**ATTY. JOLAS E. BRUTAS**  
Director IV, Operations Group

Date:

**MARKETING AND SALES DIVISION - PROCESSING OF APR (WALK-IN CLIENT AND VIRTUAL STORE)  
FY 2021 FIRST QUARTER**

JANUARY			
DATE	Manual	VS	
04-Jan-2021			
05-Jan-2021			
06-Jan-2021	50	114	
07-Jan-2021	28	25	
08-Jan-2021	16	16	
11-Jan-2021	10	21	
12-Jan-2021	36	39	
13-Jan-2021	17	37	
14-Jan-2021	30	33	
15-Jan-2021		10	
18-Jan-2021	33		
19-Jan-2021	30	11	
20-Jan-2021	24	46	
21-Jan-2021	23	40	
22-Jan-2021	37	30	
25-Jan-2021	36	46	
26-Jan-2021	25	26	
27-Jan-2021	26	1	
28-Jan-2021	19	26	
29-Jan-2021	17	14	
Grand Total:	457	140	

FEBRUARY			
DATE	Manual	VS	
01-Feb-2021	8	16	
02-Feb-2021	12	30	
03-Feb-2021	19	23	
04-Feb-2021	25	23	
05-Feb-2021	7	32	
08-Feb-2021	16	33	
09-Feb-2021	26	30	
10-Feb-2021	19	35	
11-Feb-2021	36	28	
12-Feb-2021		5	
15-Feb-2021	20	19	
16-Feb-2021	40	15	
17-Feb-2021	18	49	
18-Feb-2021	16	10	
19-Feb-2021	21	25	
22-Feb-2021	11	20	
23-Feb-2021	13	35	
24-Feb-2021	17	29	
25-Feb-2021		3	
26-Feb-2021	15	41	
Grand Total:	339	131	

MARCH			
DATE	Manual	VS	
01-Mar-2021	14	35	
02-Mar-2021	15	46	
03-Mar-2021	9	38	
04-Mar-2021	6	35	
05-Mar-2021	13	27	
08-Mar-2021	15	24	
09-Mar-2021	19	24	
10-Mar-2021	13	16	
11-Mar-2021	11	17	
12-Mar-2021	6	14	
15-Mar-2021	7	16	
16-Mar-2021	9	14	
17-Mar-2021	26	21	
18-Mar-2021	16	25	
19-Mar-2021	12	26	
22-Mar-2021	12	31	
23-Mar-2021	13	23	
24-Mar-2021	12	2	
25-Mar-2021	6	8	
26-Mar-2021	4	10	
27-Mar-2021	0	0	
29-Mar-2021	1	5	
30-Mar-2021	8	4	
31-Mar-2021	2	6	
Grand Total:	238	452	

TOTAL NUMBER OF WALK-IN CLIENT AND VIRTUAL STORE PER MONTH	
JANUARY	597
FEBRUARY	470
MARCH	690
<b>TOTAL</b>	<b>1757</b>

TRANSACTION		PERCENTAGE (%)
TOTAL MANUAL	<b>1034</b>	<b>58.85</b>
TOTAL VIRTUAL STORE	<b>723</b>	<b>41.15</b>

Prepared by:



**Robert H. Humarang**  
PMO IV  
April 1, 2021

Reviewed by:



**Leah M. Valdez**  
OIC Chief Marketing and Sales Division  
April 1, 2021

Approved by:



**Joshua S. Laure**  
OIC-Director IV, AFG  
Date: 16-Jul-2021

MARKETING AND SALES DIVISION - PROCESSING OF APR (WALK-IN CLIENT AND VIRTUAL STORE)  
FY 2021 SECOND QUARTER

APRIL				MAY				JUNE			
DATE	Manual	VS		DATE	Manual	VS		DATE	Manual	VS	
01-Apr-2021			0	01-May-2021		2	2	01-Jun-2021	13	4	72
02-Apr-2021				02-May-2021		2		02-Jun-2021	7	15	
03-Apr-2021				03-May-2021	4	31		03-Jun-2021	6	8	
04-Apr-2021				04-May-2021	12	14		04-Jun-2021	6	12	
05-Apr-2021	6	6	95	05-May-2021	23	50	308	05-Jun-2021		1	136
06-Apr-2021	17	11		06-May-2021	14	84		06-Jun-2021		1	
07-Apr-2021	7	18		07-May-2021	17	56		07-Jun-2021	4	27	
08-Apr-2021	5	10		08-May-2021		1		08-Jun-2021	20	20	
09-Apr-21	9	6		09-May-21		10		09-Jun-21	21	13	
10-Apr-2021				10-May-2021	17	52		10-Jun-2021	6	8	
11-Apr-2021		1		11-May-2021	12	37		11-Jun-2021	14	14	
12-Apr-2021		4		12-May-2021	26	37		12-Jun-2021		2	
13-Apr-2021	20	20		13-May-2021		12		13-Jun-2021		1	
14-Apr-2021	10	14		14-May-2021	42	10		14-Jun-2021	14	24	
15-Apr-2021	33	10	15-May-2021		2	15-Jun-2021	7	14			
16-Apr-2021	9	6	16-May-2021		1	16-Jun-2021	2	27			
17-Apr-2021			17-May-2021	7	38	17-Jun-2021	4	21			
18-Apr-2021		3	18-May-2021	24	25	18-Jun-2021	12	18			
19-Apr-2021	14	7	19-May-2021	26	10	19-Jun-2021		1			
20-Apr-2021	26	13	20-May-2021	17	14	20-Jun-2021		2			
21-Apr-2021	15	17	21-May-2021	8	3	21-Jun-2021	6	20			
22-Apr-2021	17	23	22-May-2021		2	22-Jun-2021	3	42			
23-Apr-2021	15	7	23-May-2021			23-Jun-2021	15	20			
24-Apr-2021			24-May-2021	8	10	24-Jun-2021		13			
25-Apr-2021			25-May-2021	51	19	25-Jun-2021	22	12			
26-Apr-2021	16	16	26-May-2021	33	6	26-Jun-2021		8			
27-Apr-2021	27	11	27-May-2021	5	7	27-Jun-2021		3			
28-Apr-2021	8	37	28-May-2021	8	1	28-Jun-2021		14			
29-Apr-2021	10	17	29-May-2021		2	29-Jun-2021	8	11			
30-Apr-2021	10	1	30-May-2021		0	30-Jun-2021	7	23			
Grand Total:	274	258	532	31-May-2021	8	3	11	Grand Total:	197	385	582
				Grand Total:	362	541	903				

TOTAL NUMBER OF WALK-IN CLIENT AND VIRTUAL STORE PER MONTH			TRANSACTION		PERCENTAGE (%)
APRIL		532	TOTAL MANUAL	833	41%
MAY		903	TOTAL VIRTUAL STORE	1184	59%
JUNE		582			
<b>TOTAL</b>		<b>2017</b>			

Prepared by:



**Robert H. Humarang**  
PMO IV  
July 1, 2021

Reviewed by:



**Leah M. Valdez**  
OIC Chief - Marketing and Sales Division  
Date:

Approved by:



**Joshua S. Laure**  
OIC-Director IV, AFG  
Date: 16-JUL-2021

MARKETING AND SALES DIVISION - PROCESSING OF APR (WALK-IN CLIENT AND VIRTUAL STORE)

Annex B

FY 2021 THIRD QUARTER

JULY				AUGUST				SEPTEMBER			
DATE	Manual	VS		DATE	Manual	VS		DATE	Manual	VS	
01-Jul-21	9	14	30	01-Aug-21			288	01-Sep-21		3	21
02-Jul-21	2	5		02-Aug-21	14	53		02-Sep-21		11	
03-Jul-21				03-Aug-21	14	75		03-Sep-21		6	
04-Jul-21		2	143	04-Aug-21	16	31	175	04-Sep-21		1	275
05-Jul-21	4	15		05-Aug-21	15	37		05-Sep-21			
06-Jul-21	21	14		06-Aug-21	2	24		06-Sep-21	6	42	
07-Jul-21	5			07-Aug-21				07-Sep-21	1	32	
08-Jul-21	13		103	08-Aug-21		7	120	08-Sep-21	4	68	298
09-Jul-21	40	29		09-Aug-21	8	51		09-Sep-21	7	74	
10-Jul-21				10-Aug-21	9	23		10-Sep-21	1	35	
11-Jul-21		1	405	11-Aug-21	5	22	109	11-Sep-21		1	249
12-Jul-21	37	42		12-Aug-21	3	29		12-Sep-21		4	
13-Jul-21	22			13-Aug-21		19		13-Sep-21	2	26	
14-Jul-21				14-Aug-21		6		14-Sep-21	9	78	
15-Jul-21			269	15-Aug-21			6	15-Sep-21	1	28	156
16-Jul-21				16-Aug-21	8	23		16-Sep-21	12	106	
17-Jul-21		1		17-Aug-21		14		17-Sep-21	1	30	
18-Jul-21		17	405	18-Aug-21	4	16	109	18-Sep-21		1	249
19-Jul-21	27	60		19-Aug-21	6	18		19-Sep-21		4	
20-Jul-21	45	65		20-Aug-21	5	22		20-Sep-21	14	70	
21-Jul-21	19	54		21-Aug-21		3		21-Sep-21	1	45	
22-Jul-21	9	53	269	22-Aug-21		1	109	22-Sep-21	5	27	156
23-Jul-21	15	41		23-Aug-21	2	22		23-Sep-21	22	32	
24-Jul-21				24-Aug-21	9	17		24-Sep-21	8	24	
25-Jul-21			269	25-Aug-21	3	9	6	25-Sep-21			156
26-Jul-21	9	56		26-Aug-21	4	27		26-Sep-21		1	
27-Jul-21	26	75		27-Aug-21		14		27-Sep-21	1	37	
28-Jul-21	14	24		28-Aug-21		1		28-Sep-21	7	30	
29-Jul-21	4	28	269	29-Aug-21		1	6	29-Sep-21		39	156
30-Jul-21	7	23		30-Aug-21				30-Sep-21	3	39	
31-Jul-21		3		31-Aug-21		6					
Grand Total:	328	622	950	Grand Total:	127	571	698	Grand Total:	105	894	999

Month	Manual	VS	Total	TRANSACTION	PERCENTAGE (%)
July			950		
August			698	TOTAL MANUAL	21%
September			999	TOTAL VIRTUAL STORE	79%
<b>TOTAL</b>			<b>2647</b>		

Prepared by:



**Robert H. Humarang**  
PMO IV - MSD

Date: November 11, 2021

Reviewed by:



**Leah M. Valdez**  
OIC Division Chief - MSD

Date: November 11, 2021

Approved by:



**Atty. Jolas E. Brutas**  
Director IV - Operations Group

Date: November 11, 2021

**MARKETING AND SALES DIVISION - PROCESSING OF APR (WALK-IN CLIENT AND VIRTUAL STORE)  
FY 2021 FOURTH QUARTER**

<b>OCTOBER</b>			
<b>DATE</b>	<b>Manual</b>	<b>VS</b>	<b>Total</b>
01-Oct-2021	5	24	29
02-Oct-2021		9	9
03-Oct-2021			
04-Oct-2021	6	56	62
05-Oct-2021	25	41	66
06-Oct-2021	14	31	45
07-Oct-2021	13	73	86
08-Oct-2021	10	32	42
09-Oct-2021		5	5
10-Oct-2021			
11-Oct-2021	6	49	55
12-Oct-2021	9	101	110
13-Oct-2021	9	55	64
14-Oct-2021	11	148	159
15-Oct-2021	11	78	89
16-Oct-2021		11	11
17-Oct-2021		5	5
18-Oct-2021	2	43	45
19-Oct-2021	5	54	59
20-Oct-2021	9	52	61
21-Oct-2021	4	61	65
22-Oct-2021	23	39	62
23-Oct-2021		1	1
24-Oct-2021		3	3
25-Oct-2021	8	41	49
26-Oct-2021	7	61	68
27-Oct-2021	4	38	42
28-Oct-2021	10	71	81
29-Oct-2021	3	62	65
30-Oct-2021		1	1
31-Oct-2021			
<b>Grand Total:</b>	<b>194</b>	<b>1245</b>	<b>1439</b>

<b>NOVEMBER</b>			
<b>DATE</b>	<b>Manual</b>	<b>VS</b>	<b>Total</b>
01-Nov-2021		10	10
02-Nov-2021	2	80	82
03-Nov-2021	2	56	58
04-Nov-2021	4	88	92
05-Nov-2021	10	56	66
06-Nov-2021			
07-Nov-2021		2	2
08-Nov-2021	9	45	54
09-Nov-2021	5	112	117
10-Nov-2021	4	68	72
11-Nov-2021	3	56	59
12-Nov-2021	3	30	33
13-Nov-2021		3	3
14-Nov-2021		1	1
15-Nov-2021	15	16	31
16-Nov-2021	6	101	107
17-Nov-2021	11	30	41
18-Nov-2021	1	49	50
19-Nov-2021	1	42	43
20-Nov-2021		6	6
21-Nov-2021			
22-Nov-2021		36	36
23-Nov-2021	3	43	46
24-Nov-2021	6	47	53
25-Nov-2021	12	49	61
26-Nov-2021		38	38
27-Nov-2021		6	6
28-Nov-2021		1	1
29-Nov-2021	9	35	44
30-Nov-2021		4	4
31-Nov-2021			
<b>Grand Total:</b>	<b>106</b>	<b>1110</b>	<b>1216</b>

<b>DECEMBER</b>			
<b>DATE</b>	<b>Manual</b>	<b>VS</b>	
01-Dec-2021	5	40	45
02-Dec-2021	8	38	46
03-Dec-2021	13	49	62
04-Dec-2021		1	1
05-Dec-2021		3	3
06-Dec-2021	3	71	74
07-Dec-2021	3	33	36
08-Dec-2021		6	6
09-Dec-2021	8	71	79
10-Dec-2021	11	30	41
11-Dec-2021			
12-Dec-2021		1	1
13-Dec-2021	5	75	80
14-Dec-2021	5	46	51
15-Dec-2021	6	78	84
16-Dec-2021	16	42	58
17-Dec-2021	1	6	7
18-Dec-2021		2	2
19-Dec-2021		1	1
20-Dec-2021	1	3	4
21-Dec-2021	13		13
22-Dec-2021	19		19
23-Dec-2021	34		34
24-Dec-2021			
25-Dec-2021			
26-Dec-2021			
27-Dec-2021			
28-Dec-2021	6		6
29-Dec-2021			
30-Dec-2021			
31-Dec-2021	3		6
<b>Grand Total:</b>	<b>160</b>	<b>596</b>	<b>759</b>

TOTAL NUMBER OF WALK-IN CLIENT AND VIRTUAL STORE PER MONTH	
OCTOBER	1439
NOVEMBER	1216
DECEMBER	759
<b>TOTAL</b>	<b>3414</b>

TRANSACTION		PERCENTAGE (%)
TOTAL MANUAL	<b>460</b>	<b>13%</b>
TOTAL VIRTUAL STORE	<b>2951</b>	<b>86%</b>

Prepared by:



**Robert H. Humarang**

PMO IV

Date: January 7, 2022

Reviewed by:



**Leah M. Valdez**

OIC Chief - Marketing and Sales Division

Date: January 7, 2022

Approved by:

**(Resigned)**

**Atty. Yvette Perez**

Director IV, Operations Group

Date:



**REGIONAL DEPOTS - PROCESSING OF APR (WALK-IN CLIENT)  
FY 2021 FIRST QUARTER**

**JANUARY**

DATE	
04-Jan-2021	12
05-Jan-2021	18
06-Jan-2021	168
07-Jan-2021	132
08-Jan-2021	56
11-Jan-2021	83
12-Jan-2021	77
13-Jan-2021	78
14-Jan-2021	129
15-Jan-2021	94
18-Jan-2021	91
19-Jan-2021	131
20-Jan-2021	142
21-Jan-2021	121
22-Jan-2021	87
25-Jan-2021	122
26-Jan-2021	186
27-Jan-2021	153
28-Jan-2021	272
29-Jan-2021	132
<b>Grand Total:</b>	<b>2284</b>

**FEBRUARY**

DATE	
01-Feb-2021	207
02-Feb-2021	252
03-Feb-2021	273
04-Feb-2021	287
05-Feb-2021	177
08-Feb-2021	207
09-Feb-2021	278
10-Feb-2021	176
11-Feb-2021	270
12-Feb-2021	0
15-Feb-2021	163
16-Feb-2021	169
17-Feb-2021	248
18-Feb-2021	274
19-Feb-2021	134
22-Feb-2021	282
23-Feb-2021	263
24-Feb-2021	229
25-Feb-2021	0
26-Feb-2021	148
<b>Grand Total:</b>	<b>4037</b>

**MARCH**

DATE	
01-Mar-2021	194
02-Mar-2021	221
03-Mar-2021	211
04-Mar-2021	162
05-Mar-2021	198
08-Mar-2021	223
09-Mar-2021	194
10-Mar-2021	179
11-Mar-2021	175
12-Mar-2021	141
15-Mar-2021	159
16-Mar-2021	212
17-Mar-2021	143
18-Mar-2021	146
19-Mar-2021	124
22-Mar-2021	141
23-Mar-2021	105
24-Mar-2021	160
25-Mar-2021	112
26-Mar-2021	79
29-Mar-2021	109
30-Mar-2021	123
31-Mar-2021	69
<b>Grand Total:</b>	<b>3580</b>

*h*

TOTAL NUMBER OF WALK-IN CLIENT PER MONTH	
JANUARY	2284
FEBRUARY	4037
MARCH	3580
TOTAL FOR THE 1ST QUARTER	9901

PERCENTAGE
TOTAL WALK-IN: 9901
TOTAL NO. OF ____ X 100

Prepared by:



**Boycie F. Tarca**  
**PMO-in-Charge**

Date: 31 March 2021

Reviewed by:



**Jayson C. Erquiza**  
**OIC-Chief, DOD**

Date: 31 March 2021

Approved by:



**Atty. Jolas E. Brutas**  
**OIC-Director, Regional Operations Group**

Date: 31 March 2021

REGIONAL DEPOTS - PROCESSING OF APR (WALK-IN CLIENT)  
 FY 2021 SECOND QUARTER

**APRIL**

DATE	
01-Apr-2021	0
02-Apr-2021	0
05-Apr-2021	19
06-Apr-2021	88
07-Apr-2021	67
08-Apr-2021	60
09-Apr-2021	5
12-Apr-2021	39
13-Apr-2021	63
14-Apr-2021	48
15-Apr-2021	53
16-Apr-2021	50
19-Apr-2021	37
20-Apr-2021	47
21-Apr-2021	83
22-Apr-2021	65
23-Apr-2021	61
26-Apr-2021	61
27-Apr-2021	52
28-Apr-2021	68
29-Apr-2021	78
30-Apr-2021	53
<b>Grand Total:</b>	<b>1097</b>

**MAY**

DATE	
03-May-2021	33
04-May-2021	41
05-May-2021	58
06-May-2021	130
07-May-2021	75
10-May-2021	41
11-May-2021	47
12-May-2021	84
13-May-2021	13
14-May-2021	47
17-May-2021	47
18-May-2021	53
19-May-2021	51
20-May-2021	42
21-May-2021	83
24-May-2021	84
25-May-2021	50
26-May-2021	75
27-May-2021	59
28-May-2021	58
31-May-2021	55
<b>Grand Total:</b>	<b>1226</b>

**JUNE**


DATE	
01-Jun-2021	63
02-Jun-2021	25
03-Jun-2021	82
04-Jun-2021	60
07-Jun-2021	47
08-Jun-2021	40
09-Jun-2021	52
10-Jun-2021	67
11-Jun-2021	36
14-Jun-2021	34
15-Jun-2021	33
16-Jun-2021	48
17-Jun-2021	28
18-Jun-2021	47
21-Jun-2021	32
22-Jun-2021	46
23-Jun-2021	32
24-Jun-2021	36
25-Jun-2021	37
28-Jun-2021	42
29-Jun-2021	35
30-Jun-2021	33
<b>Grand Total:</b>	<b>955</b>

*B*

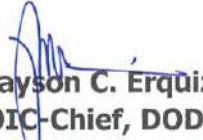
TOTAL NUMBER OF WALK-IN CLIENT PER MONTH	
APRIL	366
MAY	409
JUNE	318
TOTAL FOR THE 2ND QUARTER	1093

PERCENTAGE
TOTAL WALK-IN: 1093
TOTAL NO. OF ____ X 100

Prepared by:

  
**Boycie F. Tarca**  
**PMO-in-Charge**  
 Date: 01 July 2021

Reviewed by:

  
**Jayson C. Erquiza**  
**OIC-Chief, DOD**  
 Date: 01 July 2021

Approved by:

  
**Atty. Jolas E. Brutus**  
**OIC-Director, Regional Operations Group**  
 Date: 01 July 2021

Annex B

REGIONAL DEPOTS - PROCESSING OF APR (WALK-IN CLIENT)  
FY 2021 THIRD QUARTER

JULY	
DATE	NO. OF PROCESSED APRs
01-Jul-2021	70
02-Jul-2021	69
05-Apr-2021	83
06-Apr-2021	63
07-Apr-2021	93
08-Apr-2021	82
09-Apr-2021	83
12-Apr-2021	94
13-Apr-2021	66
14-Apr-2021	66
15-Apr-2021	66
16-Apr-2021	57
19-Apr-2021	124
20-Apr-2021	EID AL-ADHA
21-Apr-2021	96
22-Apr-2021	112
23-Apr-2021	98
26-Apr-2021	84
27-Apr-2021	64
28-Apr-2021	109
29-Apr-2021	87
30-Apr-2021	91
<b>Grand Total:</b>	<b>1,757</b>

AUGUST	
DATE	NO. OF PROCESSED APRs
02-Aug-2021	134
03-Aug-2021	110
04-Aug-2021	100
05-Aug-2021	101
06-Aug-2021	58
09-Aug-2021	108
10-Aug-2021	78
11-Aug-2021	106
12-Aug-2021	83
13-Aug-2021	95
16-Aug-2021	65
17-Aug-2021	105
18-Aug-2021	88
19-Aug-2021	90
20-Aug-2021	99
23-Aug-2021	68
24-Aug-2021	61
25-Aug-2021	70
26-Aug-2021	94
27-Aug-2021	72
30-Aug-2021	NATIONAL HEROES DAY
31-Aug-2021	112
<b>Grand Total:</b>	<b>1,897</b>


SEPTEMBER	
DATE	NO. OF PROCESSED APRs
01-Sep-2021	88
02-Sep-2021	55
03-Sep-2021	60
06-Sep-2021	95
07-Sep-2021	78
08-Sep-2021	62
09-Sep-2021	76
10-Sep-2021	73
13-Sep-2021	63
14-Sep-2021	63
15-Sep-2021	83
16-Sep-2021	69
17-Sep-2021	82
20-Sep-2021	99
21-Sep-2021	86
22-Sep-2021	60
23-Sep-2021	71
24-Sep-2021	81
27-Sep-2021	56
28-Sep-2021	59
29-Sep-2021	79
30-Sep-2021	87
<b>Grand Total:</b>	<b>1,625</b>

TOTAL NUMBER OF WALK-IN CLIENT PER MONTH	
JULY	1,378
AUGUST	1,371
SEPTEMBER	1,268
<b>TOTAL</b>	<b>4,017</b>

Prepared by:

  
**Boycie F. Tarca**  
PMO-in-Charge  
Date: 30 September 2021

Reviewed by:

  
**Jayson C. Erquiza**  
OIC-Chief, DOD  
Date: 30 September 2021

Approved by:

  
**Atty. Jolas E. Brutus**  
OIC-Director, Regional Operations Group  
Date: 30 September 2021

**REGIONAL DEPOTS - PROCESSING OF APR (WALK-IN CLIENT)  
FY 2021 FOURTH QUARTER**

OCTOBER	
DATE	NO. OF PROCESSED APRs
01-Oct-2021	52
04-Oct-2021	58
05-Oct-2021	86
06-Oct-2021	56
07-Oct-2021	95
08-Oct-2021	53
11-Oct-2021	59
12-Oct-2021	79
13-Oct-2021	59
14-Oct-2021	57
15-Oct-2021	74
18-Oct-2021	55
19-Oct-2021	101
20-Oct-2021	121
21-Oct-2021	126
22-Oct-2021	136
25-Oct-2021	94
26-Oct-2021	69
27-Oct-2021	105
28-Oct-2021	113
29-Oct-2021	111
<b>Grand Total:</b>	<b>1,759</b>

NOVEMBER	
DATE	NO. OF PROCESSED APRs
02-Nov-2021	87
03-Nov-2021	93
04-Nov-2021	88
05-Nov-2021	82
08-Nov-2021	143
09-Nov-2021	110
10-Nov-2021	86
11-Nov-2021	94
12-Nov-2021	110
15-Nov-2021	67
16-Nov-2021	97
17-Nov-2021	117
18-Nov-2021	104
19-Nov-2021	141
22-Nov-2021	126
23-Nov-2021	127
24-Nov-2021	96
25-Nov-2021	106
26-Nov-2021	120
29-Nov-2021	80
30-Nov-2021	BONIFACIO DAY
<b>Grand Total:</b>	<b>2,074</b>

DECEMBER	
DATE	NO. OF PROCESSED APRs
01-Dec-2021	124
02-Dec-2021	76
03-Dec-2021	101
06-Dec-2021	110
07-Dec-2021	103
08-Dec-2021	FEAST OF IMMACULATE CONCEPTION
09-Dec-2021	116
10-Dec-2021	99
13-Dec-2021	92
14-Dec-2021	77
15-Dec-2021	158
16-Dec-2021	118
17-Dec-2021	92
20-Dec-2021	131
21-Dec-2021	112
22-Dec-2021	88
23-Dec-2021	101
24-Dec-2021	62
27-Dec-2021	39
28-Dec-2021	32
29-Dec-2021	58
30-Dec-2021	RIZAL DAY
31-Dec-2021	306
<b>Grand Total:</b>	<b>1,889</b>

TOTAL NUMBER OF WALK-IN CLIENT PER MONTH	
OCTOBER	1,502
NOVEMBER	1,885
DECEMBER	1,734
<b>TOTAL</b>	<b>5,121</b>

Prepared by:

  
**Boycie F. Tarca**  
PMO-in-Charge  
Date: 07 January 2021

Reviewed by:

  
**Jaysen C. Erquiza**  
OIC-Chief, Depot Operations Division  
Date: 07 January 2021

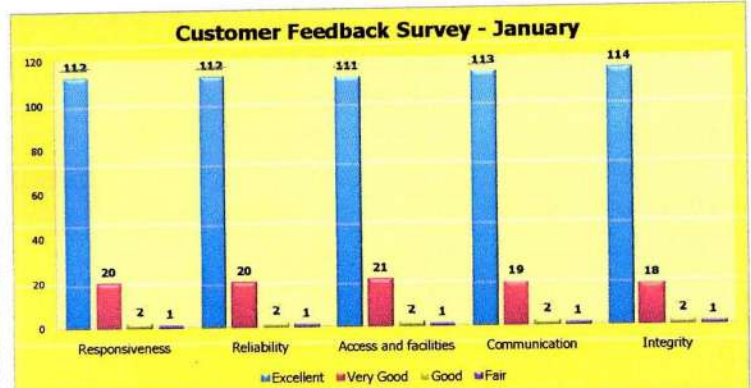
Approved by:

  
**Dave Y. Valderrama**  
OIC-Director, Regional Operations Group  
Date: 07 January 2021

## PhilGEPS - Customer Service - Customer Satisfaction Survey FY 2021 - 1st Quarter Report

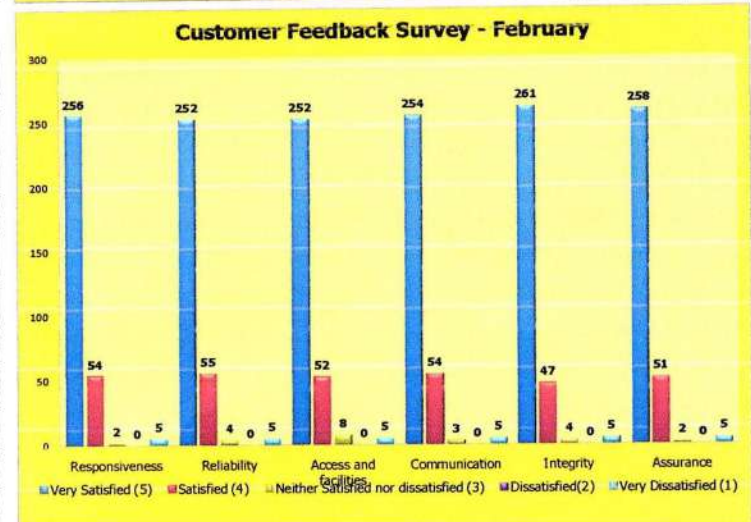
### JANUARY

	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Staff	112	20	2	1	135
Professionalism of Staff	112	20	2	1	135
Promptness of Service	111	21	2	1	135
Knowledge/Expertise	113	19	2	1	135
Overall Satisfaction with our Service	114	18	2	1	135
<b>Total</b>	<b>562</b>	<b>98</b>	<b>10</b>	<b>5</b>	<b>675</b>
<b>Percentage</b>	<b>83.26%</b>	<b>14.52%</b>	<b>1.48%</b>	<b>0.74%</b>	<b>100.00%</b>



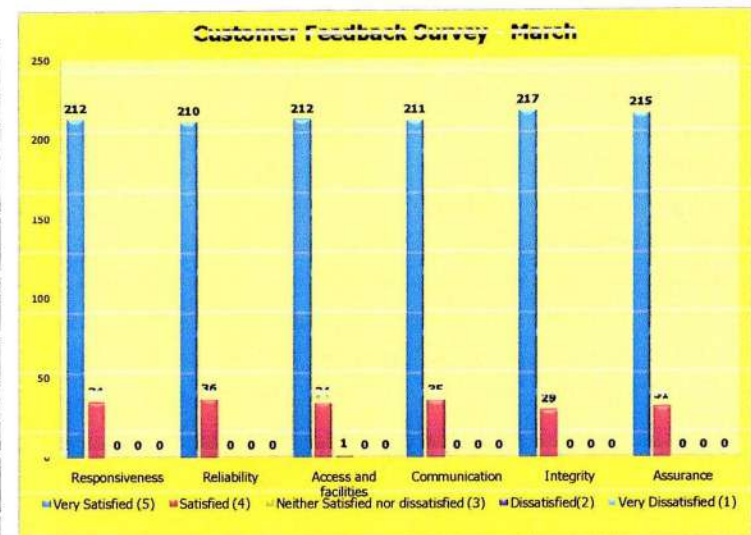
### FEBRUARY

SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
responsiveness	256	54	2	0	0	312
Reliability	252	55	4	0	5	316
Access and facilities	252	52	8	0	5	316
Communication	254	54	3	0	5	316
Integrity	261	47	4	0	5	316
Assurance	258	51	2	0	5	316
<b>Total</b>	<b>1532</b>	<b>312</b>	<b>22</b>	<b>0</b>	<b>30</b>	<b>1896</b>
<b>Percentage</b>	<b>80.80%</b>	<b>16.46%</b>	<b>1.16%</b>	<b>0.00%</b>	<b>1.58%</b>	<b>100.00%</b>



### MARCH

SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
Responsiveness	212	34	0	0	0	246
Reliability	210	36	0	0	0	246
Access and facilities	212	34	1	0	0	246
Communication	211	35	0	0	0	246
Integrity	217	29	0	0	0	246
Assurance	215	31	0	0	0	246
<b>Total</b>	<b>1277</b>	<b>199</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1476</b>
<b>Percentage</b>	<b>86.48%</b>	<b>13.45%</b>	<b>0.07%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>



### FIRST QUARTER OVERALL RATING

	Total No of Survey Respondents per Month	Overall Satisfaction Rating per Month
January	135	97.78%
February	316	97.26%
March	246	99.93%
Total	697	98.32%



Prepared by:

*R. Valdez*  
**Rhealyn T. Valdez**  
 Date: April 5, 2021

Checked and Verified by:

*[Signature]*  
**Maria Joana Victoria L. Maglay**  
 Date: April 5, 2021

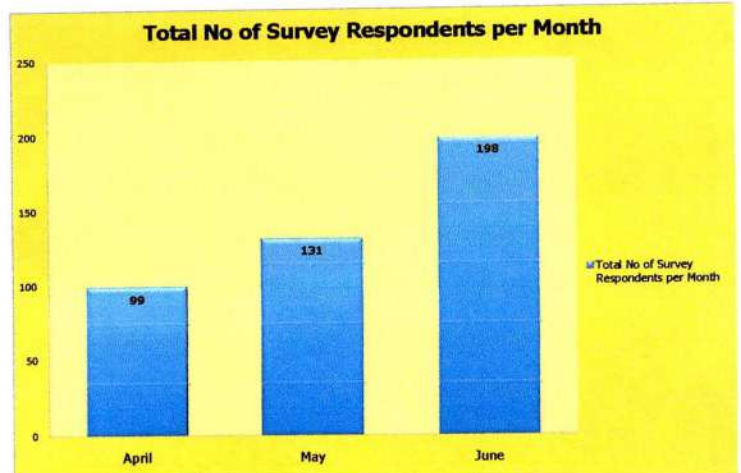
Noted by Immediate Supervisor/Division Chief:

*[Signature]*  
**Brian N. Gerena**  
 Date: April 5, 2021

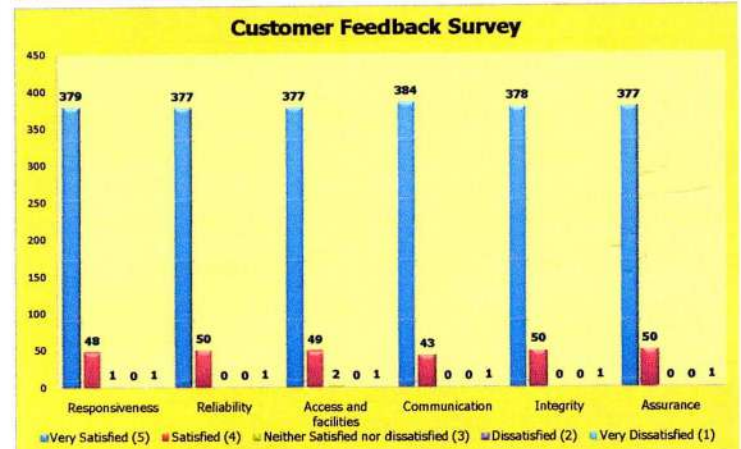


# PhilGEPS - Customer Service - Customer Satisfaction Survey FY 2021 - 2nd Quarter Report

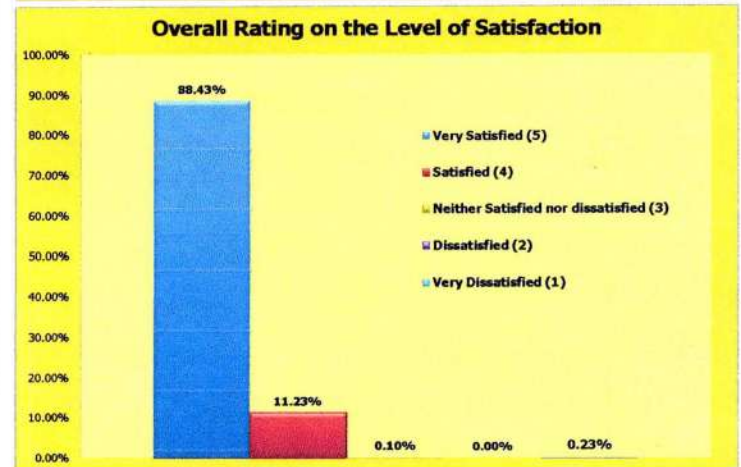
Total No of Survey Respondents per Month	
April	99
May	131
June	198
<b>No of Survey Respondents</b>	<b>428</b>



SERVICE QUALITY DIMENSIONS	Number of Survey Respondents Per Service Quality Dimension					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
Responsiveness	379	48	1	0	1	428
Reliability	377	50	0	0	1	428
Access and facilities	377	49	2	0	1	428
Communication	384	43	0	0	1	428
Integrity	378	50	0	0	1	428
Assurance	377	50	0	0	1	428
<b>Total</b>	<b>2271</b>	<b>289</b>	<b>3</b>	<b>0</b>	<b>6</b>	<b>2568</b>



SERVICE QUALITY DIMENSIONS	Percentage of Survey Respondents Per Service Quality Dimension					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
Responsiveness	88.43%	11.10%	0.23%	0.00%	0.23%	1
Reliability	88.08%	11.68%	0.00%	0.00%	0.23%	1
Access and facilities	88.08%	11.33%	0.35%	0.00%	0.23%	1
Communication	89.72%	10.05%	0.00%	0.00%	0.23%	1
Integrity	88.20%	11.57%	0.00%	0.00%	0.23%	1
Assurance	88.08%	11.68%	0.00%	0.00%	0.23%	1
<b>Percentage</b>	<b>88.43%</b>	<b>11.23%</b>	<b>0.10%</b>	<b>0.00%</b>	<b>0.23%</b>	<b>100.00%</b>



Prepared by:

*R. Valdez*  
**Rhealyn T. Valdez**  
 Date: July 2, 2021

Checked and Verified by:

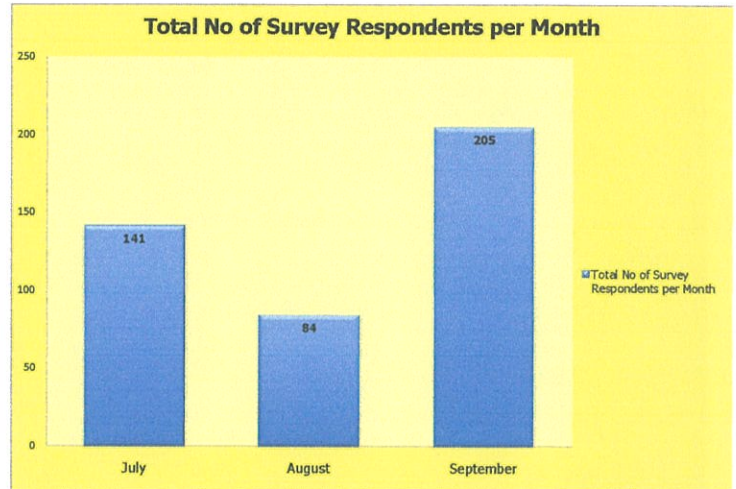
*M. Maglay*  
**Maria Joana Victoria L. Maglay**  
 Date: July 2, 2021

Noted by Immediate Supervisor/Division Chief:

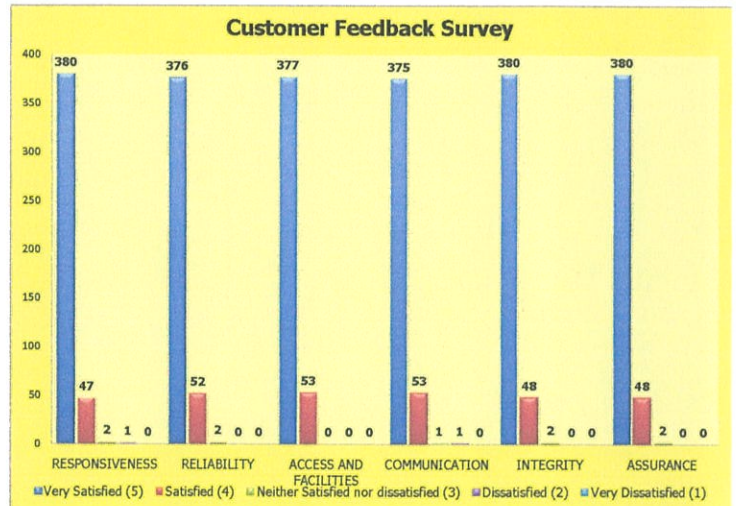
*B. Gerona*  
**Brian N. Gerona**  
 Date: 02 July 2021

## PhilGEPS - Customer Service - Customer Satisfaction Survey FY 2021 - 3rd Quarter Report

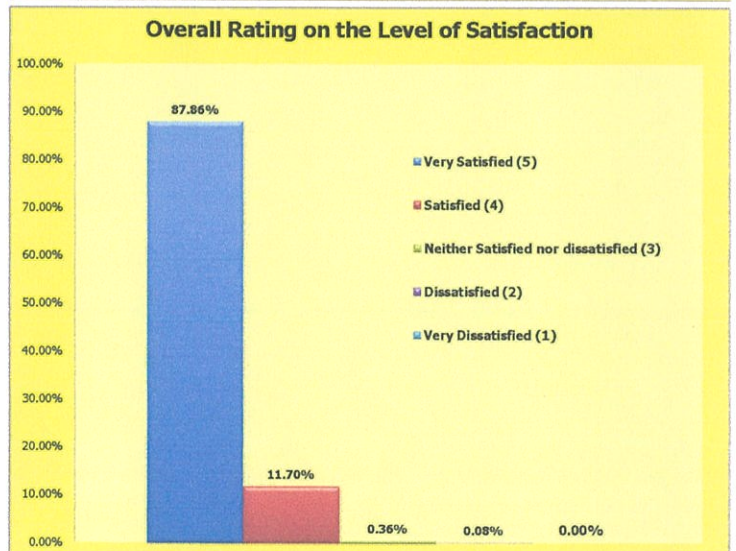
Total No of Survey Respondents per Month	
July	141
August	84
September	205
<b>No of Survey Respondents</b>	<b>430</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	380	47	2	1	0	430
RELIABILITY	376	52	2	0	0	430
ACCESS AND FACILITIES	377	53	0	0	0	430
COMMUNICATION	375	53	1	1	0	430
INTEGRITY	380	48	2	0	0	430
ASSURANCE	380	48	2	0	0	430
OUTCOME	368	58	4	0	0	430
<b>TOTAL</b>	<b>2268</b>	<b>301</b>	<b>9</b>	<b>2</b>	<b>0</b>	<b>2580</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	88.37%	10.93%	0.47%	0.23%	0.00%	1
RELIABILITY	87.44%	12.09%	0.47%	0.00%	0.00%	1
ACCESS AND FACILITIES	87.67%	12.33%	0.00%	0.00%	0.00%	1
COMMUNICATION	87.21%	12.33%	0.23%	0.23%	0.00%	1
INTEGRITY	88.37%	11.16%	0.47%	0.00%	0.00%	1
ASSURANCE	88.37%	11.16%	0.47%	0.00%	0.00%	1
OUTCOME	87.57%	11.93%	0.43%	0.07%	0.00%	1
<b>PERCENTAGE</b>	<b>87.86%</b>	<b>11.70%</b>	<b>0.36%</b>	<b>0.08%</b>	<b>0.00%</b>	<b>100.00%</b>



Prepared by:

*R. Valdez*  
Rhealyn T. Valdez  
Date: Oct 4, 2021

Checked and Verified by:

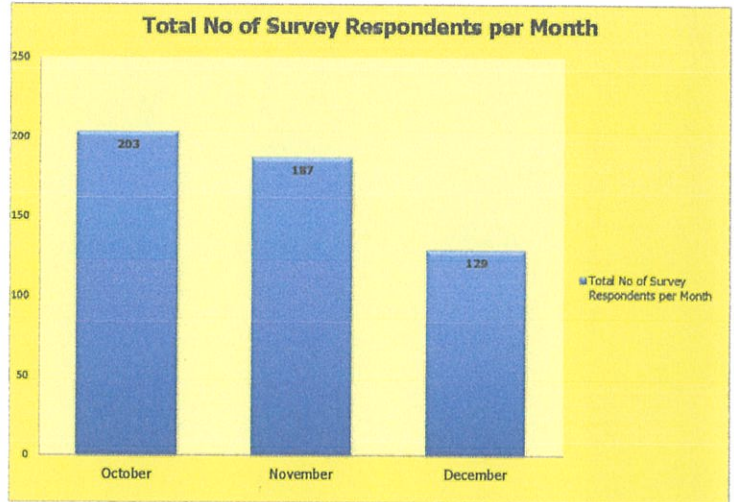
*M. Maglay*  
Maria Joana Victoria L. Maglay  
Date: 10/14/2021

Noted by Immediate Supervisor/Division Chief:

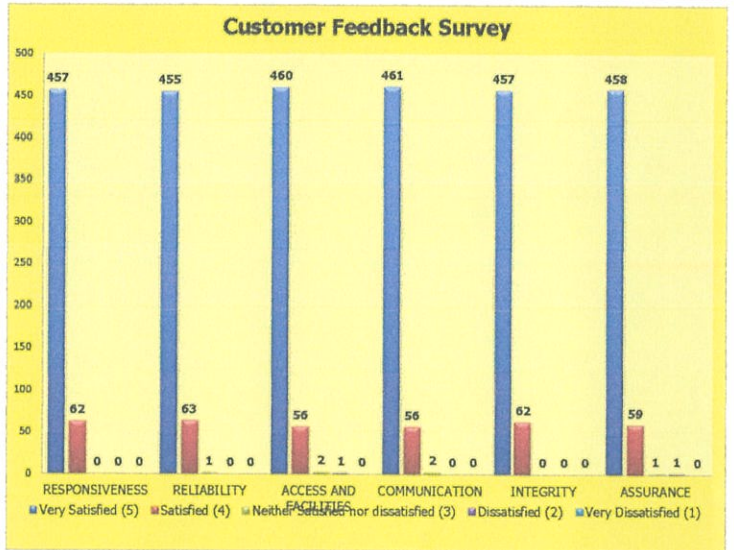
*B. Gerona*  
Brian N. Gerona  
Date: 10/09/2021

# PhilGEPS - Customer Service - Customer Satisfaction Survey FY 2021 - 4th Quarter Report

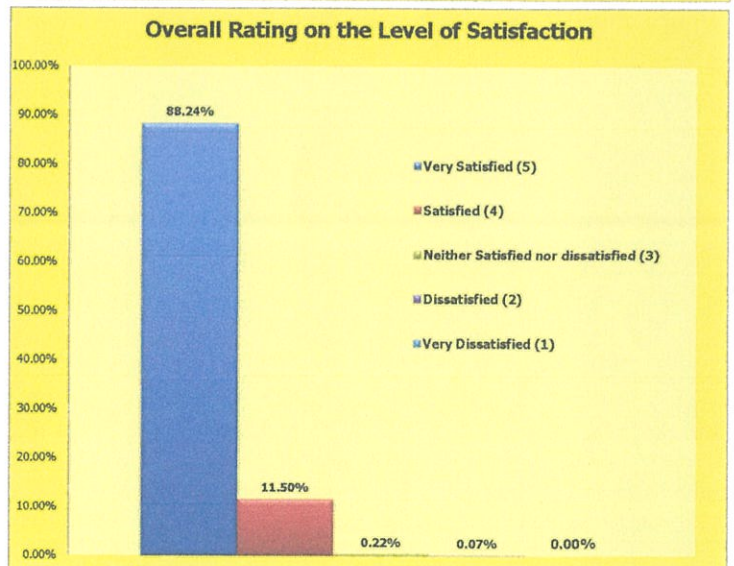
Total No of Survey Respondents per Month	
October	203
November	187
December	129
<b>No of Survey Respondents</b>	<b>519</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	457	62	0	0	0	519
RELIABILITY	455	63	1	0	0	519
ACCESS AND FACILITIES	460	56	2	1	0	519
COMMUNICATION	461	56	2	0	0	519
INTEGRITY	457	62	0	0	0	519
ASSURANCE	458	59	1	1	0	519
OUTCOME	456	61	0	2	0	519
<b>TOTAL</b>	<b>2748</b>	<b>358</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>3114</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	88.05%	11.95%	0.00%	0.00%	0.00%	100%
RELIABILITY	87.67%	12.14%	0.19%	0.00%	0.00%	100%
ACCESS AND FACILITIES	88.63%	10.79%	0.39%	0.19%	0.00%	100%
COMMUNICATION	88.82%	10.79%	0.39%	0.00%	0.00%	100%
INTEGRITY	88.05%	11.95%	0.00%	0.00%	0.00%	100%
ASSURANCE	88.25%	11.37%	0.19%	0.19%	0.00%	100%
OUTCOME	88.19%	11.53%	0.17%	0.11%	0.00%	100%
<b>PERCENTAGE</b>	<b>88.24%</b>	<b>11.50%</b>	<b>0.19%</b>	<b>0.07%</b>	<b>0.00%</b>	<b>100.00%</b>



Prepared by:

*Rhealyn T. Valdez*  
**Rhealyn T. Valdez**  
 Date: January 4, 2022

Checked and Verified by:

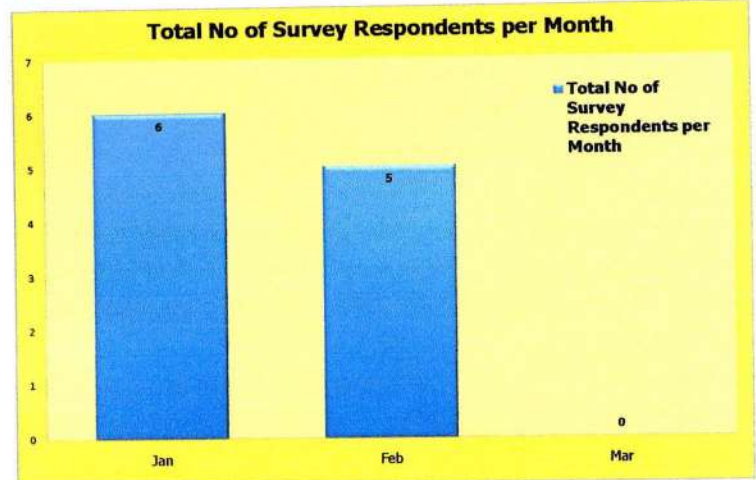
*Maria Joana Victoria L. Maglay*  
**Maria Joana Victoria L. Maglay**  
 Date: *Jan 4, 2022*

Noted by Immediate Supervisor/Division Chief:

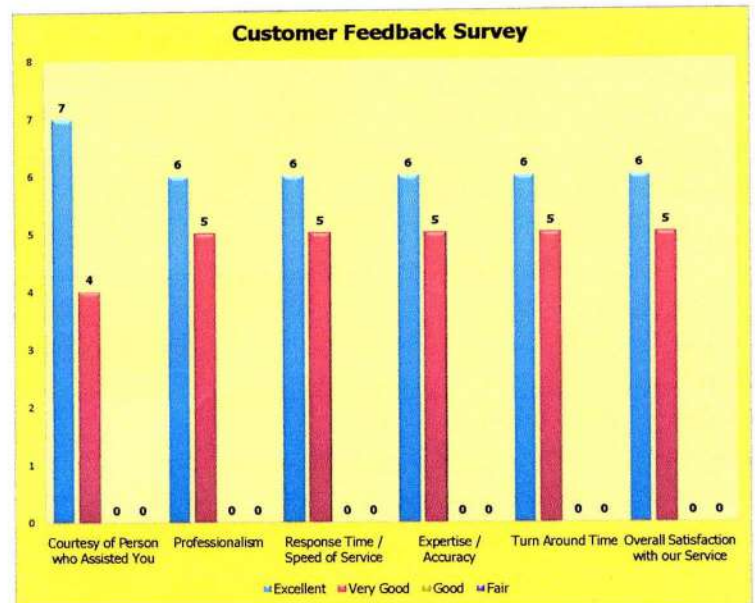
*Brian N. Gerona*  
**Brian N. Gerona**  
 Date: 04 JANUARY 20 22

# Inspection Division - Customer Satisfaction Survey FY 2021 - 1st Quarter Report

Total No of Survey Respondents per Month	
January	6
February	5
March	0
<b>Total No of Survey Respondents</b>	<b>11</b>



	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Person who Assisted You	7	4	0	0	11
Professionalism	6	5	0	0	11
Response Time / Speed of Service	6	5	0	0	11
Expertise / Accuracy	6	5	0	0	11
Turn Around Time	6	5	0	0	11
Overall Satisfaction with our Service	6	5	0	0	11
<b>Total</b>	<b>37</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>66</b>
<b>Percentage</b>	<b>56.06%</b>	<b>43.94%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100%</b>



**Comments/Suggestions/Complaints/Compliments:**

- No more comment
- Just to say very accommodating and very professional person/dept.
- Very Accommodating, Impressed!
- Very Accommodating, Awesome! Mr. Ariel and Ms Nora
- EJ has been very accommodating with all our inquiries and very patience to all our follow ups, excellent. Keep up the good work EJ! Looking forward that all government employees will have your quality of work.



Prepared by:

*Rhealyn T. Valdez*  
**Rhealyn T. Valdez**  
 Date: April 2, 2021

Checked and Verified by:

*Maria Joana Victoria L. Maglay*  
**Maria Joana Victoria L. Maglay**  
 Date: April 2, 2021

Noted by Immediate Supervisor/Division Chief:

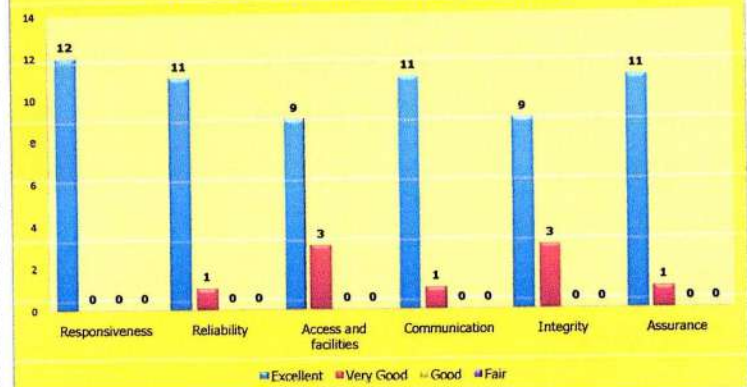
*Engr. Augusto M. Ylagan*  
**Engr. Augusto M. Ylagan**  
 Date: April 2, 2021

## Inspection Division - Customer Satisfaction Survey FY 2021 - 2nd Quarter Report

### April

	Excellent	Very Good	Good	Fair	Overall Total
Courtesy of Person who Assisted You	12	0	0	0	12
Professionalism	11	1	0	0	12
Response Time / Speed of Service	9	3	0	0	12
Expertise / Accuracy	11	1	0	0	12
Turn Around Time	9	3	0	0	12
Overall Satisfaction with our Service	11	1	0	0	12
<b>Total</b>	<b>63</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>72</b>
<b>Percentage</b>	<b>87.50%</b>	<b>12.50%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>

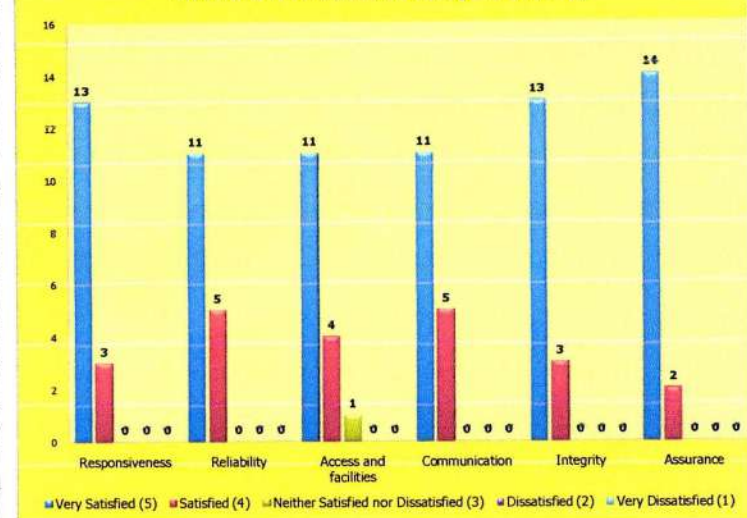
### Customer Feedback Survey - January



### May

SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
Responsiveness	13	3	0	0	0	16
Reliability	11	5	0	0	0	16
Access and facilities	11	4	1	0	0	16
Communication	11	5	0	0	0	16
Integrity	13	3	0	0	0	16
Assurance	14	2	0	0	0	16
Outcome	14	2	0	0	0	16
<b>Total</b>	<b>87</b>	<b>24</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>112</b>
<b>Percentage</b>	<b>77.68%</b>	<b>21.43%</b>	<b>0.89%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>

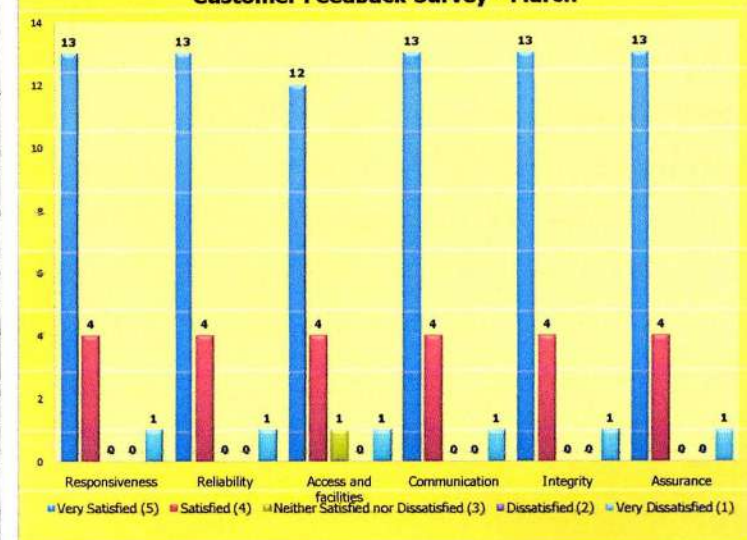
### Customer Feedback Survey - February



### June

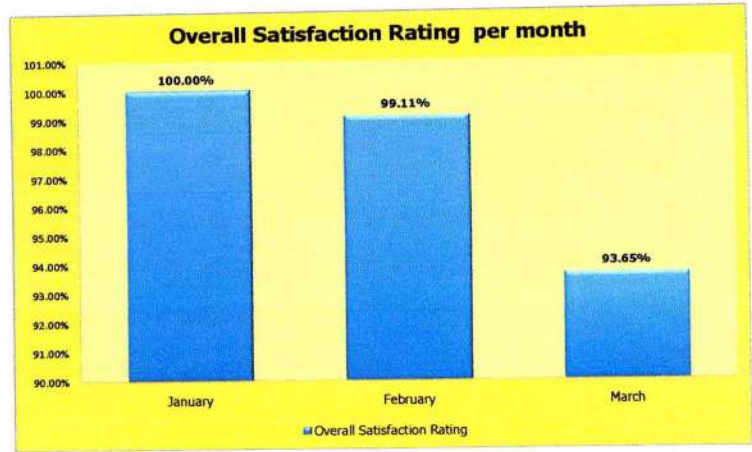
SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor Dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
Responsiveness	13	4	0	0	1	18
Reliability	13	4	0	0	1	18
Access and facilities	12	4	1	0	1	18
Communication	13	4	0	0	1	18
Integrity	13	4	0	0	1	18
Assurance	13	4	0	0	1	18
Outcome	13	4	0	0	1	18
<b>Total</b>	<b>90</b>	<b>28</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>126</b>
<b>Percentage</b>	<b>71.43%</b>	<b>22.22%</b>	<b>0.79%</b>	<b>0.00%</b>	<b>5.56%</b>	<b>100.00%</b>

### Customer Feedback Survey - March



## SECOND QUARTER OVERALL RATING

	Total No of Survey Respondents per Month	Overall Satisfaction Rating per Month
April	12	100.00%
May	16	99.11%
June	18	93.65%
Total	46	97.59%



Prepared by:

*R. Valdez*  
**Rhealyn T. Valdez**  
 Date: *July 1, 2021*

Checked and Verified by:

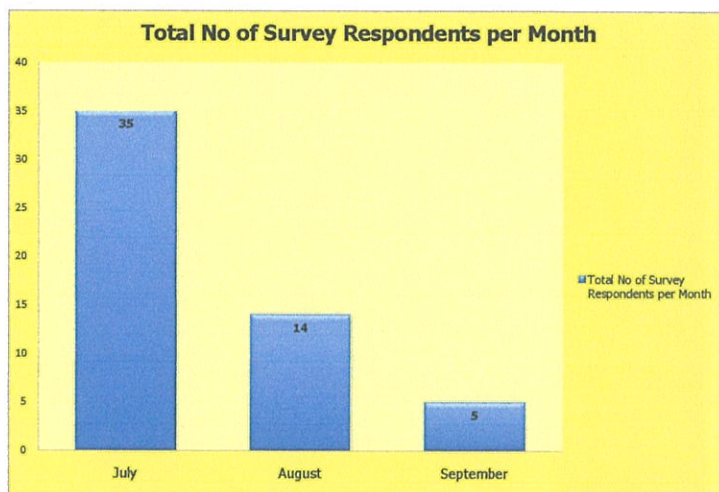
*M. Maglay*  
**Maria Joana Victoria L. Maglay**  
 Date: *July 1, 2021*

Noted by Immediate Supervisor/Division Chief:

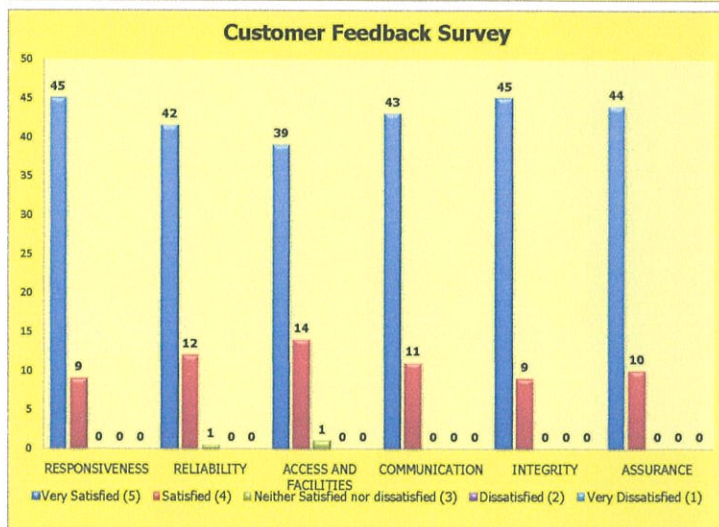
*A. Ylagan*  
**Engr. Augusto M. Ylagan**  
 Date: *July 1, 2021*

## Inspection Division - Customer Satisfaction Survey FY 2021 - 3rd Quarter Report

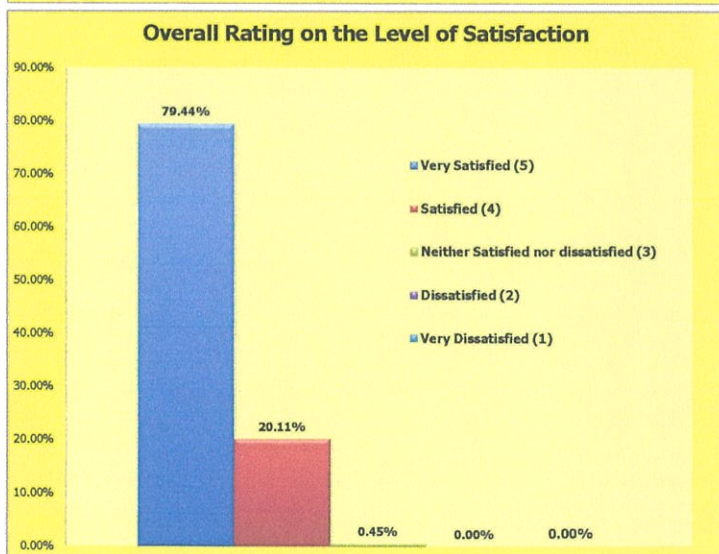
Total No of Survey Respondents per Month	
July	35
August	14
September	5
<b>No of Survey Respondents</b>	<b>54</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	45	9	0	0	0	54
RELIABILITY	42	12	1	0	0	54
ACCESS AND FACILITIES	39	14	1	0	0	54
COMMUNICATION	43	11	0	0	0	54
INTEGRITY	45	9	0	0	0	54
ASSURANCE	44	10	0	0	0	54
OUTCOME	42	12	0	0	0	54
<b>TOTAL</b>	<b>300</b>	<b>77</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>378</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	83.33%	16.67%	0.00%	0.00%	0.00%	100%
RELIABILITY	76.85%	22.22%	0.93%	0.00%	0.00%	100%
ACCESS AND FACILITIES	72.22%	25.93%	1.85%	0.00%	0.00%	100%
COMMUNICATION	79.63%	20.37%	0.00%	0.00%	0.00%	100%
INTEGRITY	83.33%	16.67%	0.00%	0.00%	0.00%	100%
ASSURANCE	81.48%	18.52%	0.00%	0.00%	0.00%	100%
OUTCOME	79.23%	20.37%	0.40%	0.00%	0.00%	100%
<b>PERCENTAGE</b>	<b>79.44%</b>	<b>20.11%</b>	<b>0.45%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>100.00%</b>



Prepared by:

*R. Valdez*  
**Rhealyn T. Valdez**  
 Date: Oct 4, 2021

Checked and Verified by:

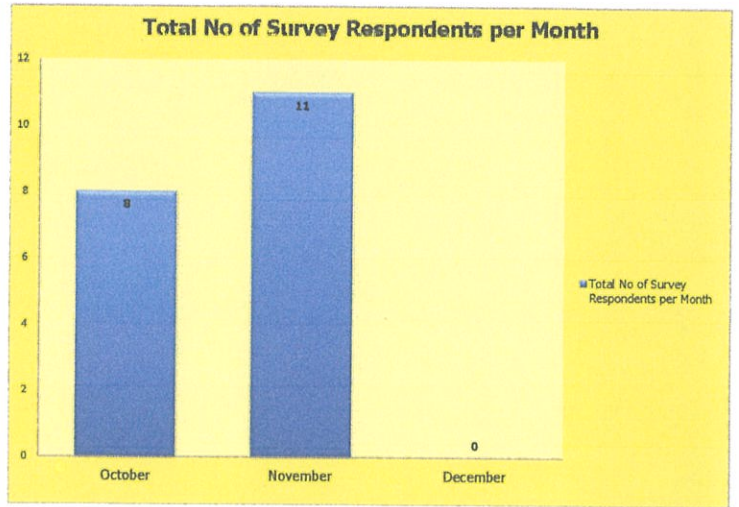
*M. Maglay*  
**Maria Joana Victoria L. Maglay**  
 Date: Oct 4, 2021

Noted by Immediate Supervisor/Division Chief:

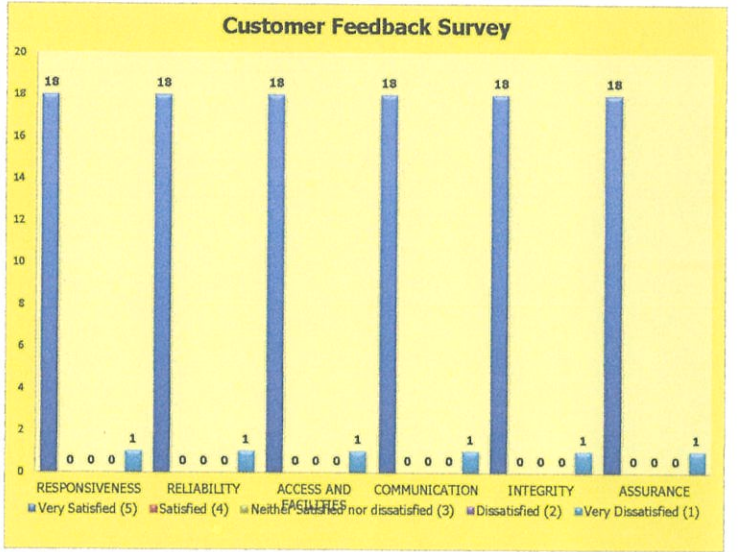
*E. Ylagan*  
**Engr. Augusto M. Ylagan**  
 Date: Oct 4, 2021

# Inspection Division - Customer Satisfaction Survey FY 2021 - 4th Quarter Report

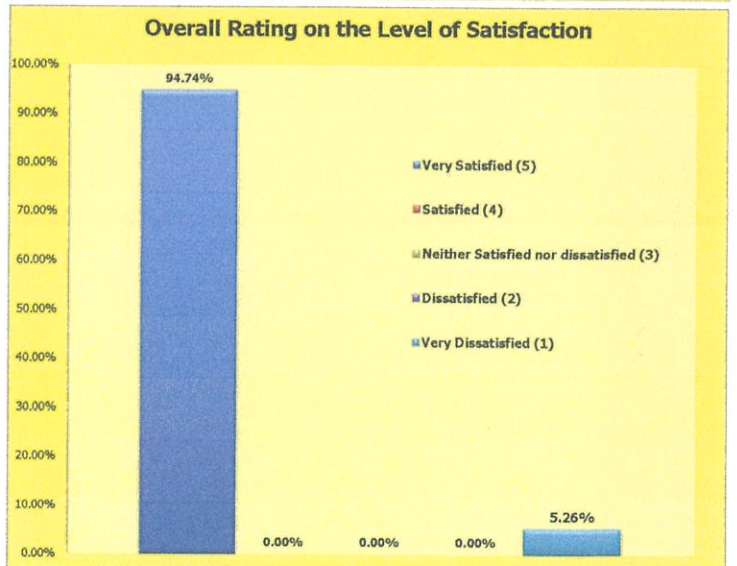
Total No of Survey Respondents per Month	
October	8
November	11
December	No Survey
<b>No of Survey Respondents</b>	<b>19</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	18	0	0	0	1	19
RELIABILITY	18	0	0	0	1	19
ACCESS AND FACILITIES	18	0	0	0	1	19
COMMUNICATION	18	0	0	0	1	19
INTEGRITY	18	0	0	0	1	19
ASSURANCE	18	0	0	0	1	19
OUTCOME	18	0	0	0	1	19
<b>TOTAL</b>	<b>126</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>133</b>



SERVICE QUALITY DIMENSIONS	Number of Respondents Per Rating					TOTAL
	Very Satisfied (5)	Satisfied (4)	Neither Satisfied nor dissatisfied (3)	Dissatisfied (2)	Very Dissatisfied (1)	
RESPONSIVENESS	94.74%	0.00%	0.00%	0.00%	5.26%	100%
RELIABILITY	94.74%	0.00%	0.00%	0.00%	5.26%	100%
ACCESS AND FACILITIES	94.74%	0.00%	0.00%	0.00%	5.26%	100%
COMMUNICATION	94.74%	0.00%	0.00%	0.00%	5.26%	100%
INTEGRITY	94.74%	0.00%	0.00%	0.00%	5.26%	100%
ASSURANCE	94.74%	0.00%	0.00%	0.00%	5.26%	100%
OUTCOME	94.74%	0.00%	0.00%	0.00%	5.26%	100%
<b>PERCENTAGE</b>	<b>94.74%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>5.26%</b>	<b>100.00%</b>



Prepared by:

*R. Valdez*  
Rhealyn T. Valdez  
Date: January 4, 2022

Checked and Verified by:

*M. Maglay*  
Maria Joana Victoria L. Maglay  
Date: Jan. 4, 2022

Noted by Immediate Supervisor/Division Chief:

*A. Ylagan*  
Engr. Augusto M. Ylagan  
Date: 04 Jan 2022

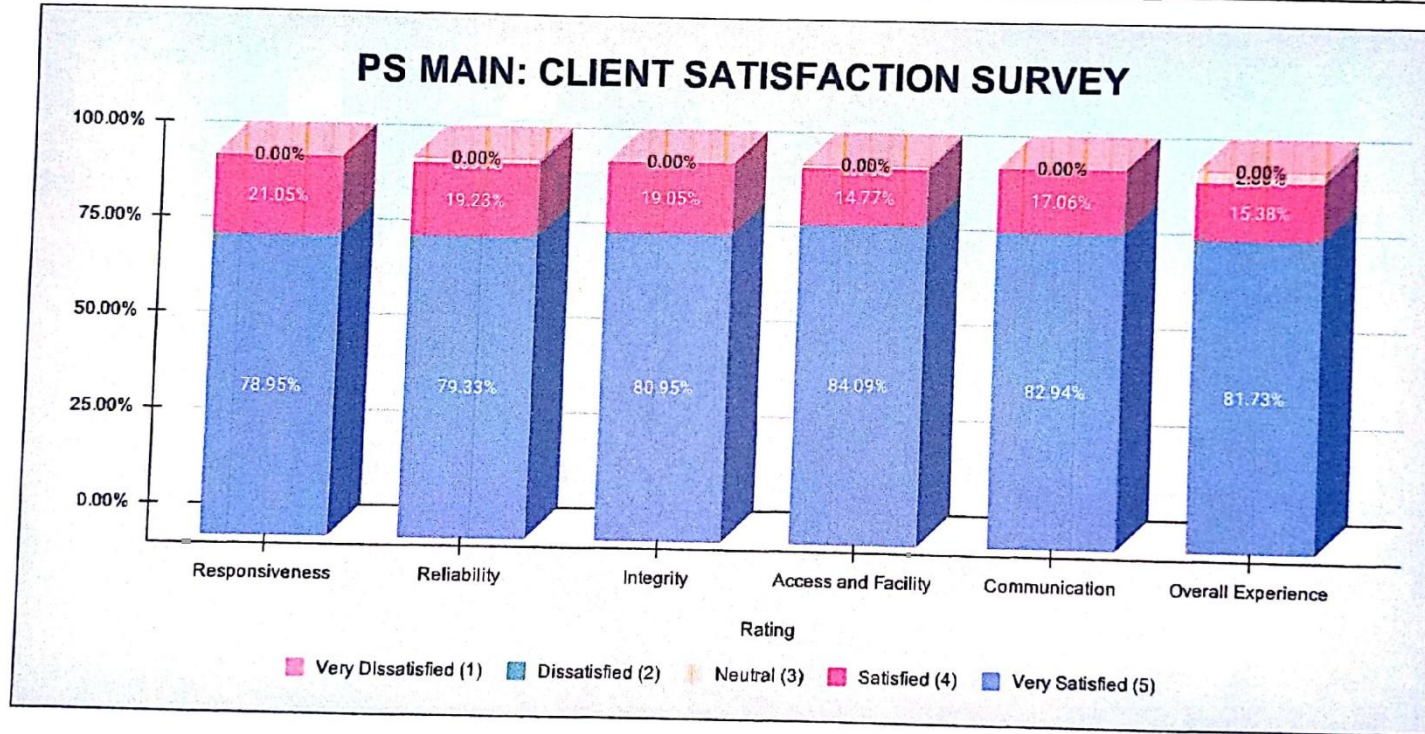


# Marketing and Sales Division

## 1st Quarter Customer Satisfaction Survey Report

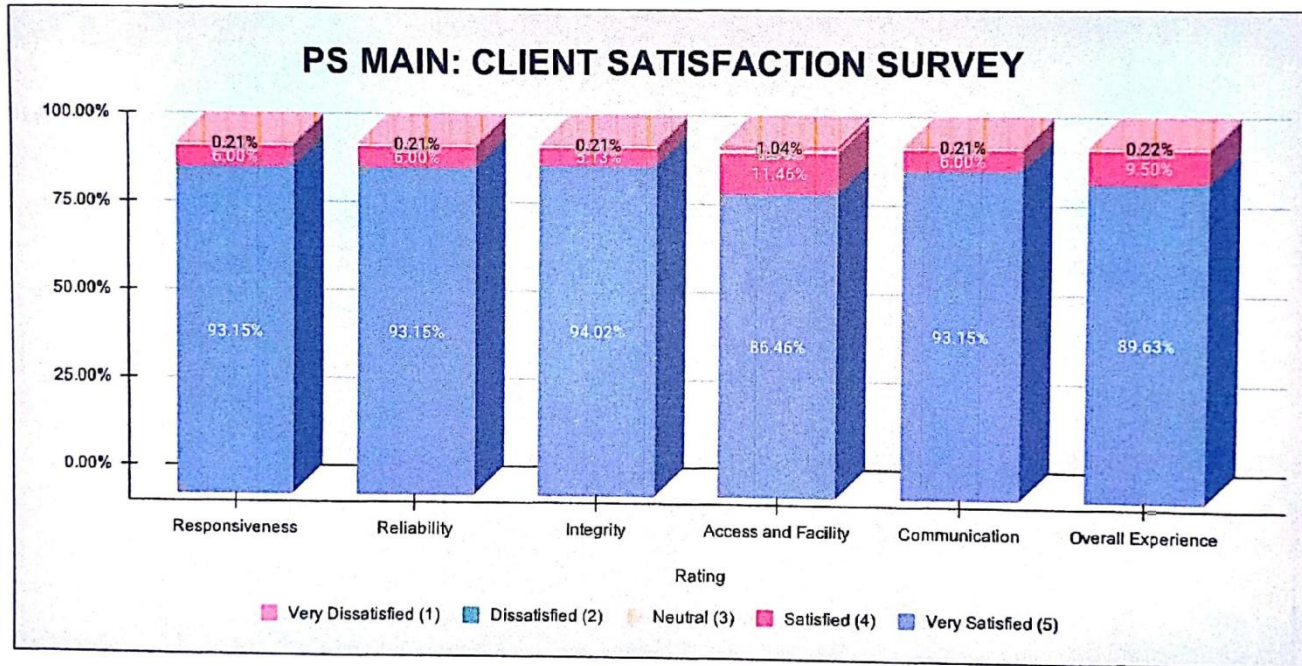
**PS MAIN: CLIENT SATISFACTION SURVEY 2021 FOR THE MONTH OF JANUARY**

Rating	Responsiveness	Reliability	Integrity	Access and Facility	Communication	Overall Experience
Very Satisfied (5)	<b>78.95%</b>	<b>79.33%</b>	<b>80.95%</b>	<b>84.09%</b>	<b>82.94%</b>	<b>81.73%</b>
Satisfied (4)	<b>21.05%</b>	<b>19.23%</b>	<b>19.05%</b>	<b>14.77%</b>	<b>17.06%</b>	<b>15.38%</b>
Neutral (3)	0.00%	1.44%	0.00%	1.14%	0.00%	2.88%
Dissatisfied (2)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Very Dissatisfied (1)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%



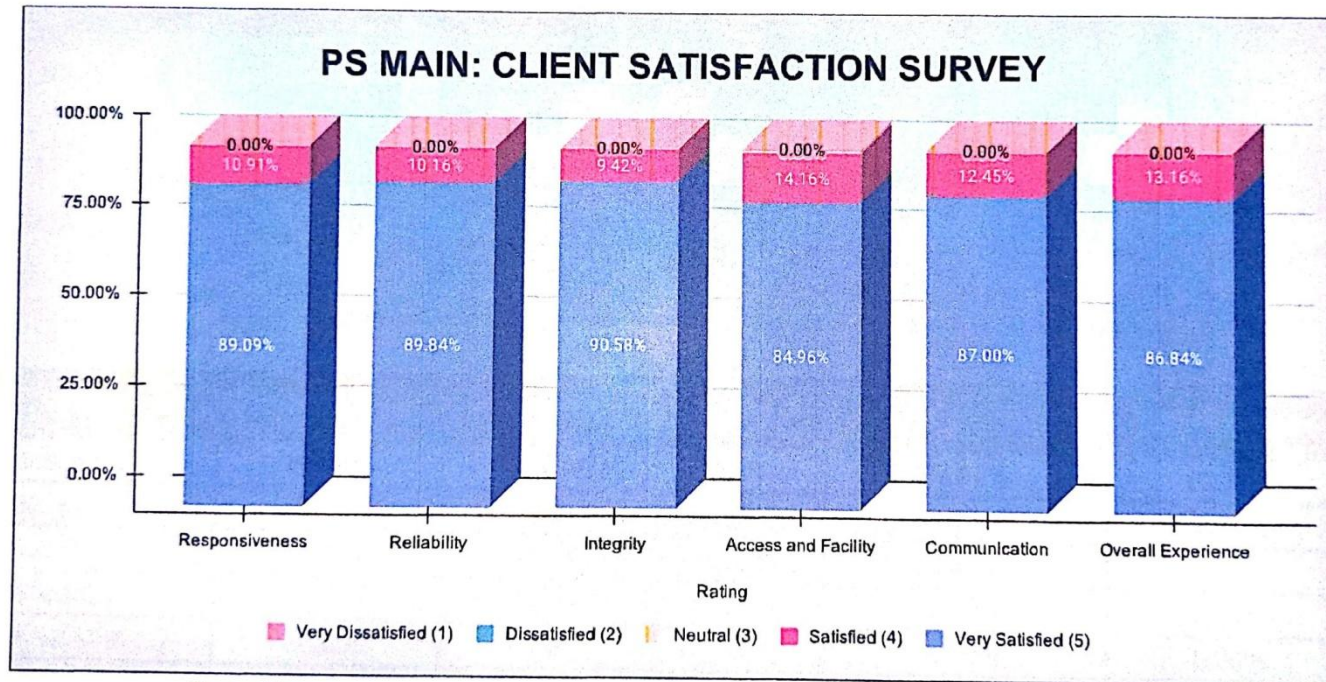
**PS MAIN: CLIENT SATISFACTION SURVEY 2021 FOR THE MONTH OF FEBRUARY**

Rating	Responsiveness	Reliability	Integrity	Access and Facility	Communication	Overall Experience
Very Satisfied (5)	<b>93.15%</b>	<b>93.15%</b>	<b>94.02%</b>	<b>86.46%</b>	<b>93.15%</b>	<b>89.63%</b>
Satisfied (4)	<b>6.00%</b>	<b>6.00%</b>	<b>5.13%</b>	<b>11.46%</b>	<b>6.00%</b>	<b>9.50%</b>
Neutral (3)	0.64%	0.64%	0.64%	1.04%	0.64%	0.65%
Dissatisfied (2)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Very Dissatisfied (1)	0.21%	0.21%	0.21%	1.04%	0.21%	0.22%



**PS MAIN: CLIENT SATISFACTION SURVEY 2021 FOR THE MONTH OF MARCH**

Rating	Responsiveness	Reliability	Integrity	Access and Facility	Communication	Overall Experience
Very Satisfied (5)	89.09%	89.84%	90.58%	84.96%	87.00%	86.84%
Satisfied (4)	10.91%	10.16%	9.42%	14.16%	12.45%	13.16%
Neutral (3)	0.00%	0.00%	0.00%	0.88%	0.55%	0.00%
Dissatisfied (2)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Very Dissatisfied (1)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%



Prepared by:  
SGD./ 31 March 2021  
Robert Humarang  
PMO IV

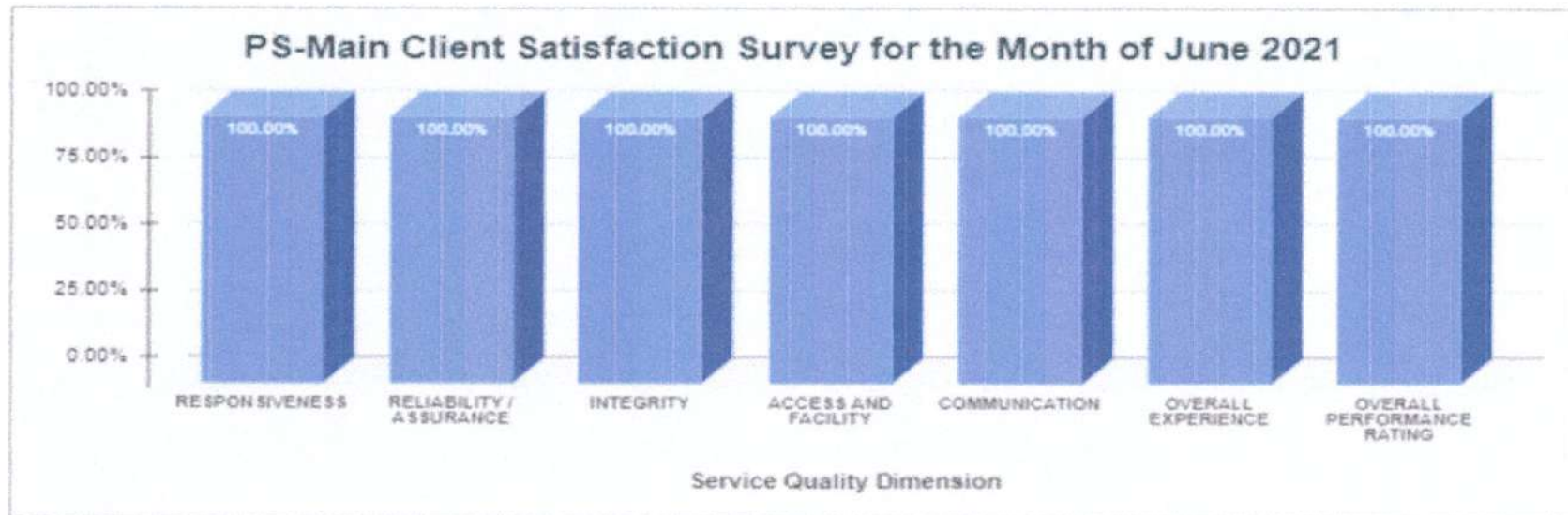
Reviewed by:  
SGD./ 31 March 2021  
Leah Valdez  
OIC-Chief, Marketing and Sales Division





# CLIENT SATISFACTION SURVEY – JUNE 2021

Service Quality Dimension	June
RESPONSIVENESS	100.00%
RELIABILITY / ASSURANCE	100.00%
INTEGRITY	100.00%
ACCESS AND FACILITY	100.00%
COMMUNICATION	100.00%
OVERALL EXPERIENCE	100.00%
<b>OVERALL PERFORMANCE RATING</b>	<b>100.00%</b>



Prepared by:

  
Robert Humarang

PMO IV

Date: 07 July 2021

Reviewed by:

  
Leah Valdez

OIC-Chief, Marketing and Sales Division

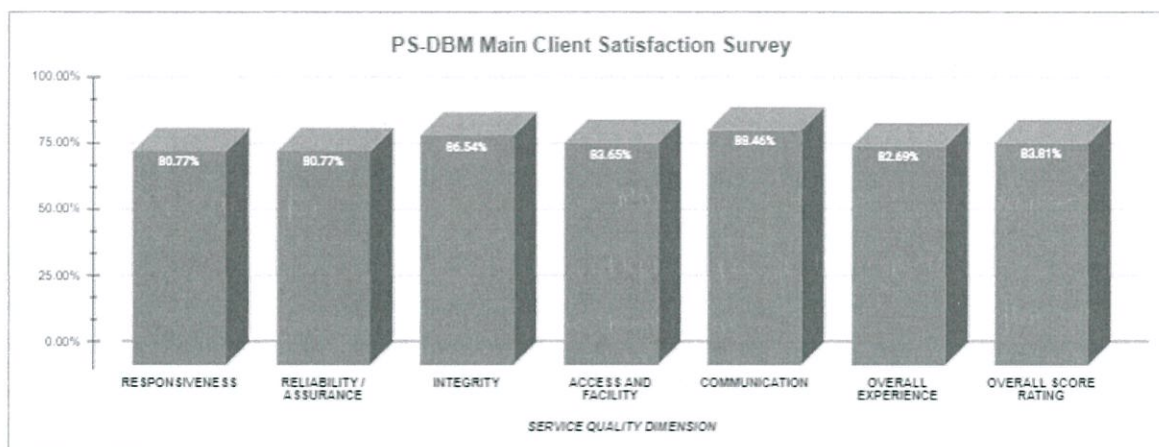
Date: 07 July 2021

**Marketing and Sales Division (MSD)**  
**Third (3<sup>RD</sup>) Quarter Customer Satisfaction Survey Result**  
**July 2021**

**PS-DBM Main Client Satisfactory Survey for the Month of July**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.81	80.77%	19.23%
RELIABILITY / ASSURANCE	4.81	80.77%	19.23%
INTEGRITY	4.87	86.54%	13.46%
ACCESS AND FACILITY	4.82	83.65%	14.42%
COMMUNICATION	4.88	88.46%	11.54%
OVERALL EXPERIENCE	4.83	82.69%	17.31%
<b>OVERALL SCORE RATING</b>	<b>4.83</b>	<b>83.81%</b>	<b>15.87%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>99.68%</b>		

← Sum of overall score rating of Very Satisfied and Satisfied



Prepared by:

**Robert H. Humarang**  
 PMO IV - MSD  
 Date: November 11, 2021

Reviewed by:

**Leah M. Valdez**  
 OIC Division Chief - MSD  
 Date: November 11, 2021

Approved by:

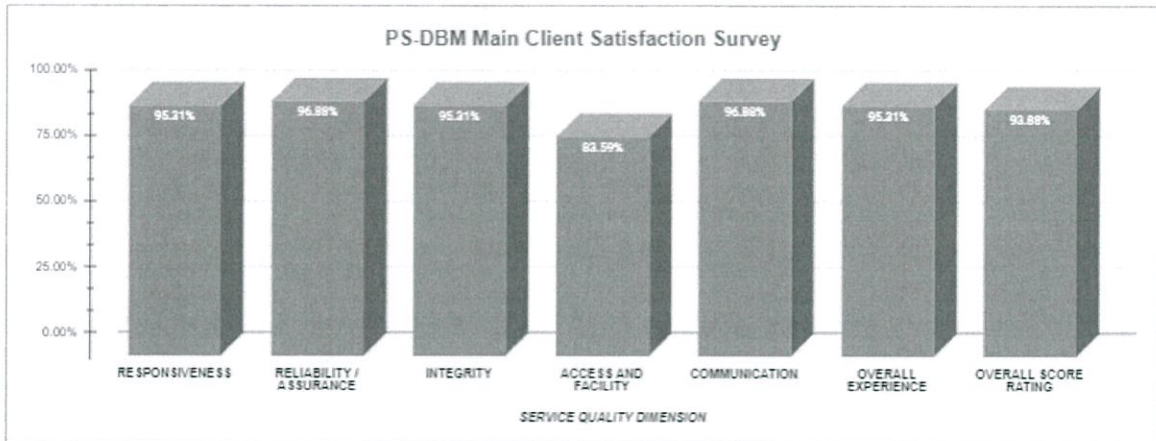
**Atty. Jolas E. Brutas**  
 Director IV – Operations Group  
 Date: November 11, 2021

**Marketing and Sales Division (MSD)  
Third (3<sup>RD</sup>) Quarter Customer Satisfaction Survey Result  
August 2021**

**PS-DBM Main Client Satisfactory Survey for the Month of August**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.95	95.31%	4.69%
RELIABILITY / ASSURANCE	4.97	96.88%	3.13%
INTEGRITY	4.95	95.31%	4.69%
ACCESS AND FACILITY	4.81	83.59%	14.06%
COMMUNICATION	4.97	96.88%	3.13%
OVERALL EXPERIENCE	4.95	95.31%	4.69%
<b>OVERALL SCORE RATING</b>	<b>4.93</b>	<b>93.88%</b>	<b>5.73%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>		<b>99.61%</b>	

← Sum of overall score rating of Very Satisfied and Satisfied



**Prepared by:**

**Robert H. Humarang**  
PMO IV - MSD  
Date: November 11, 2021

**Reviewed by:**

**Leah M. Valdez**  
OIC Division Chief - MSD  
Date: November 11, 2021

**Approved by:**

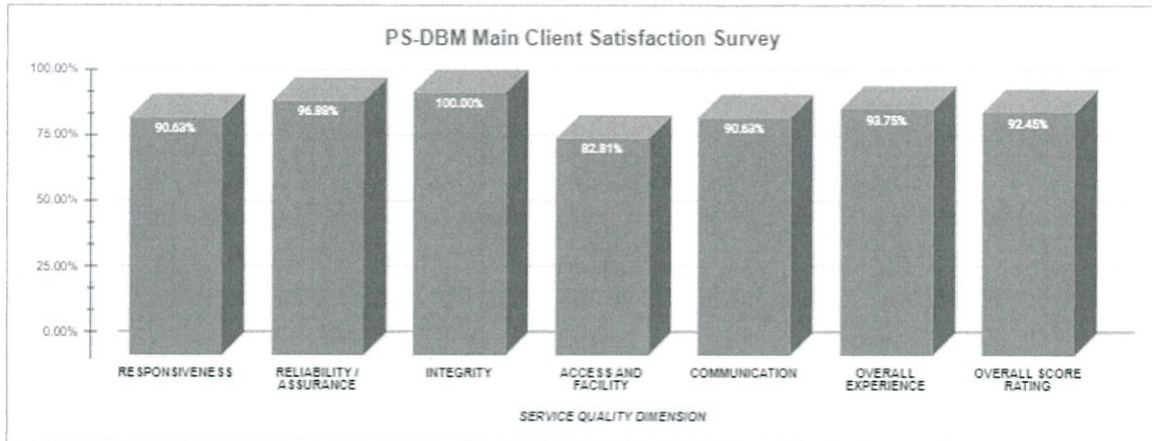
**Atty. Jolas E. Brutas**  
Director IV – Operations Group  
Date: November 11, 2021



**Marketing and Sales Division (MSD)  
Third (3<sup>RD</sup>) Quarter Customer Satisfaction Survey Result  
September 2021**

<b>PS-DBM Main Client Satisfactory Survey for the Month of September</b>			
<b>SERVICE QUALITY DIMENSION</b>	<b>RATING</b>	<b>PERCENTAGE VERY SATISFIED (5)</b>	<b>PERCENTAGE SATISFIED (4)</b>
RESPONSIVENESS	4.88	90.63%	6.25%
RELIABILITY / ASSURANCE	4.97	96.88%	3.13%
INTEGRITY	5.00	100.00%	0.00%
ACCESS AND FACILITY	4.77	82.81%	10.94%
COMMUNICATION	4.91	90.63%	9.38%
OVERALL EXPERIENCE	4.94	93.75%	6.25%
<b>OVERALL SCORE RATING</b>	<b>4.91</b>	<b>92.45%</b>	<b>5.99%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>98.44%</b>		

<---- Sum of overall score rating of Very Satisfied and Satisfied



Prepared by:

**Robert H. Humarang**  
PMO IV - MSD  
Date: November 11, 2021

Reviewed by:

**Leah M. Valdez**  
OIC Division Chief - MSD  
Date: November 11, 2021

Approved by:

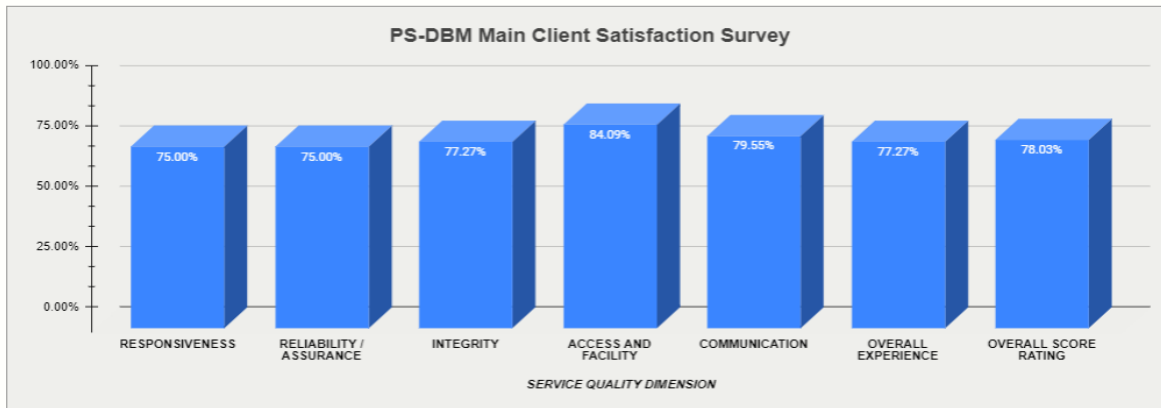
**Atty. Jolas E. Brutas**  
Director IV – Operations Group  
Date: November 11, 2021

# PROCUREMENT SERVICE (PS) CLIENT SATISFACTION SURVEY RESULTS – FY 2021

## PS-DBM Main Client Satisfactory Survey for the Month of January 2021

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.75	75.00%	25.00%
RELIABILITY / ASSURANCE	4.73	75.00%	22.73%
INTEGRITY	4.77	77.27%	22.73%
ACCESS AND FACILITY	4.83	84.09%	14.77%
COMMUNICATION	4.80	79.55%	20.45%
OVERALL EXPERIENCE	4.73	77.27%	18.18%
<b>OVERALL SCORE RATING</b>	<b>4.77</b>	<b>78.03%</b>	<b>20.64%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>98.67%</b>		

<--- Sum of overall score rating of Very Satisfied and Satisfied

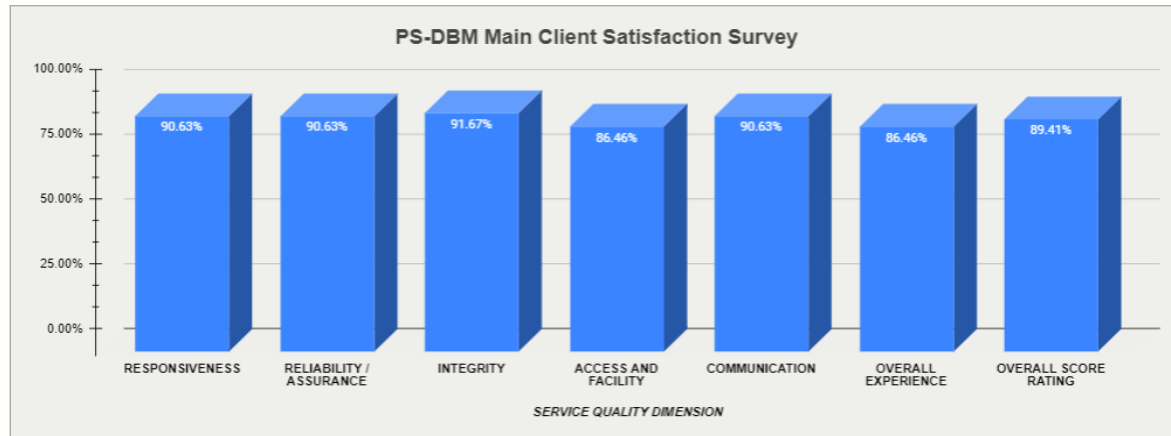


## PS-DBM Main Client Satisfactory Survey for the Month of February 2021

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.86	90.63%	7.29%
RELIABILITY / ASSURANCE	4.86	90.63%	7.29%
INTEGRITY	4.88	91.67%	6.25%
ACCESS AND FACILITY	4.82	86.46%	11.46%
COMMUNICATION	4.86	90.63%	7.29%
OVERALL EXPERIENCE	4.82	86.46%	11.46%
<b>OVERALL SCORE RATING</b>	<b>4.85</b>	<b>89.41%</b>	<b>8.51%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>97.92%</b>		



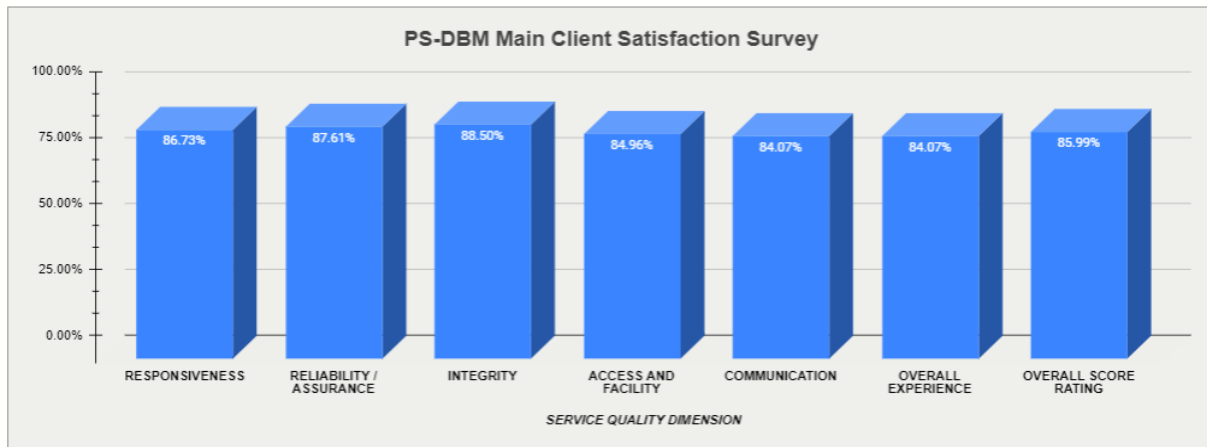
<--- Sum of overall score rating of Very Satisfied and Satisfied



**PS-DBM Main Client Satisfactory Survey for the Month of March 2021**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.87	86.73%	13.27%
RELIABILITY / ASSURANCE	4.88	87.61%	12.39%
INTEGRITY	4.88	88.50%	11.50%
ACCESS AND FACILITY	4.84	84.96%	14.16%
COMMUNICATION	4.83	84.07%	15.04%
OVERALL EXPERIENCE	4.84	84.07%	15.93%
<b>OVERALL SCORE RATING</b>	<b>4.86</b>	<b>85.99%</b>	<b>13.72%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>99.71%</b>		

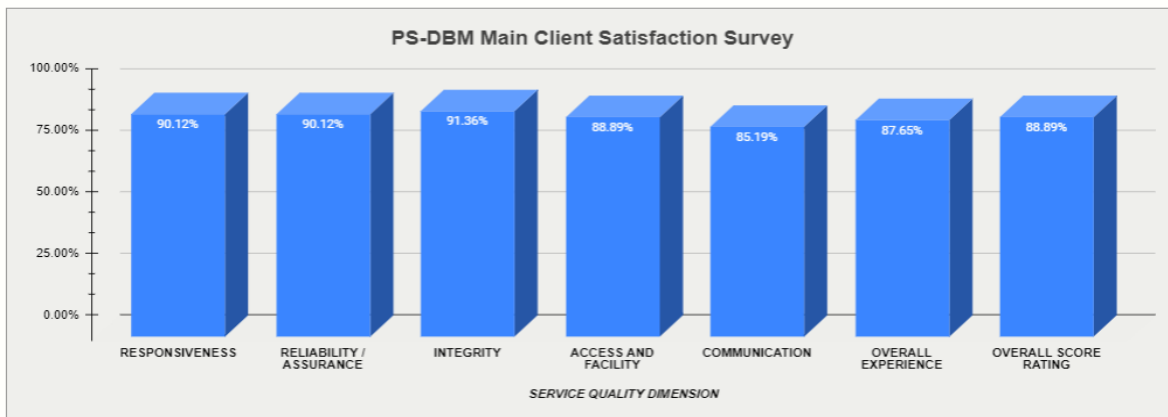
← Sum of overall score rating of Very Satisfied and Satisfied



**PS-DBM Main Client Satisfactory Survey for the Month of April 2021**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.86	90.12%	6.17%
RELIABILITY / ASSURANCE	4.88	90.12%	7.41%
INTEGRITY	4.89	91.36%	6.17%
ACCESS AND FACILITY	4.86	88.89%	8.64%
COMMUNICATION	4.81	85.19%	11.11%
OVERALL EXPERIENCE	4.85	87.65%	9.88%
<b>OVERALL SCORE RATING</b>	<b>4.86</b>	<b>88.89%</b>	<b>8.23%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>97.12%</b>		

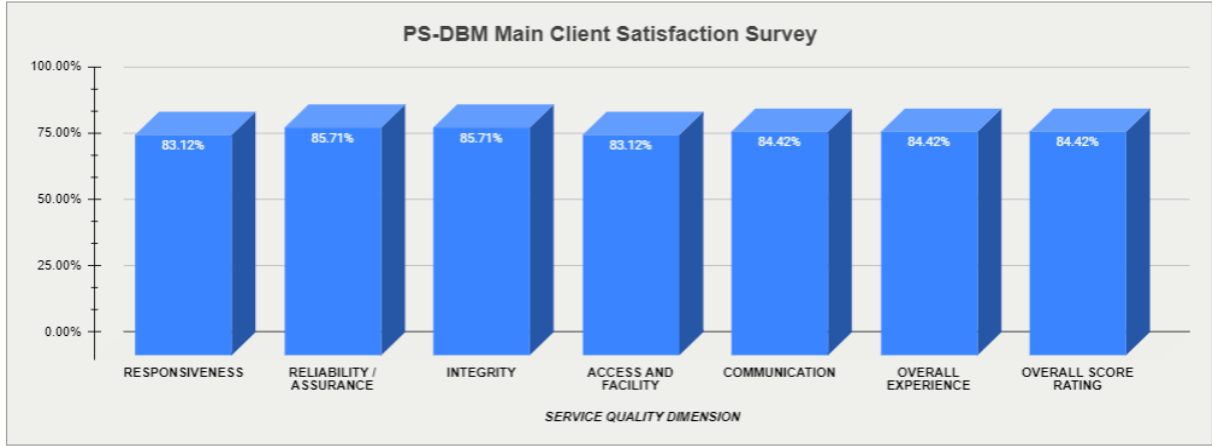
← Sum of overall score rating of Very Satisfied and Satisfied



**PS-DBM Main Client Satisfactory Survey for the Month of May 2021**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.81	83.12%	14.29%
RELIABILITY / ASSURANCE	4.83	85.71%	11.69%
INTEGRITY	4.83	85.71%	11.69%
ACCESS AND FACILITY	4.80	83.12%	13.64%
COMMUNICATION	4.82	84.42%	12.99%
OVERALL EXPERIENCE	4.81	84.42%	11.69%
<b>OVERALL SCORE RATING</b>	<b>4.81</b>	<b>84.42%</b>	<b>12.66%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>97.08%</b>		

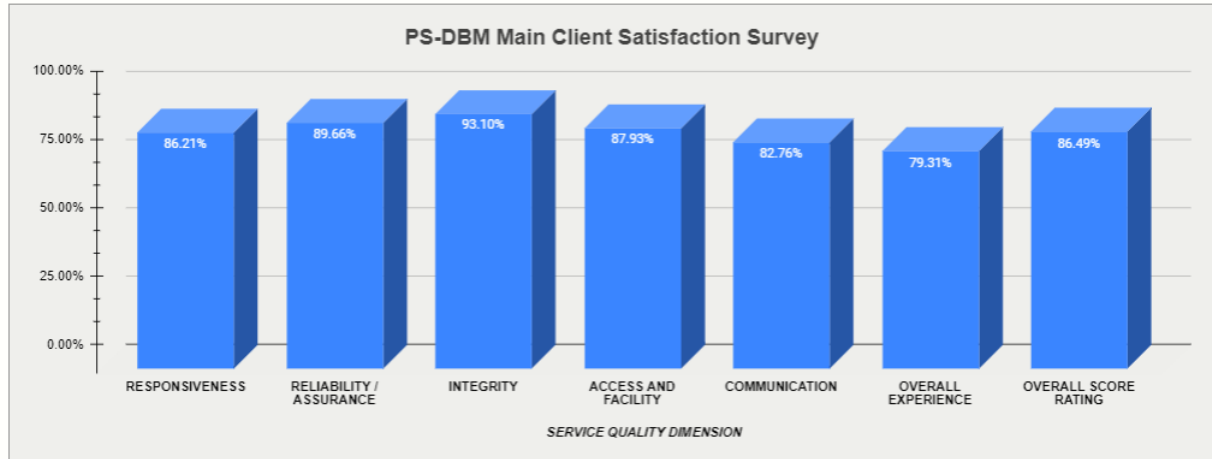
← Sum of overall score rating of Very Satisfied and Satisfied



**PS-DBM Main Client Satisfactory Survey for the Month of June 2021**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.86	86.21%	13.79%
RELIABILITY / ASSURANCE	4.90	89.66%	10.34%
INTEGRITY	4.93	93.10%	6.90%
ACCESS AND FACILITY	4.88	87.93%	12.07%
COMMUNICATION	4.83	82.76%	17.24%
OVERALL EXPERIENCE	4.79	79.31%	20.69%
<b>OVERALL SCORE RATING</b>	<b>4.86</b>	<b>86.49%</b>	<b>13.51%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>100.00%</b>		

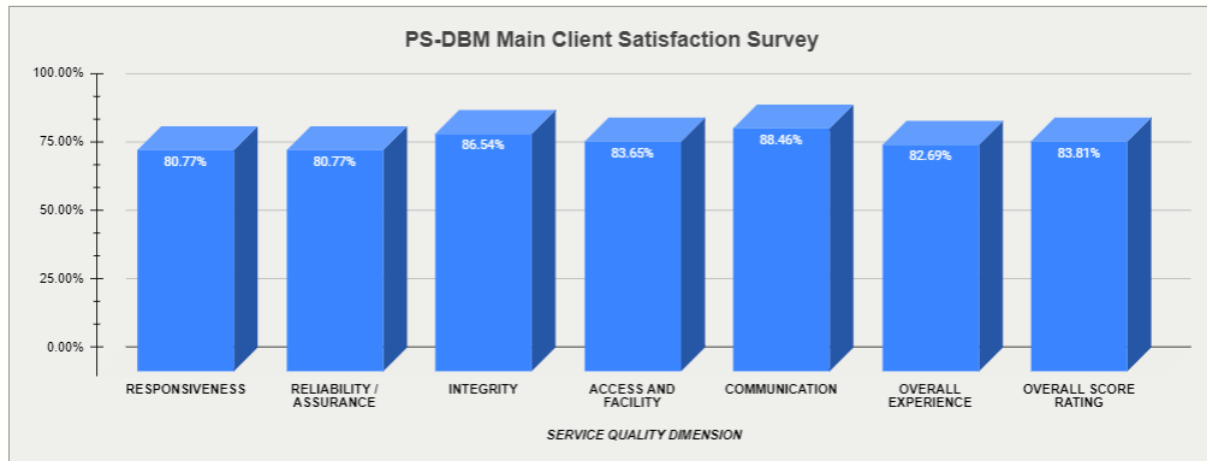
← Sum of overall score rating of Very Satisfied and Satisfied



**PS-DBM Main Client Satisfactory Survey for the Month of July 2021**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.81	80.77%	19.23%
RELIABILITY / ASSURANCE	4.81	80.77%	19.23%
INTEGRITY	4.87	86.54%	13.46%
ACCESS AND FACILITY	4.82	83.65%	14.42%
COMMUNICATION	4.88	88.46%	11.54%
OVERALL EXPERIENCE	4.83	82.69%	17.31%
<b>OVERALL SCORE RATING</b>	<b>4.83</b>	<b>83.81%</b>	<b>15.87%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>99.68%</b>		

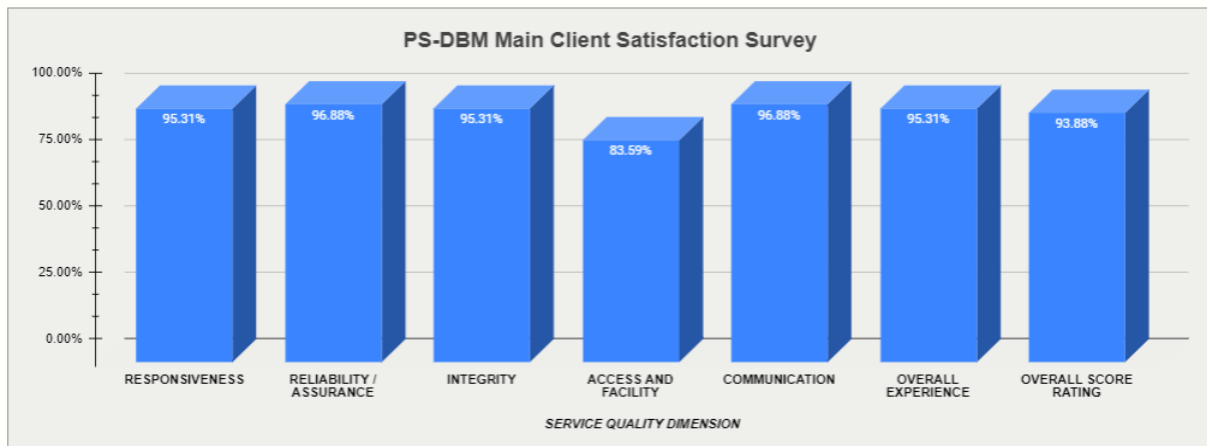
← Sum of overall score rating of Very Satisfied and Satisfied



**PS-DBM Main Client Satisfactory Survey for the Month of August 2021**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.95	95.31%	4.69%
RELIABILITY / ASSURANCE	4.97	96.88%	3.13%
INTEGRITY	4.95	95.31%	4.69%
ACCESS AND FACILITY	4.81	83.59%	14.06%
COMMUNICATION	4.97	96.88%	3.13%
OVERALL EXPERIENCE	4.95	95.31%	4.69%
<b>OVERALL SCORE RATING</b>	<b>4.93</b>	<b>93.88%</b>	<b>5.73%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>99.61%</b>		

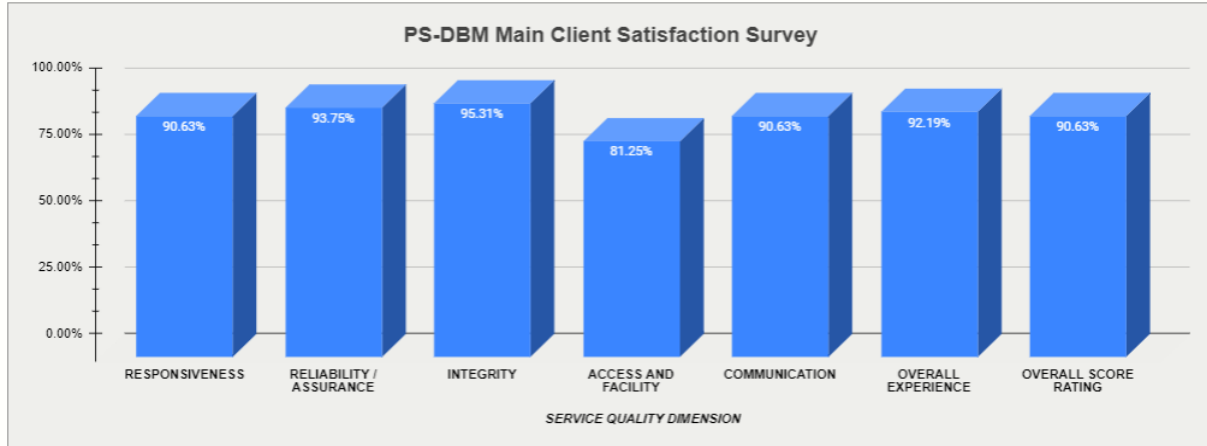
← Sum of overall score rating of Very Satisfied and Satisfied



**PS-DBM Main Client Satisfactory Survey for the Month of September 2021**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.88	90.63%	6.25%
RELIABILITY / ASSURANCE	4.91	93.75%	3.13%
INTEGRITY	4.94	95.31%	3.13%
ACCESS AND FACILITY	4.72	81.25%	12.50%
COMMUNICATION	4.89	90.63%	7.81%
OVERALL EXPERIENCE	4.91	92.19%	6.25%
<b>OVERALL SCORE RATING</b>	<b>4.87</b>	<b>90.63%</b>	<b>6.51%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>97.14%</b>		

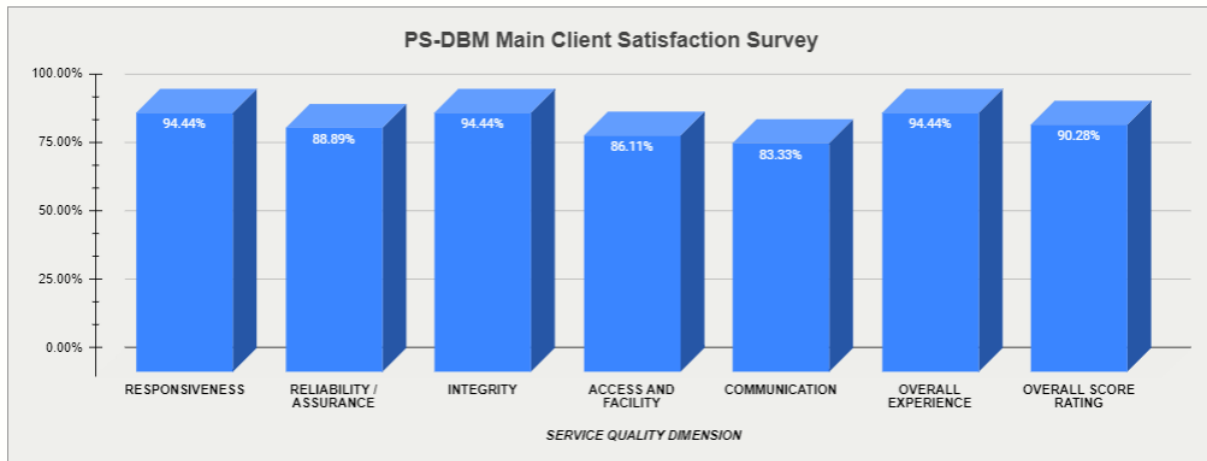
← Sum of overall score rating of Very Satisfied and Satisfied



**PS-DBM Main Client Satisfactory Survey for the Month of October 2021**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.94	94.44%	5.56%
RELIABILITY / ASSURANCE	4.89	88.89%	11.11%
INTEGRITY	4.94	94.44%	5.56%
ACCESS AND FACILITY	4.86	86.11%	13.89%
COMMUNICATION	4.83	83.33%	16.67%
OVERALL EXPERIENCE	4.94	94.44%	5.56%
<b>OVERALL SCORE RATING</b>	<b>4.90</b>	<b>90.28%</b>	<b>9.72%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>100.00%</b>		

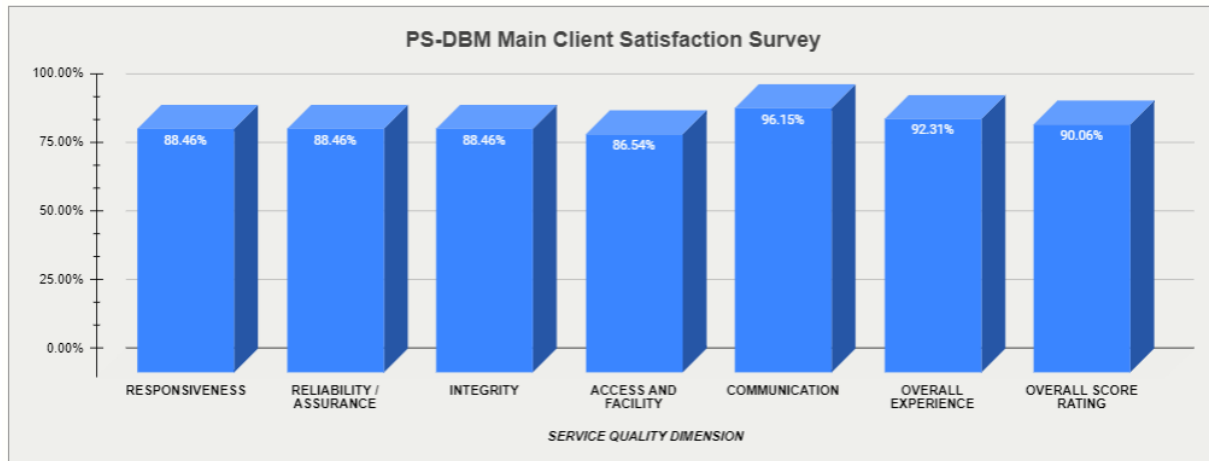
← Sum of overall score rating of Very Satisfied and Satisfied



**PS-DBM Main Client Satisfactory Survey for the Month of November 2021**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	4.88	88.46%	11.54%
RELIABILITY / ASSURANCE	4.88	88.46%	11.54%
INTEGRITY	4.88	88.46%	11.54%
ACCESS AND FACILITY	4.87	86.54%	13.46%
COMMUNICATION	4.96	96.15%	3.85%
OVERALL EXPERIENCE	4.92	92.31%	7.69%
<b>OVERALL SCORE RATING</b>	<b>4.90</b>	<b>90.06%</b>	<b>9.94%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>100.00%</b>		

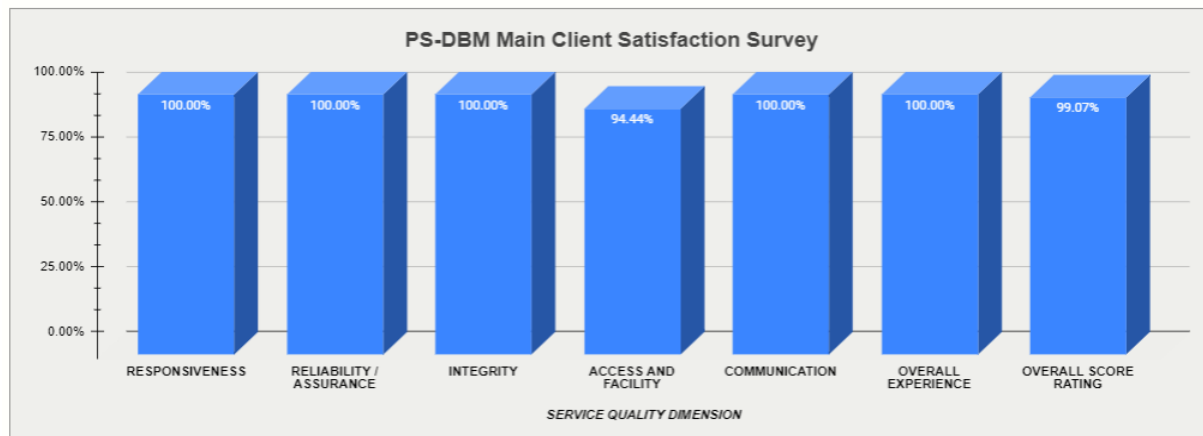
← Sum of overall score rating of Very Satisfied and Satisfied



**PS-DBM Main Client Satisfactory Survey for the Month of December 2021**

SERVICE QUALITY DIMENSION	RATING	PERCENTAGE VERY SATISFIED (5)	PERCENTAGE SATISFIED (4)
RESPONSIVENESS	5.00	100.00%	0.00%
RELIABILITY / ASSURANCE	5.00	100.00%	0.00%
INTEGRITY	5.00	100.00%	0.00%
ACCESS AND FACILITY	4.94	94.44%	5.56%
COMMUNICATION	5.00	100.00%	0.00%
OVERALL EXPERIENCE	5.00	100.00%	0.00%
<b>OVERALL SCORE RATING</b>	<b>4.99</b>	<b>99.07%</b>	<b>0.93%</b>
<b>OVERALL SERVICE QUALITY RATING (PBB)</b>	<b>100.00%</b>		

← Sum of overall score rating of Very Satisfied and Satisfied



<b>AGENCY NAME</b>	<b>OTHER COMMENT, OBSERVATION AND/OR SUGGESTIONS FOR IMPROVEMENT</b>
Culion Sanitarium and General Hospital	Continue good services
NEMESIO I. YABUT SENIOR HIGH SCHOOL, DEPED SDO-MAKATI	Courteous and well-pleased in assisting and helping and solving concerns of the client
DAGAT-DAGATAN ELEMENTARY SCHOOL	EXCELLENT JOB
PNP PASAY	Fast Transaction
Department of Transportation - Metro Rail Transit 3	Goes an extra mile to ensure the purchase of such critical products to office processes.
San Miguel Heights Elementary School	Job well done!
JOSE MAGSAYSAY ELEMENTARY SCHOOL	Keep safe always
DICT	Keep up the good work, satisfied client
Air Defense Command	kind, polite personnel, answers our queries clearly.
Insurance Commission	Make other supplies available
BARANGAY GOVERNMENT OF SAN LUIS	MORE STOCK
Bureau of Customs	Ms Ana Canares attends to inquiries on a professional way
Bureau of Customs	Ms Ana Canares attends to inquiries on a professional way
MUNTINLUPA NATIONAL HIGH SCHOOL MAIN	PROBLEMS WITH INVENTORY MANAGEMENT SYSTEM
LAKEVIEW INTEGRATED SCHOOL	Problems with Inventory System Management when accessing Virtual Store.
Polytechnic University of the Philippines	Thank you and keep up the good work
PEDRO PELAEZ ELEMENTARY SCHOOL	Thank you for a very good accomodation
Governance Commission for GOCCs (GCG)	Thank you for reminding and reaching out to the clients. God Bless!
SSS VILLAGE ELEMENTARY SCHOOL	thank you very much
House of Representatives Electoral Tribunal	Very accomodating
Court of Appeals	Very accomodating, respectful, and informative
NATIONAL FOOD AUTHORITY - CENTRAL OFFICE	VERY EFFECTIVE AND EFFICIENT WAY OF PROCUREMENT
BAYANAN ELEMENTARY SCHOOL UNIT 1	am very grateful that she assisted me well
APMC, PA	availability of those non stock items like bond paper and etc.
Lanna Elementary School	Excellent service
Philippine Rice Research Institute	Fast transaction
Office of the Government Corporate Counsel	Grateful with Ms. Ana Canares for her prompt assistance.
Governance Commission for Goccs	Great! and Good Quality service
DBM-NCR	GREAT!! GOOD QUALITY SERVICE/SUPER FAST TRANSACTION THUMBS UP!!
Dalakip Elementary School	Help and assistance are extended promptly.Thank You very much po.
parole and probation administration - ncr	i have no problem transacting on ps..they are vey accomodating. thank you very much
BUREAU OF CORRECTIONS	Keep it up!
FRANCISCO LEGASPI MEMORIAL SCHOOL	Keep up your good work :)
CANDANUM ELEMENTARY SCHOOL	Ma'am anna is very kind
Corregidor Foundation, Inc.	Mr. Rojim was very helpful. All queries were answered in a timely manner. We would like to express our sincerest appreciation for his impeccable service.
DAMPOL ELEMENTARY SCHOOL	Ms. Anna is so responsive :)
Pulong Sta. Cruz Elementary School	Ms. Anna is very helpful. She assisted me well and answered all my queries. I was hesitant to communicate thru email as I expected for delayed reply. I even planned to drop by at your office. I commend Ms. Anna Liz Bona for a job well done. Also, I called your mobile number yesterday, I was able to speak to Mr. Marjon if I heard his name right. He also helped me and answered my questions. Thank you for the ease of communication through your platforms.

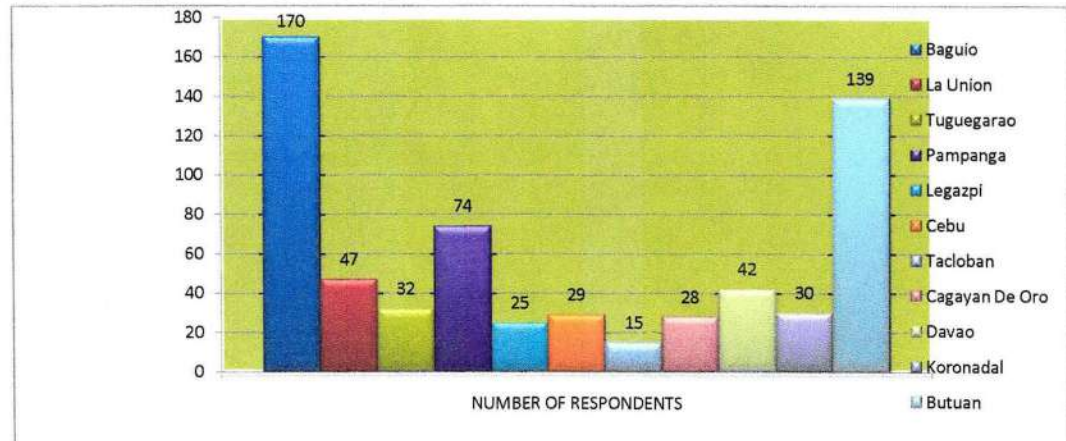


Philippine Fiber Industry Development Authority	Job well done!
DPWH Region IV-B	Lack of Common Office Supply
Duty Free Philippines	Lately, your trunk line number is always busy.
Office of the President	Ms Zosith is very helpful and very accommodating.
Office of the President	Ms Zosith is very helpful and very accommodating.
Supreme Court of the Philippines	Officer/Personnel is very accommodating, and very responsive to the client's questions.
Palatiw Elementary School	Pls shorten the purchasing process/ time
Department of Tourism	recommendable
NATIONAL HISTORICAL COMMISSION OF THE PHIL.	Satisfied
DEPED-RIZAL	staffs are very accomodating and looks like have a pleasing personality.
PEMBO ELEMENTARY SCHOOL	Thank You.
LAS PIÑAS EAST NATIONAL HIGH SCHOOL - EQUITABLE VILLAGE ANNEX	thanks for a pleasant accommodation. God bless
PHILMECH	very accommodating person
POBLACION NATIONAL HIGH CHOOOL	very accomodating personnel of PS/DBM
DOH TRC BICUTAN	very commendable employee
bureau of jail management and penology	very organized, and neat
900 AIR FORCE WEATHER GROUP	We suggest that if the stock is available, you will notify on our gmail account.
Nangka High School	entertained and acommodated the client
Bulacan Agricultural State College	He is very helpful and accommodating.
National Museum of the Philippines	new transaction mode is easy and there's a limit people in contact with unlike 2019 experience.
DMFB-SPD	thank you for being kind
Philippine Carabao Center	thanks
Malanday Elementary School	Thanks and keep safe
RTC Malabon	The items listed as available online were not able here.
DPWH LAS PINAS MUNTINLUPA	updated of items online
PHL NAVY	Very accommodating.
DEPED MANILA	very accomodative and pleasant/ please add hand sprayer as common use for client agencies
LEGARDA ELEMENTARY SCHOOL	very polite and helpful employee.... very well appreciated... see u on next transaction
Supreme Court	Very Responsive po sa questions ng client and very approachable.
Acacia National High School	Generally all PS personnel are courteous, reliable and accommodating.
tinajeros senior high	keep on improving :D
NATIONAL POWER CORPORATION	Keep up the good work!
Supreme Court of the Philippines	Miss Canares is very accomodating and respetful and frinedly.
Department of Information and Communications Technology	Ms.Ana Sozith Canares, Good Job, keep up the good work, professionalism and integrity on your work. Recommendation <u>100%</u> #naol
RTC MANILA BR.174	palitan niyo po yung mouse niyo medyo luma na thanks
DR. JOSE N. RODRIGUEZ MEMORIAL HOSPITAL	She responded promptly today to my questions about our purchases in PS-DBM this 2021. Recommended
RTC , Br 173, Manila	Thank you
HUMAN SETTLEMENTS ADJUDICATION COMMISSION RAB VI	THANK YOU FOR YOUR PROMPT ASSISTANCE AS ALWAYS
MAKATI ELEMENTARY SCHOOL	Thank You..God Bless and Keep Safe
San Roque National High School	the personnel was very approachable and accommodating. keep it up and god bless you more.
REGIONAL TRIAL COURT, BRANCH 203	the staff is very acomodating and corteous
Branch44RTCMla	very accommodating with good attitude. she answered my queries. i commend her for the help.
LGU Paete Laguna	very accomodating siya kahit sa pag sagot sa tanong gamit ang email..
DOTr	Very responsive. Thank you.

**CLIENT FEEDBACK REPORT AS OF  
1ST QUARTER  
for all Regional Depots**

	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	SATISFIED	SATISFACTION RATING
<b>SERVICE/CUSTOMER CARE</b>							
COURTESY OF STAFF	5	42	212	374	<b>633</b>	586	92.58%
PROFESSIONALISM OF STAFF	4	39	209	354	<b>606</b>	563	92.90%
	9	81	421	728	<b>1,239</b>		
<b>PROMPTNESS</b>							
SALES (Processing of APR)	5	41	200	374	<b>620</b>	574	92.58%
CASHIER (Payment and OR Issuance)	4	41	202	365	<b>612</b>	567	92.65%
WAREHOUSE (DR Issuance and Releasing of Items)	3	45	185	370	<b>603</b>	555	92.04%
	12	127	587	1,109	<b>1,835</b>		
<b>OFFICE ATMOSPHERE</b>							
CLEANLINESS AND ORDERLINESS OF PS DEPOT FACILITIES AND AMENITIES (lobby, waiting area and comfort rooms)	4	41	233	354	<b>632</b>	587	92.88%
<b>OVERALL EXPERIENCE</b>							
OVERALL EXPERIENCE IN TRANSACTING WITH PS DEPOT	5	39	216	371	<b>631</b>	587	93.03%

DEPOTS	NUMBER OF RESPONDENTS
Baguio	170
La Union	47
Tuguegarao	32
Pampanga	74
Legazpi	25
Cebu	29
Tacloban	15
Cagayan De Oro	28
Davao	42
Koronadal	30
Butuan	139
Total Number of Respondents	631

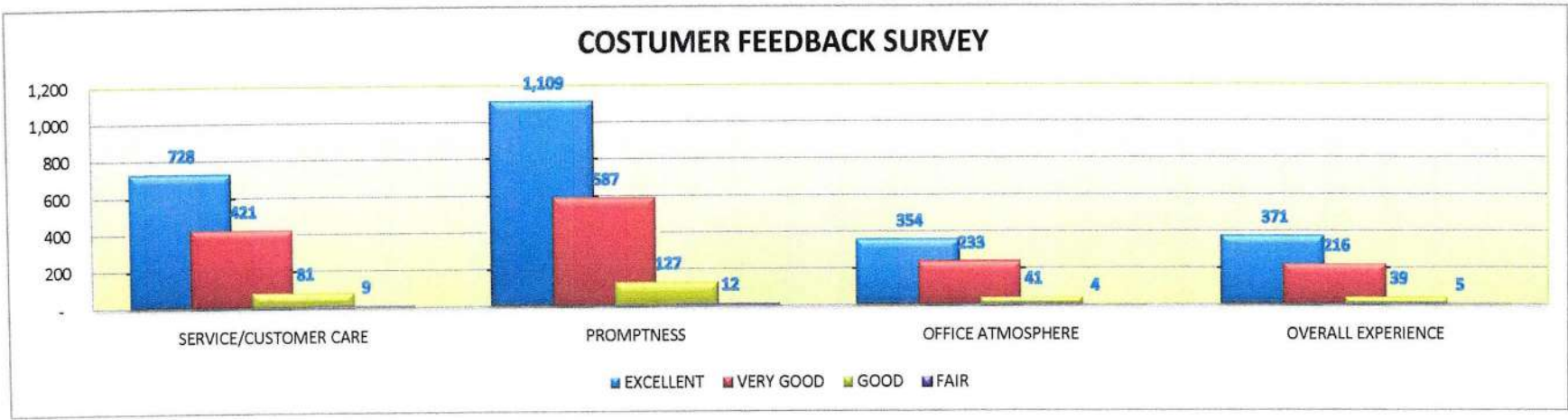


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OVERALL SATISFACTION RATING

<b>SERVICE/CUSTOMER CARE</b>	92.74%
<b>PROMPTNESS</b>	92.42%
<b>OFFICE ATMOSPHERE</b>	92.88%
<b>OVERALL EXPERIENCE</b>	93.03%

	EXCELLENT	VERY GOOD	GOOD	FAIR
<b>SERVICE/CUSTOMER CARE</b>	728	421	81	9
<b>PROMPTNESS</b>	1,109	587	127	12
<b>OFFICE ATMOSPHERE</b>	354	233	41	4
<b>OVERALL EXPERIENCE</b>	371	216	39	5



*R*

	EXCELLENT	VERY GOOD	GOOD	FAIR
<b>OVERALL SATISFACTION RATING</b>	58.50%	34.27%	6.53%	0.70%

	EXCELLENT	VERY GOOD	GOOD	FAIR
SERVICE/CUSTOMER CARE	58.76%	33.98%	6.54%	0.73%
PROMPTNESS	60.44%	31.99%	6.92%	0.65%
OFFICE ATMOSPHERE	56.01%	36.87%	6.49%	0.63%
OVERALL EXPERIENCE	58.80%	34.23%	6.18%	0.79%
<b>OVERALL SATISFACTION RATING</b>	58.50%	34.27%	6.53%	0.70%

DEPOTS	OVERALL SATISFACTION RATING
Baguio	95.93%
La Union	99.40%
Tuguegarao	98.27%
Pampanga	99.61%
Legazpi	96.00%
Cebu	85.47%
Tacloban	98.90%
Cagayan De Oro	91.33%
Davao	93.54%
Koronadal	90.95%
Butuan	82.22%

**DEPOTS OVERALL SATISFACTION RATING** **93.78%**



Prepared by:

*Boyce F. Tarca*  
**Boyce F. Tarca**  
 PMO, in-Charge  
 Date: 31 March 2021

Reviewed by:

*Jayson C. Erquiza*  
**Jayson C. Erquiza**  
 OIC-Chief, DOD  
 Date: 31 March 2021

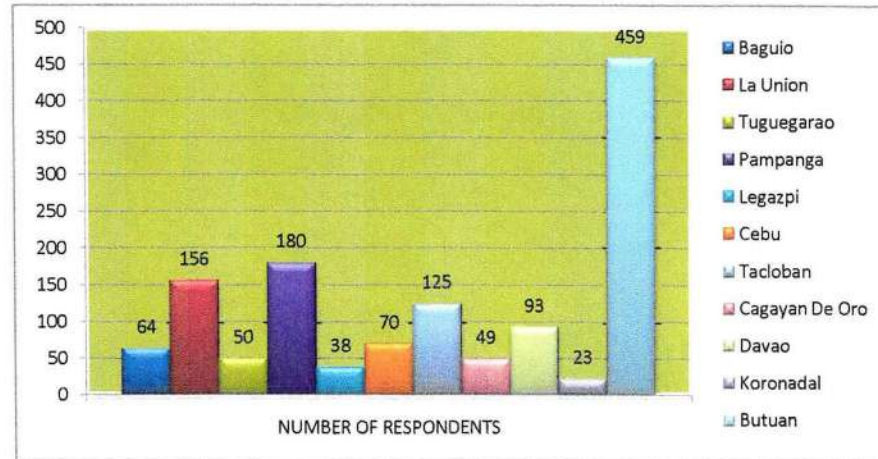
Approved by:

*Atty. Jolas E. Brutus*  
**Atty. Jolas E. Brutus**  
 OIC-Director, Regional Operations Group  
 Date: 31 March 2021

**CLIENT FEEDBACK REPORT AS OF  
2ND QUARTER  
for all Regional Depots**

	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	SATISFIED	SATISFACTION RATING
<b>SERVICE/CUSTOMER CARE</b>							
COURTESY OF STAFF	9	109	460	715	<b>1,293</b>	1,175	90.87%
PROFESSIONALISM OF STAFF	8	93	440	717	<b>1,258</b>	1,157	91.97%
	17	202	900	1,432	<b>2,551</b>		
<b>PROMPTNESS</b>							
SALES (Processing of APR)	13	114	445	703	<b>1,275</b>	1,148	90.04%
CASHIER (Payment and OR Issuance)	14	104	436	693	<b>1,247</b>	1,129	90.54%
WAREHOUSE (DR Issuance and Releasing of Items)	14	109	427	694	<b>1,244</b>	1,121	90.11%
	41	327	1,308	2,090	<b>3,766</b>		
<b>OFFICE ATMOSPHERE</b>							
CLEANLINESS AND ORDERLINESS OF PS DEPOT FACILITIES AND AMENITIES (lobby, waiting area and comfort rooms)	6	117	429	739	<b>1,291</b>	1,168	90.47%
<b>OVERALL EXPERIENCE</b>							
OVERALL EXPERIENCE IN TRANSACTING WITH PS DEPOT	26	105	443	733	<b>1,307</b>	1,176	89.98%

DEPOTS	NUMBER OF RESPONDENTS
Baguio	64
La Union	156
Tuguegarao	50
Pampanga	180
Legazpi	38
Cebu	70
Tacloban	125
Cagayan De Oro	49
Davao	93
Koronadal	23
Butuan	459
Total Number of Respondents	1307



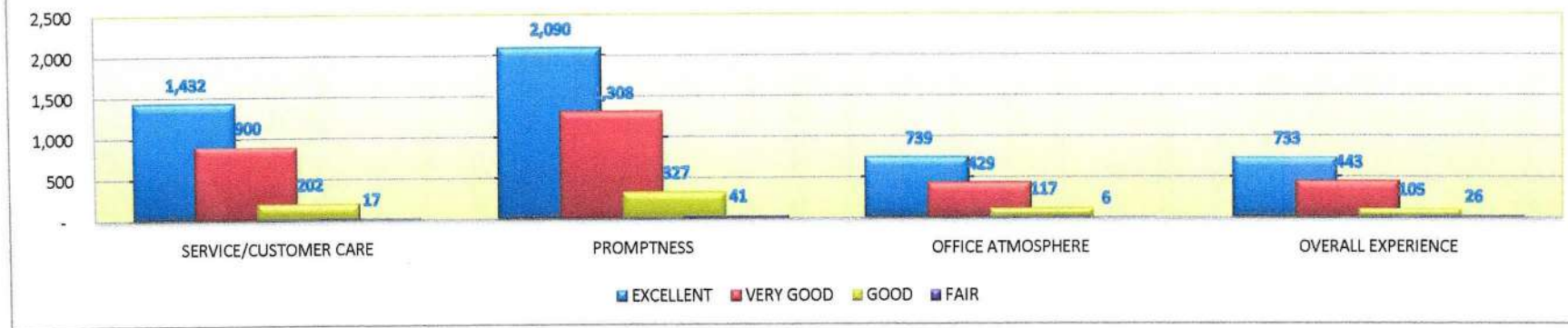
By

OVERALL SATISFACTION RATING

<b>SERVICE/CUSTOMER CARE</b>	91.42%
<b>PROMPTNESS</b>	90.23%
<b>OFFICE ATMOSPHERE</b>	90.47%
<b>OVERALL EXPERIENCE</b>	89.98%

	EXCELLENT	VERY GOOD	GOOD	FAIR
<b>SERVICE/CUSTOMER CARE</b>	1,432	900	202	17
<b>PROMPTNESS</b>	2,090	1,308	327	41
<b>OFFICE ATMOSPHERE</b>	739	429	117	6
<b>OVERALL EXPERIENCE</b>	733	443	105	26

**COSTUMER FEEDBACK SURVEY**



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	EXCELLENT	VERY GOOD	GOOD	FAIR
<b>OVERALL SATISFACTION RATING</b>	58.50%	34.27%	6.53%	0.70%

	EXCELLENT	VERY GOOD	GOOD	FAIR
SERVICE/CUSTOMER CARE	58.76%	33.98%	6.54%	0.73%
PROMPTNESS	60.44%	31.99%	6.92%	0.65%
OFFICE ATMOSPHERE	56.01%	36.87%	6.49%	0.63%
OVERALL EXPERIENCE	58.80%	34.23%	6.18%	0.79%
<b>OVERALL SATISFACTION RATING</b>	58.50%	34.27%	6.53%	0.70%

DEPOTS	OVERALL SATISFACTION RATING
Baguio	93.34%
La Union	99.17%
Tuguegarao	98.00%
Pampanga	97.45%
Legazpi	98.12%
Cebu	91.24%
Tacloban	82.80%
Cagayan De Oro	91.03%
Davao	89.09%
Koronadal	94.06%
Butuan	84.88%



**DEPOTS OVERALL SATISFACTION RATING 92.65%**

Prepared by:

*Boyce F. Tarca*  
**Boyce F. Tarca**  
 PMO-in-Charge  
 Date: 01 July 2021

Reviewed by:

*Jayson C. Erquiza*  
**Jayson C. Erquiza**  
 OIC-Chief, DOD  
 Date: 01 July 2021

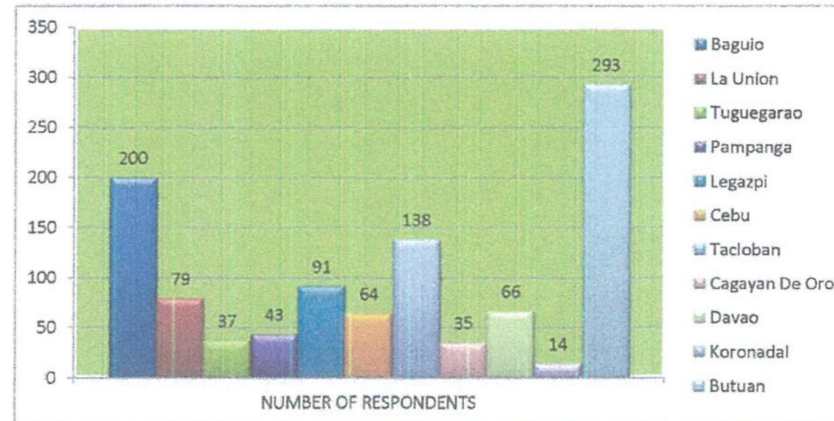
Approved by:

*Atty. Jolas E. Brutus*  
**Atty. Jolas E. Brutus**  
 OIC-Director, Regional Operations Group  
 Date: 01 July 2021

**CLIENT FEEDBACK REPORT AS OF  
3RD QUARTER  
for all Regional Depots**

	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	SATISFIED	SATISFACTION RATING
<b>SERVICE/CUSTOMER CARE</b>							
COURTESY OF STAFF	7	86	372	607	1,072	979	91.32%
PROFESSIONALISM OF STAFF	10	73	355	610	1,048	965	92.08%
	17	159	727	1,217	2,120		
<b>PROMPTNESS</b>							
SALES (Processing of APR)	8	85	383	585	1,061	968	91.23%
CASHIER (Payment and OR Issuance)	7	75	368	576	1,026	944	92.01%
WAREHOUSE (DR Issuance and Releasing of Items)	8	74	363	568	1,013	931	91.91%
	23	234	1,114	1,729	3,100		
<b>OFFICE ATMOSPHERE</b>							
CLEANLINESS AND ORDERLINESS OF PS DEPOT FACILITIES AND AMENITIES (lobby, waiting area and comfort rooms)	7	85	374	605	1,071	979	91.41%
<b>OVERALL EXPERIENCE</b>							
OVERALL EXPERIENCE IN TRANSACTING WITH PS DEPOT	4	79	352	625	1,060	977	92.17%

DEPOTS	NUMBER OF RESPONDENTS
Baguio	200
La Union	79
Tuguegarao	37
Pampanga	43
Legazpi	91
Cebu	64
Tacloban	138
Cagayan De Oro	35
Davao	66
Koronadal	14
Butuan	293
Total Number of Respondents	1060



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	OVERALL SATISFACTION RATING
SERVICE/CUSTOMER CARE	91.70%
PROMPTNESS	91.72%
OFFICE ATMOSPHERE	91.41%
OVERALL EXPERIENCE	92.17%

	EXCELLENT	VERY GOOD	GOOD	FAIR
SERVICE/CUSTOMER CARE	1,217	727	159	17
PROMPTNESS	1,729	1,114	234	23
OFFICE ATMOSPHERE	605	374	85	7
OVERALL EXPERIENCE	625	352	79	4

OVERALL SATISFACTION RATING	EXCELLENT	VERY GOOD	GOOD	FAIR
	58.50%	34.27%	6.53%	0.70%

	EXCELLENT	VERY GOOD	GOOD	FAIR
SERVICE/CUSTOMER CARE	58.76%	33.96%	6.54%	0.73%
PROMPTNESS	60.44%	31.99%	6.92%	0.65%
OFFICE ATMOSPHERE	56.01%	36.87%	6.49%	0.63%
OVERALL EXPERIENCE	58.80%	34.23%	6.18%	0.79%
OVERALL SATISFACTION RATING	58.50%	34.27%	6.53%	0.70%

DEPOTS	OVERALL SATISFACTION RATING
Baquo	95.91%
La Union	95.12%
Tuquegarao	97.30%
Pampanga	97.34%
Legazpi	96.57%
Cebu	81.03%
Tadoban	90.93%
Caayuan De Oro	91.43%
Davao	92.01%
Koronadal	93.88%
Butuan	87.66%

**DEPOTS OVERALL SATISFACTION RATING 92.65%**

Prepared by:

Boyle F. Tarca  
PMO-In-Charge  
Date: 30 September 2021

Reviewed by:

Jayson C. Erquiza  
OIC-Chief, DOD  
Date: 30 September 2021

Approved by:

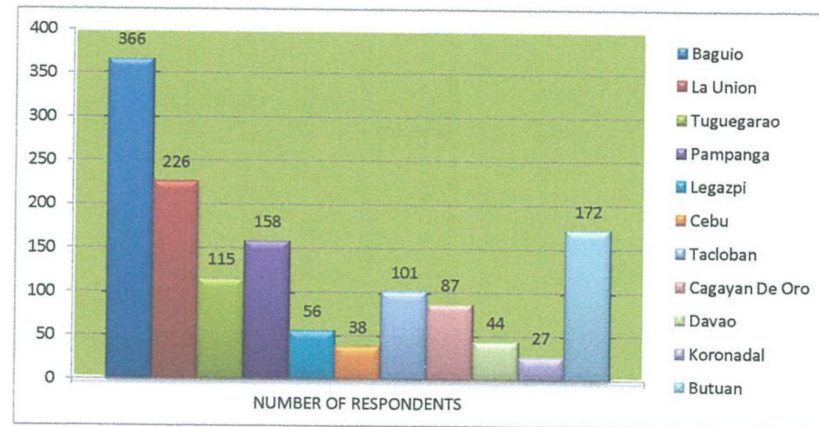
Atty. Jonas E. Brutas  
OIC-Director, Regional Operations Group  
Date: 30 September 2021



**CLIENT FEEDBACK REPORT AS OF  
4TH QUARTER  
for all Regional Depots**

	FAIR	GOOD	VERY GOOD	EXCELLENT	TOTAL	SATISFIED	SATISFACTION RATING
<b>SERVICE/CUSTOMER CARE</b>							
COURTESY OF STAFF	5	58	374	961	<b>1,398</b>	1,335	95.49%
PROFESSIONALISM OF STAFF	5	57	342	959	<b>1,363</b>	1,301	95.45%
<b>PROMPTNESS</b>							
SALES (Processing of APR)	5	71	361	964	<b>1,401</b>	1,325	94.58%
CASHIER (Payment and OR Issuance)	4	65	353	957	<b>1,379</b>	1,310	95.00%
WAREHOUSE (DR Issuance and Releasing of Items)	4	62	354	953	<b>1,373</b>	1,307	95.19%
<b>OFFICE ATMOSPHERE</b>							
CLEANLINESS AND ORDERLINESS OF PS DEPOT FACILITIES AND AMENITIES (lobby, waiting area and comfort rooms)	4	60	330	1,008	<b>1,402</b>	1,338	95.44%
<b>OVERALL EXPERIENCE</b>							
OVERALL EXPERIENCE IN TRANSACTING WITH PS DEPOT	3	54	337	996	<b>1,390</b>	1,333	95.90%

DEPOTS	NUMBER OF RESPONDENTS
Baguio	366
La Union	226
Tuguegarao	115
Pampanga	158
Legazpi	56
Cebu	38
Tacloban	101
Cagayan De Oro	87
Davao	44
Koronadal	27
Butuan	172
Total Number of Respondents	1390



	OVERALL SATISFACTION RATING
SERVICE/CUSTOMER CARE	95.47%
PROMPTNESS	94.92%
OFFICE ATMOSPHERE	95.44%
OVERALL EXPERIENCE	95.90%

	EXCELLENT	VERY GOOD	GOOD	FAIR	
SERVICE/CUSTOMER CARE	1,920	716	115		10
PROMPTNESS	2,874	1,068	198		13
OFFICE ATMOSPHERE	1,008	330	60		4
OVERALL EXPERIENCE	996	337	54		3

	EXCELLENT	VERY GOOD	GOOD	FAIR	
OVERALL SATISFACTION RATING	70.57%	24.86%	4.27%		0.29%

	EXCELLENT	VERY GOOD	GOOD	FAIR	
SERVICE/CUSTOMER CARE	69.54%	25.93%	4.17%		0.36%
PROMPTNESS	69.20%	25.72%	4.77%		0.31%
OFFICE ATMOSPHERE	71.90%	23.54%	4.28%		0.29%
OVERALL EXPERIENCE	71.65%	24.24%	3.88%		0.22%
OVERALL SATISFACTION RATING	70.57%	24.86%	4.27%		0.29%

DEPOTS	OVERALL SATISFACTION RATING
Baguio	98.00%
La Union	98.67%
Tuguegarao	96.40%
Pampanga	98.10%
Legazpi	97.78%
Cebu	93.98%
Tacloban	88.69%
Cagayan De Oro	92.46%
Davao	91.41%
Koronadal	92.06%
Butuan	88.23%

**DEPOTS OVERALL SATISFACTION RATING 94.16%**



Prepared by:  
  
 Boycio F. Tarca  
 PMO-in-Charge  
 Date: 07 January 2021

Reviewed by:  
  
 Jayson C. Erquiza  
 OIC-Chief, Depot Operations Division  
 Date: 07 January 2021

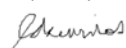
Approved by:  
  
 Day Y. Valderrama  
 OIC-Director, Regional Operations Group  
 Date: 07 January 2021

# ANNEX C

**PART A, PAP 3: Modernized Philippine Government Electronic Procurement System (mPhilGEPS)**

Action/PAP	Success Indicator	Period	Statistics		Cumulative % Adoption	Remarks
			No. of agency that implemented mPhilGEPS	No. of agency that utilized at least 3 modules in mPhilGEPS		
<b>Modernized Philippine Government Electronic Procurement System (mPhilGEPS)</b>	mPhilGEPS implemented to three (3) pilot agencies with atleast three (3) modules utilized on the target date	1st Quarter	n/a	n/a	Pilot agencies refer to the following: 1. Procurement Service - DBM 2. Department of Budget and Management - Main 3. Government Procurement Policy Board - Technical Support Office  Target: Pilot agencies utilized atleast 3 modules Modules include the following: 1. APP NCSE 2. Purchase Request (PR) 3. Bid Notice 4. Award Notice 5. AMP Award Notice 6. Purchase Order 7. Contract Management  The readiness of mPhilGEPS modules and bug fixes depends on the delivery of the Service Provider and therefore is not controllable. Target date is on 29 December 2021	
		2nd Quarter	n/a	n/a		
		3rd Quarter	n/a	n/a		
		4th Quarter	5/7 pilot agencies uploaded their APP (PS,GPPB-TSO, DBM, DPWH and PUP) on/or before Dec. 29, 2021	1 pilot agency utilized 3 modules (PS utilized the APP, PR and AMP Award modules) on/or before Dec 29. 2021		
		<b>Total</b>	5/7 pilot agencies uploaded their APP (PS,GPPB-TSO, DBM, DPWH and PUP)	1 pilot agency utilized 3 modules (PS utilized the APP, PR and AMP Award modules) GPPB-TSO and DBM have no longer remaining projects to be posted in the mPhilGEPS and no AMP for award, since the pilot implementation was just started on Dec. 17, 2021.  DBM Certification: <a href="https://drive.google.com/file/d/1CaL3NE DzvKwdJHwszh94y7VIGWpNNw0I/view?usp=sharing">https://drive.google.com/file/d/1CaL3NE DzvKwdJHwszh94y7VIGWpNNw0I/view?usp=sharing</a>		
		Three (3) reports generated in mPhilGEPS' Reporting Tool on the target date		No. of available reports in the PhilGEPS Reporting Tool	Cumulative % Adoption	Remarks
		1st Quarter	n/a	Reporting Tool is an application that generate data and analytics related to supplier, agency and procurement in PhilGEPS  Target date is on 29 December 2021		
		2nd Quarter	n/a			
		3rd Quarter	n/a			
		4th Quarter	4 Report for the Merchant 4 Report for the Agencies 7 Report for the Procurement Posts  (Note: All migrated and live in the <a href="https://open.philgeps.gov.ph/analytics/">https://open.philgeps.gov.ph/analytics/</a> )  Deployed the analytics report on November 18, 2021			
		<b>Total</b>	<b>14 Report total</b>			

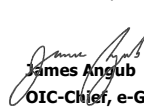
Prepared by:



**Mary Jane Dacumos**  
**ITO II**

Date: 07 January 2022

Reviewed by:



**James Angub**  
**OIC-Chief, e-GPDDO**

Date: 07 January 2022

Approved by:



**ROSA MARIA M. CLEMENTE**  
**Director IV, PhilGEPS**

Date: 07 January 2022



**Ferdinand San Jose**  
**OIC-Chief, ITRPD**

Date: 07 January 2022



**ORGANIZATIONAL PERFORMANCE ACCOMPLISHMENT REPORT (OPAR)**  
**As of 31 December 2021**

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

**I. PROGRAM UPDATE/S**

1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
<p><b>04 January 2021</b>-Sent an e-mail to OP-DESLA and OMB requesting confirmation of contacts as IMP, Program Head</p> <p><b>08 January 2021</b>- Sent an e-mail to OMB &amp; ODES�A requesting consultation meeting with the Coaches</p> <p><b>11 January 2021</b>- Meeting with OMB and ODES�A; discussion of Template 5 &amp; 6 and FY 2021 plans;Per disclosure of OMB and ODES�A, because of the pandemic,they have additional comments on the submitted templates 3-6 subject to approval of the Program Management Committee</p> <p>-For Template 5-6, they would like to have a specific logical framework for the 3 process owners. During the meeting via Zoom, PS-DBM ask compromise to ODES�A and OMB to give IMC an ample time to contextualize the agreements since change management is on-going and the agreed plans is not known with the current heads of the divisions; and</p> <p>-The 2<sup>nd</sup> Quarter will be devoted to debriefing to the process owners based on OMB and ODES�A comments to Template 3-6, adjusted to</p>	<p><b>06 April 2021</b>-Sent follow-up e-mail to Ms. Madeja of OMB relative to the final comments of OMB and ODES�A to the Integrity Assessment Report (Template 4) submitted</p> <p>- Notified OMB that the IMC Secretariat is yet to convene the Committee because of several changes to the members, the same with the process owners;</p> <p>- Suggestions of OMB and ODES�A Program Heads, Dir. Baldago and Atty. Montalban, were considered to the final Template 5-6 subject to consultation with the new team leader of the processes from ID, WADD and CD; and</p> <p>Planned meet up with the process owners for the debriefing, cancelled due to changes in priority areas because of the on-going comprehensive Internal Audit of the DBM-IAS on which the Chief,IAD is the focal person for the engagement approximately until December 2021.</p> <p><b>06 April 2021</b>-OMB Representative, Ms. Madeja responded that she will follow it up with the Program Heads</p> <p>07 June 2021- Sent a request for an IMP Update for the 2nd Quarter FY 2021 and</p>	<p><b>July-September 2021:</b> On-going review of submitted templates (No. 5 &amp; 6) per recommendation and consultation with the Program Heads, Atty. Montalban (ODES�A) and Dir. Baldago (OMB)</p> <p>-Planned meetings with the process owners were cancelled due to on-going inquiries from different oversight bodies (Senate, Congress, &amp; COA) and several audit engagements on which the present Concurrent IMC Secretariat/Member is the Focal Person/Coordinator.</p>	<p><b>11 November 2021</b>- Conduct consultative meeting virtually with the PMC of the Office of Ombudsman and ODES�A, 1<sup>st</sup> Sem CY 2021 update on the progress of the undertaking.</p> <p>Based on our discussions, the following are the plans/actions to be undertaken from FY 2021 onwards :</p> <p>FY 2021:</p> <ul style="list-style-type: none"> <li>-To send an e-mail to the National Integrity Center (NIC) for the conduct of hybrid (face to face and virtual) set-up of training to capacitate the personnel of PS;</li> <li>-To continue the development of Template 5 &amp; 6 to incorporate a new approach in managing interventions based on the challenges encountered by PS;</li> <li>-To have the online consultations via e-mail for the comments and suggestions to the prepared template by the IMCS;</li> <li>-To rehash the Capacity Building program for PS Personnel with the introduction of proper Monitoring and Evaluation included in the Terms of Reference (TOR) of the training partners;</li> <li>-Knowledge sharing of ODES�A relative to the metrics to be injected into the PS-DBM IMP</li> <li>-To intensify engagement and to develop champions that will help sustain the program and</li> <li>-To incorporate the plan of activity of the IMP into 2-year plans.</li> </ul>

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<p>the new normal.</p>	<p>notified the OMB and ODESLA for appointment of the new OIC-Executive Director of PS-DBM, who is now the Chairperson for the PS Integrity Management Committee (IMC)</p>		<p>FY 2022 onwards -Plans to reintroduce the IMP to the new DBM Secretary-c/o OMB &amp; ODESLA -Ongoing revision of IMP Handbook -Training to be conducted by OMB and ODESLA.</p> <p><b>12 November 2021-</b> Sent an e-mail with technical training staff of OMB-NIC, inquiry concerning the continuation of ITAPS per OMB-NIC OIC Director dated 09 March 2020.</p> <p>-Sent an e-mail request with OIC-Director Dolly Galicia of OMB-NIC, concerning request to conduct e-ITAPS for PS-DBM Personnel for the 4<sup>th</sup> Quarter CY 2021-2022. -Received response from the OMB-NIC, to wit: "I will assign from NIC to coordinate with you on your interest on E-ITAPS."</p> <p><b>18 November 2021-</b> Conducted virtual meeting with the OMB-National Integrity Center (NIC) Technical Training Staff on the conduct of e-ITAPS to PS-DBM in the 1<sup>st</sup> Q of CY 2022 for the continuation of technical assistance as indicated in the Template 4-Integrity Assessment Report (IAR)</p> <p><b>13 December 2021-</b> Conducted virtual meeting with the PMC as part of their technical assistance to IMCS concerning thorough discussion of Template 7 &amp; 8 finalization. Thorough discussions on baseline, targets, sources of data, frequency of data collection and person/unit responsible. Agreements: to send via e-mail the Templates 5-8 on the 1<sup>st</sup> Quarter CY 2022, for re-assessment.</p> <p><b>14 December 2021-</b>Conducted virtual meeting with the process owner of Inspection Division, Engr. Augusto Ylagan. Discussion of Template 6-Implementation Plan, to clarify the timelines and validate some activities that already implemented in CY 2020 and 2021.</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)	In-progress	N/A
Template 8	M & E Progress Report	Year 1 (2021)	In-progress	N/A
Template 9	Performance Monitoring Report Template	Year 1 (2022)	Not yet started	N/A
Template 10	Performance Rating Sheet	Year 1 (2022)	Not yet started	N/A

**For the PS Integrity Management Committee (IMC):**

**JOSHUA S. LAURE**  
*OIC-AFG, Director*  
 Member

**DAVE Y. VALDERRAMA**  
*OIC-ROG, Director*  
 Member

**PAUL JASPER V. DE GUZMAN**  
*Employee Representative*

**ROSALINDA V. DAPITO**  
*Chief, Internal Audit Division*  
 Member  
*Concurrent Head Secretariat and TWG<sup>1</sup>*

**ATTY. JASONMER L. UAYAN**  
*OIC-Executive Director*  
 Chairperson

**ENGR. JAIME M. NAVARETTE**  
*OIC-Operation Group Director*  
 Member

**ARNOLD JAMES M. DUPLA**  
*OIC-Chief, Planning and Budget Div.*  
 Member

(To be identified by IMC/PMC)  
**CIVIL SOCIETY ORG. (CSO)**  
 Member

**ROSA MARIA M. CLEMENTE**  
*Director, PhilGEPS*  
 Vice-Chairperson

<sup>1</sup>PS Office Order No. 066-20 dated 26 May 2020

## ANNEX E

### PART B, PAP 2: Support Green Public Procurement Program as specified in the Philippine Republic Procurement Road Map (2017-2022)

Success Indicator	Dimension	Description	Actual Accomplishment				Remarks
			1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	
100% of the targeted number of inventory items have green provisions integrated in the technical specifications and were approved after three (3) presentations at the end of 2021	Qn/T	Identified three (3) CSE items:  1. Liquid Hand Soap (NEW CSE Item)  2. Liquid Hand Sanitizer (NEW CSE Item)  3. Cleaner, Toilet Bowl and Urinal	Status:  1. For approval of Technical Specifications by the Technical Specification Review Committee (TSRC)  2. For approval of Technical Specifications by the TSRC  3. With approved Technical Specifications	Status:  Liquid Hand Soap and Hand Sanitizer: TSRC consulted the Industry (SGS Philippines) for the green specifications specified in the GPP Guidelines; the committee prepared a letter to clarify to GPPB the Testing Center for the green specifications parameter.  Cleaner, Toilet Bowl and Urinal: With approved technical specifications, however for further study of the technical	Status:  <b>Awarded, for delivery:</b> Liquid Hand Soap - 115,596 bottles;  Liquid Hand Sanitizer - 59,436 bottles  <b>For Bidding:</b> Cleaner, Toilet Bowl and Urinal - 146,016 bottles	Status:  <b>Awarded, on-going delivery:</b> Liquid Hand Soap - 115,596 bottles;  Liquid Hand Sanitizer - 59,436 bottles  <b>Under Bidding:</b> Cleaner, Toilet Bowl and Urinal - 146,016 bottles	The targeted no. of inventory items that have green provisions integrated in the technical specifications are specified in the DBM SPMR 2020-2022 and Philippine Republic Procurement Road Map (2017-2022). The targeted no. of inventory items for 2021 is three (3).
	QI	1. Liquid Hand Soap (New CSE Item)  2. Liquid Hand Sanitizer (New CSE Item)  3. Cleaner, Toilet Bowl and Urinal	Remarks:  Cleaner, Toilet Bowl and Urinal - approved on one (1) presentation	Remarks:  Cleaner, Toilet Bowl and Urinal - approved on one (1) presentation	Remarks:  Approved on one (1) presentation	Remarks:  Approved on one (1) presentation	

Prepared by:

  
**Famella Carla Parale**  
 PMO I, Procurement Division I  
 Date:

Reviewed by:

  
**Sharon Y. Baile**  
 OIC-Chief, Procurement Division I  
 Date:

Approved by:

  
**Atty. Earvin Jay I. Alparaque**  
 OIC-Director, Procurement Group  
 Date:



Annex "F"

Requesting/Validating Agency	Delivery Units Concerned		Required Reports	Prescribed Deadline of Submission	1st Quarter Actual Date Submitted	Dimension	Rating/Remarks		
<b>FY 2021 1st Quarter (as of March 31, 2021)</b>									
Comptroller Division	Planning and Budget Division (Treasury Section)	1	Report of Checks Issued (RCI) for January 2021	Every 10th day of the following month	February 10, 2021	T	3		
			Report of Checks Issued (RCI) for February 2021		March 9, 2021	QI	5		
		2	Report of Collections and Deposits (RCD) for January 2021	Every 10th day of the following month	February 5, 2021	T	5		
			Report of Collections and Deposits (RCD) for February 2021		March 5, 2021	QI	5		
		DBM	Planning and Budget Division (Budget Section)	3	Budget Proposal	As prescribed in the Internal Memorandum issued by the Planning and Budget Division	N/A	N/A	prescribed deadline - Dec. 1, 2021
PS-COA	Planning and Budget (Budget Section)	4	FAR No. 2 – Statement of Approved Budget, Utilizations, Disbursement and Balances (Trust Receipts & Revolving Fund)	Last day of the following month after the closing of the quarter (For Q1 - April 30, 2021)	N/A	T	deadline falls on the 2nd semester		
						QI			
		5	FAR No. 2-A – Summary of Approved Budget, Utilizations, Disbursements and Balances by Objects of Expenditures		T				
					QI				
		6	FAR No. 6 – Statement of Approved Budget, Utilization, Disbursement and Balances of Trust Receipts		T				
					QI				
Corporate Planning and Management Service (CPMS)	Planning and Budget Division (Planning Section)	7	Revised CY 2021 OPCR Forms and Operational Planning Template	January 27, 2021	January 27, 2021	T	3		
						QI	5		
		8	FY 2020 Physical Performance Report as of December 31, 2020	January 15, 2021	January 14, 2021	T	3		
						QI	4		

Requesting/Validating Agency	Delivery Units Concerned		Required Reports	Prescribed Deadline of Submission	1st Quarter Actual Date Submitted	Dimension	Rating/Remarks
AO25 Secretariat	Planning and Budget Division (Planning Section)	9	Performance-Based Bonus (PBB) Reports a) B/S/O Service and Process Improvement (SPI) targets; b) SPI Accomplishment Reports; and B/S/O Client Satisfaction Report	As prescribed in the PBB Advisory to be issued after the release of the PBB Guidelines	N/A	T/QI	deadline falls on the 2nd semester
AO25 Secretariat/ARTA	General Services Division	10	Updating of PS-DBM Citizen's Charter	As prescribed in the ARTA Guidelines	N/A	T/QI	deadline falls on the 2nd semester
Human Resource Development Division	All divisions	11	Division/Individual Performance and Commitment Review (DPCR/IPCR)	Upon issuance of Call for Submission from the HRDD	FY 2020 2nd Semester prescribed date on the Call for Submission of DPCR/IPCR & DPAR/IPAR - January 22, 2021  Actual date of submission - January 22, 2021	T	3
						QI	5
		12	Division/Individual Performance Accomplishment Report (DPAR/IPAR)			T	3
						QI	5
Planning and Budget Division (Budget Section)	All divisions	13	Project Procurement Management Plan (PPMP)	As prescribed in the Internal Memorandum issued by the Planning and Budget Division	N/A	T/QI	N/A
General Services Division		14	B/S/O inputs to the Annual Procurement Plan for Common-Use Supplies and Equipment (APP-CSE)	As prescribed in the Advisory issued by the PS-DBM Marketing and Sales Division	N/A	T/QI	N/A

T 3.75  
QI 4.875

Prepared by:

  
Stephanie Alyssa S. Young  
PMO I

Date: 05 November 2021

Reviewed by:

  
Maria Joanna Victoria L. Maglay  
PMO V

Date: 05 November 2021

Approved by:

  
Joshua S. Laure  
OIC-Director, Admin and Finance  
Date: 05 November 2021

Requesting/Validating Agency	Delivery Units Concerned		Required Reports	Prescribed Deadline of Submission	Actual Date Submitted	Dimension	Rating/Remarks
<b>2nd Quarter (as of June 30, 2021)</b>							
Comptroller Division	Planning and Budget Division (Treasury Section)	1	Report of Checks Issued (RCI) for March 2021	Every 10th day of the following month	April 22, 2021	T	1
			Report of Checks Issued (RCI) for April 2021	Every 10th day of the following month	May 10, 2021	QI	5
			Report of Checks Issued (RCI) for May 2021	Every 10th day of the following month	June 10, 2021	T	3
		2	Report of Collections and Deposits (RCD) for March 2021	Every 10th day of the following month	April 21, 2021	T	3
			Report of Collections and Deposits (RCD) for April 2021	Every 10th day of the following month	July 9, 2021	QI	5
			Report of Collections and Deposits (RCD) for May 2021	Every 10th day of the following month	July 9, 2021	T	1
						QI	5
						T	1
						QI	5
DBM	Planning and Budget Division (Budget Section)	3	Budget Proposal	As prescribed in the Internal Memorandum issued by the Planning and Budget Division	Actual prescribed date - December 1, 2021	T / QI	deadline falls on the 2nd Semester
PS-COA	Planning and Budget (Budget Section)	4	FAR No. 2 – Statement of Approved Budget, Utilizations, Disbursement and Balances (Trust Receipts & Revolving Fund)	Last day of the following month after the closing of the quarter (For Q1 - April 30, 2021)	April 27, 2021	T	5
					QI	5	
		5	FAR No. 2-A – Summary of Approved Budget, Utilizations, Disbursements and Balances by Objects of Expenditures		April 27, 2021	T	5
					QI	5	
		6	FAR No. 6 – Statement of Approved Budget, Utilization, Disbursement and Balances of Trust Receipts		April 27, 2021	T	5
					QI	5	
Corporate Planning and Management Service (CPMS)	Planning and Budget Division (Planning Section)	7	Revised CY 2021 2nd Semester OPCR Forms	May 26, 2021	May 26, 2021	T	3
						QI	5
AO25 Secretariat	Planning and Budget Division (Planning Section)	8	Performance-Based Bonus (PBB) Reports a) B/S/O Service and Process Improvement (SPI) targets; b) SPI Accomplishment Reports; and B/S/O Client Satisfaction Report	As prescribed in the PBB Advisory to be issued after the release of the PBB Guidelines	Prescribed deadline - February 28, 2021	T;QI	deadline falls on the 2nd semester

AO25 Secretariat/ARTA	General Services Division	9	Updating of PS-DBM Citizen's Charter	As prescribed in the ARTA Guidelines	Prescribed date on the ARTA Guidelines - December 4, 2021	T/QI	deadline falls on the 2nd Semester
Human Resource Development Division	All divisions	10	Division/Individual Performance and Commitment Review (DPCR/IPCR)	Upon issuance of Call for Submission from the HRDD	FY 2021 1st Semester prescribed date on the Call for Submission of DPCR/IPCR - April 30, 2021	T	3
		11	Division/Individual Performance Accomplishment Report (DPAAR/IPAR)			T/QI	5
Planning and Budget Division (Budget Section)	All divisions	12	Project Procurement Management Plan (PPMP)	As prescribed in the Internal Memorandum issued by the Planning and Budget Division	FY 2022 PPMP prescribed deadline on the Internal Memorandum issued by the Budget Section (June 8, 2021 - Oct. 1, 2021)	T/QI	deadline falls on the 2nd Semester
General Services Division		13	B/S/O inputs to the Annual Procurement Plan for Common-Use Supplies and Equipment (APP-CSE)	As prescribed in the Advisory issued by the PS-DBM Marketing and Sales Division	Prescribed date on the Advisory August 30, 2021	T/QI	deadline falls on the 2nd Semester

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QI 5

Prepared by:

  
Stephanie Ayssa S. Young  
PMO I, Planning and Budget Division-Planning Section  
Date: 05 November 2021

Reviewed by:

  
Maria Joanna Victoria L. Maglay  
PMO V, Planning and Budget Division-Planning Section  
Date: 05 November 2021

Approved by:

  
Joshua S. Laure  
OIC Director, Admin and Finance  
Date: 05 November 2021

Requesting/Validating Agency	Delivery Units Concerned	Required Reports	Prescribed Deadline of Submission	Actual Date Submitted	Dimension	Rating/Remarks			
<b>3rd Quarter (as of September 30, 2021)</b>									
Comptroller Division	Planning and Budget Division (Treasury Section)	1	Report of Checks Issued (RCI) for June 2021	Every 10th day of the following month	July 12, 2021	T QI	2 5		
			Report of Checks Issued (RCI) for July 2021	Every 10th day of the following month	August 9, 2021	T QI	4 5		
			Report of Checks Issued (RCI) for August 2021	Every 10th day of the following month	November 8, 2021	T QI	1 5		
		2	Report of Collections and Deposits (RCD) for June 2021	Every 10th day of the following month	November 8, 2021	T QI	1 5		
			Report of Collections and Deposits (RCD) for July 2021	Every 10th day of the following month	November 8, 2021	T QI	1 5		
			Report of Collections and Deposits (RCD) for August 2021	Every 10th day of the following month	November 8, 2021	T QI	1 5		
		DBM	Planning and Budget Division (Budget Section)	3	Budget Proposal	As prescribed in the Internal Memorandum issued by the Planning and Budget Division	Actual prescribed date - December 1, 2021	T / QI	for approval of the PS-DBM OIC- Executive Director
		PS-COA	Planning and Budget (Budget Section)	4	FAR No. 2 – Statement of Approved Budget, Utilizations, Disbursement and Balances (Trust Receipts & Revolving Fund)	Last day of the following month after the closing of the quarter (For Q2 - July 30, 2021)	July 26, 2021	T QI	5 5
					FAR No. 2-A – Summary of Approved Budget, Utilizations, Disbursements and Balances by Objects of Expenditures		July 26, 2021	T QI	5 5
FAR No. 6 – Statement of Approved Budget, Utilization, Disbursement and Balances of Trust Receipts	July 26, 2021				T QI		5 5		
Corporate Planning and Management Service (CPMS)	Planning and Budget Division (Planning Section)	7	Revised CY 2021 2nd Semester OPCR Forms	May 26, 2021	N/A	T QI	Rating has been reflected in the 2nd Quarter report!		
AO25 Secretariat	Planning and Budget Division (Planning Section)	8	Performance-Based Bonus (PBB) Reports a) B/S/O Service and Process Improvement (SPI) targets; b) SPI Accomplishment Reports; and B/S/O Client Satisfaction Report	As prescribed in the PBB Advisory to be issued after the release of the PBB Guidelines	Prescribed deadline - February 28, 2021	T/QI	deadline falls on the 2nd semester		

For ratings 1 and 2, deadlines were not met due to preparation and submission of reports and documents for the on-going Senate Hearing and DBM-IAS Audit Engagements

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Requesting/Validating Agency	Delivery Units Concerned		Required Reports	Prescribed Deadline of Submission	Actual Date Submitted	Dimension	Rating/Remarks
AD25 Secretariat/ARTA	General Services Division	9	Updating of PS-DBM Citizen's Charter	As prescribed in the ARTA Guidelines	Prescribed date on the ARTA Guidelines - December 4, 2021	T/QI	deadline falls on the 2nd Semester
Human Resource Development Division	All divisions	10	Division/Individual Performance and Commitment Review (DPCR/IPCR)	Upon issuance of Call for Submission from the HRDD	FY 2021 2nd Semester prescribed date on the Call for Submission of DPCR/IPCR - April 30, 2021	T	Rating has been reflected in the 2nd Quarter report
		11	Division/Individual Performance Accomplishment Report (DPAR/IPAR)		FY 2021 1st Semester prescribed date on the Call for Submission of DPAR/IPAR - August 4, 2021	T	
Planning and Budget Division (Budget Section)	All divisions	12	Project Procurement Management Plan (PPMP)	As prescribed in the Internal Memorandum issued by the Planning and Budget Division	FY 2022 PPMP prescribed deadline on the Internal Memorandum issued by the Budget Section (June 8, 2021 - Oct. 1, 2021)	T/QI	deadline falls on the 2nd Semester
General Services Division		13	B/S/O inputs to the Annual Procurement Plan for Common-Use Supplies and Equipment (APP-CSE)	As prescribed in the Advisory issued by the PS-DBM Marketing and Sales Division	Prescribed date on the Advisory August 30, 2021	T/QI	deadline falls on the 2nd Semester

T 2.714285714  
QI 5

Prepared by:

  
Stephanie Alyssa S. Young  
PMO I, Planning and Budget Division-Planning Section  
Date: 08 November 2021

Reviewed by:

  
Maria Joanna Victoria L. Maglay  
PMO V, Planning and Budget Division-Planning Section  
Date: 08 November 2021

Approved by:

  
Digitally Signed  
11/12/2021  
Joshua S. Laure  
OTC-Director, Admin and Finance  
Date: 08 November 2021

Requesting/Validating Agency	Delivery Units Concerned		Required Reports	Prescribed Deadline of Submission	Actual Date Submitted	Dimension	Rating/Remarks
<b>4th Quarter (as of December 31, 2021)</b>							
PS-COA	Planning and Budget Division (Treasury Section)	1	Report of Checks Issued (RCI) for September 2021	Every 10th day of the following month	November 8, 2021	T	1
			Report of Checks Issued (RCI) for October 2021	Every 10th day of the following month	November 8, 2021	QI	5
			Report of Checks Issued (RCI) for November 2021	Every 10th day of the following month	December 7, 2021	T	4
Comptroller Division	Planning and Budget Division (Treasury Section)	2	Report of Collections and Deposits (RCD) for September 2021	Every 10th day of the following month	October 10, 2021	QI	5
			Report of Collections and Deposits (RCD) for October 2021	Every 10th day of the following month	November 10, 2021	T	3
			Report of Collections and Deposits (RCD) for November 2021	Every 10th day of the following month	December 10, 2021	QI	5
DBM	Planning and Budget Division (Budget Section)	3	Budget Proposal	As prescribed in the Internal Memorandum issued by the Planning and Budget Division	November 25, 2021	T	5
						QI	5
PS-COA	Planning and Budget (Budget Section)	4	FAR No. 2 – Statement of Approved Budget, Utilizations, Disbursement and Balances (Trust Receipts & Revolving Fund)	Last day of the following month after the closing of the quarter (For Q3 - October 30, 2021)	October 27, 2021	T	5
						QI	5
						5	FAR No. 2-A – Summary of Approved Budget, Utilizations, Disbursements and Balances by Objects of Expenditures
QI	5						
6	FAR No. 6 – Statement of Approved Budget, Utilization, Disbursement and Balances of Trust Receipts	October 27, 2021	T	5			
		QI	5				
Corporate Planning and Management Service (CPMS)	Planning and Budget Division (Planning Section)	7	Revised CY 2021 2nd Semester OPCR Forms	May 26, 2021	N/A	T	Rating has been reflected in the 2nd Quarter report
						QI	
AO25 Secretariat	Planning and Budget Division (Planning Section)	8	Agency's Establishment and Conduct of Agency webpage Review and Compliance of SALN - To be posted in the TS	October 1, 2021	July 29, 2021	T	5
			Agency Review and Compliance Procedure of Statement and Financial Disclosures	October 1, 2021	January 14, 2022	QI	5
			Posting of Agency's System of Ranking Delivery Units	October 1, 2021	December 10, 2021	T	1
			QMS Certification			QI	5
			-Post QMS Certification in TS page	December 31, 2021	December 22, 2021	T	5

Requesting/Validating Agency	Delivery Units Concerned		Required Reports	Prescribed Deadline of Submission	Actual Date Submitted	Dimension	Rating/Remarks
			-Submit certified true copy of QMS certificate to GQMC through DBM-SPIB			QI	5
			Sustained Compliance with Audit Findings	December 31, 2021	December 31, 2021	T	3
						QI	5
AO25 Secretariat/ARTA	General Services Division	9	Updating of PS-DBM Citizen's Charter	As prescribed in the ARTA Guidelines (December 4, 2021)	August 5, 2021	T	5
						QI	5
Human Resource Development Division	All divisions	10	Division/Individual Performance and Commitment Review (DPCR/IPCR)	Upon issuance of Call for Submission from the HRDD	N/A	T	FY 2021 2st Semester prescribed date on the Call for Submission of DPCR/IPCR - January 28, 2022
			QI				
		11	Division/Individual Performance Accomplishment Report (DPAAR/IPAR)			T	FY 2021 2nd Semester prescribed date on the Call for Submission of DPAAR/IPAR - January 28, 2022
			QI				
Planning and Budget Division (Budget Section)	All divisions	12	Project Procurement Management Plan (PPMP)	As prescribed in the Internal Memorandum issued by the Planning and Budget Division	FY 2022 PPMP prescribed deadline on the Internal Memorandum issued by the Budget Section (June 8, 2021 - Oct. 1, 2021)	T	5
				QI		5	
General Services Division		13	B/S/O inputs to the Annual Procurement Plan for Common-Use Supplies and Equipment (APP-CSE)	As prescribed in the Advisory issued by the PS-DBM Marketing and Sales Division	Prescribed date on the Advisory September 30, 2021	T	5
						QI	5

T 3.83333333  
QI 5  
Average 4.41666667

Prepared by:



Stephanie Alyssa S. Young  
PMO I, Planning and Budget Division-Planning Section  
Date: 13 January 2021

Reviewed by:



Maria Joanna Victoria L. Maglay  
PMO V, Planning and Budget Division-Planning Section  
Date: 13 January 2021

Approved by:



Joshua S. Laure  
OIC-Director, Admin and Finance  
Date: 14 January 2021



Annex "G"


**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**

SUCCESS INDICATOR	DATE RECEIVED BY THE CSC	NO. OF EMPLOYEES	DATE RECEIPT OF SALN	INDICATOR	Dim	Rating	Remarks
Reports were submitted within the prescribed period and approved after (3) presentations	May 12, 2021	2	February 9, 2021	Reports were approved within 1 presentation	QI	5	Majority of HRDD personnel were under mandatory home-quarantine during the prescribed period
				Reports were submitted 3 days or more before the prescribed period	T	1	
		4	February 16, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	1	
		3	March 12, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	1	
	1	April 12, 2021	Reports were approved within 1 presentation	QI	5		
			Reports were submitted 3 days or more before the prescribed period	T	3		
	May 24, 2021	1	March 23, 2021	Reports were approved within 1 presentation	QI	5	Majority of HRDD personnel were under mandatory home-quarantine during the prescribed period
				Reports were submitted 3 days or more before the prescribed period	T	1	
		1	March 29, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	1	


Prepared by:

  
 JAMES D. CASTILLO  
 Training Specialist II, HRDD  
 Date: July 6, 2021

Reviewed by:

  
 JOSE RAFAEL M. MAGNO  
 OIC-Division Chief, HRDD  
 Date: July 6, 2021

Approved by:


  
 JOSHUA S. LAURE  
 OIC-Director IV, Admin and Finance Group  
 Date: 26 October 2021

**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**


SUCCESS INDICATOR	DATE RECEIVED BY THE CSC	NO. OF EMPLOYEES	DATE RECEIPT OF SALN	INDICATOR	Dim	Rating	Remarks
Reports were submitted within the prescribed period and approved after (3) presentations	February 22, 2021	1	February 9, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	5	
		1	February 8, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	5	
		1	January 18, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	5	
		1	January 22, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	5	
		2	January 26, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	5	
		2	January 27, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	5	

Reports were submitted within the prescribed period and approved after (3) presentations	February 27, 2021	1	January 28, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	5	
		1	January 28, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	5	

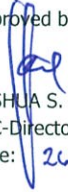
Prepared by:

  
 JAMES D. CASTILLO  
 Training Specialist II, HRDD  
 Date: April 7, 2021

Reviewed by:

  
 ABIGAIL ANN O. ALICDAN  
 OIC-Division Chief, HRDD  
 Date: April 7, 2021

Approved by:

  
 JOSHUA S. LAURE  
 OIC-Director IV, Admin and Finance Group  
 Date: 26 October 2021

**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**

SUCCESS INDICATOR	DATE OF ASSUMPTION	NO. OF APPOINTMENT CONTRACTS	DATE SUBMITTED	INDICATOR	DIMENSION	RATING	REMARKS
Reports and comments submitted within the prescribed period and approved after three (3) presentations	January 11, 2021	1	May 18, 2021	Reports were approved within 1 presentation	QI	5	The processors were under mandatory home-quarantine during the prescribed period, leading to longer processing period
				Reports were submitted 1 to 2 days after the prescribed period	T	2	
	February 8, 2021	1		Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	5	
	March 5, 2021	1		Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
	March 15, 2021	2		Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
	March 24, 2021	1		Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
	March 29, 2021	1		Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
	April 12, 2021	1		Reports were approved within 1 presentation	QI	5	Due to alternative work arrangement, and mandatory quarantine of the processors and HRDD personnel, the processing of the documents were affected since it requires manual efforts
				Reports were submitted 3 days or more after the prescribed period	T	1	
	April 19, 2021	2		Reports were approved within 1 presentation	QI	5	
				Reports were submitted 1-2 days before the prescribed period	T	4	
	April 12, 2021	1		Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
	April 19, 2021	2		Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
April 26, 2021	1	Reports were approved within 1 presentation	QI	5			
		Reports were submitted 3 days or more after the prescribed period	T	1			
May 3, 2021	1	Reports were approved within 1 presentation	QI	5			
		Reports were submitted 1 to 2 days after the prescribed period	T	2			
May 5, 2021	1	Reports were approved within 1 presentation	QI	5			
		Reports were submitted 1-2 days before the prescribed period	T	4			
			June 4, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 1-2 days before the prescribed period	T	4	

Reports and comments submitted within the prescribed period and approved after three (3) presentations	May 6, 2021	1	June 4, 2021	Reports were approved within 1 presentation	QI	5		
					Reports were submitted 1-2 days before the prescribed period	T	4	
	May 17, 2021	1			Reports were approved within 1 presentation	QI	5	
					Reports were submitted 3 days or more before the prescribed period	T	5	
	May 24, 2021	1	June 10, 2021	Reports were approved within 1 presentation	QI	5		
					Reports were submitted 3 days or more before the prescribed period	T	5	
	May 10, 2021	2			Reports were approved within 1 presentation	QI	5	
					Reports were submitted within the prescribed period	T	3	
	May 24, 2021	2		Reports were approved within 1 presentation	QI	5		
				Reports were submitted 3 days or more before the prescribed period	T	5		

Average:  
 QI 5  
 T 2.611111111


Prepared by:

  
 JAMES D. CASTILLO  
 Training Specialist II, HRDD  
 Date: July 6, 2021

Reviewed by:

  
 JOSE RAFAEL M. MAGNO  
 OIC-Division Chief, HRDD  
 Date: July 6, 2021

Approved by:

  
 JOSHUA S. LAURE  
 OIC-Director IV, Admin and Finance Group  
 Date: 26 October 2021

**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**

SUCCESS INDICATOR	DATE OF ASSUMPTION	NO. OF APPOINTMENT CONTRACTST	DATE SUBMITTED	INDICATOR	DIMENSION	RATING	REMARKS
Reports and comments submitted within the prescribed period and approved after three (3) presentations	January 4, 2021	1	March 5, 2021	Reports were approved within 1 presentation	QI	5	Additional documents were required to process the appointment contracts, affecting the timeline of submission
				Reports were submitted 1 to 2 days after the prescribed period	T	2	
	February 22, 2021	1	March 5, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more before the prescribed period	T	5	
	January 4, 2021	3	March 15, 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
	January 11, 2021	1	March 15, 2021	Reports were approved within 1 presentation	QI	5	Additional documents were required to process the appointment contracts, affecting the timeline of submission
	January 15, 2021	1		Reports were submitted 3 days or more after the prescribed period	T	1	
	January 18, 2021	2	Reports were approved within 1 presentation	QI	5		
			Reports were submitted 3 days or more after the prescribed period	T	1		

Reports and comments submitted within the prescribed period and approved after three (3) presentations	January 22, 2021	1	March 15, 2021	Reports were approved within 1 presentation	QI	5	Additional documents were required to process the appointment contracts, affecting the timeline of submission
				Reports were submitted 3 days or more after the prescribed period	T	1	
	January 25, 2021	1		Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	

Average:  
 QI 5  
 T 1.625

Prepared by:



JAMES D. CASTILLO  
 Training Specialist II, HRDD  
 Date: April 7, 2021

Reviewed by:



ABIGAIL ANN O. ALICDAN  
 OIC-Division Chief, HRDD  
 Date: April 7, 2021

Approved by:



JOSHUA S. LAURE  
 OIC-Director IV, Admin and Finance Group  
 Date: 26 October 2021

## PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders

SUCCESS INDICATOR	DATE RECEIVED BY THE CSC	NO. OF EMPLOYEES	DATE RECEIPT OF SALN	INDICATOR	Dim	Rating
Reports were submitted within the prescribed period and approved after (3) presentations	July 23, 2021	2	July 6, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more before the prescribed period	T	5
		1	July 7, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more before the prescribed period	T	5
	August 20, 2021	1	July 27, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more after the prescribed period	T	1
		2	July 23, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more after the prescribed period	T	1
		1	August 2, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more before the prescribed period	T	5
	October 22, 2021	1	July 21, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more after the prescribed period	T	1
		2	August 2, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more after the prescribed period	T	1
		2	August 4, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more after the prescribed period	T	1
		1	August 11, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more after the prescribed period	T	1
		1	August 12, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more after the prescribed period	T	1
		2	August 13, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more after the prescribed period	T	1
	1	August 20, 2021	Reports were approved within 1 presentation	QI	5	
			Reports were submitted 3 days or more after the prescribed period	T	1	

Average:  
QI 5.00  
T 2

Prepared by:

**JASPER JHON E. RAZO**  
Administrative Officer II, HRDD  
Date: 15 November 2021

Reviewed by:

**JOSE RAFAEL M. MAGNO**  
OIC-Division Chief, HRDD  
Date: 15 November 2021

Approved by:

**JOSHUA S. LAURE**  
OIC-Director IV, Admin and Finance Group  
Date:




**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**


SUCCESS INDICATOR	DATE OF ASSUMPTION	NO. OF APPOINTMENT CONTRACTS	DATE SUBMITTED	INDICATOR	DIMENSION	RATING
Reports and comments submitted within the prescribed period and approved after three (3) presentations	July 1, 2021	4	July 29, 2021	Reports were approved within 1 presentation	QI	5
			August 3, 2021	Reports were submitted 1 to 2 days after the prescribed period	T	2.5
	July 19, 2021	9	August 3, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more before the prescribed period	T	5
	Reports were approved within 1 presentation	QI		5		
	Reports were submitted 3 days or more before the prescribed period	T		5		
	July 22, 2021	2	August 3, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more before the prescribed period	T	5
	July 26, 2021	2	August 3, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more before the prescribed period	T	5
	July 27, 2021	1	August 24, 2021	Reports were approved within 1 presentation	QI	5
				Reports were submitted 3 days or more before the prescribed period	T	5
August 9, 2021	1	September 8, 2021	Reports were approved within 1 presentation	QI	5	
			Reports were submitted 1 to 2 days after the prescribed period	T	2	

Average:  
 QI 5.00  
 T 3.5

Prepared by:

  
**JASPER JHON E. RAZO**  
 Administrative Officer II, HRDD  
 Date: 15 November 2021

Reviewed by:

  
**JOSE RAPEL M. MAGNO**  
 OIC-Division Chief, HRDD  
 Date: 15 November 2021

Approved by:

  
**JOSHUA S. LAURE**  
 OIC-Director IV, Admin and Finance Group  
 Date:

**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**


SUCCESS INDICATOR	DATE RECEIVED BY THE CSC	NO. OF EMPLOYEES	DATE RECEIPT OF SALN	INDICATOR	Dim	Rating	Remarks
Reports were submitted within the prescribed period and approved after (3) presentations	None	N/A	N/A	N/A	QI & T	N/A	No newly hired employees assumed in the Office in the 4th Quarter of 2021

Average:  
QI N/A  
T N/A


Prepared by:

  
**JASPER JHON E. RAZO**  
Administrative Officer II, HRDD  
Date: 31 December 2021

Reviewed by:

  
**ABIGAIL ANN O. ALICDAN - ESPERE**  
Deputy Chief, HRDD  
Date: 11 January 2022

Approved by:

  
**JOSHUA S. LAURE**  
OIC-Director IV, Admin and Finance Group  
Date: 11 January 2022

**PART B, PAP 4: Prepare and submit comments and other reports requested by external stakeholders**


SUCCESS INDICATOR	DATE RECEIVED BY THE CSC	NO. OF EMPLOYEES	DATE RECEIPT OF SALN	INDICATOR	Dim	Rating	Remarks
Reports were submitted within the prescribed period and approved after (3) presentations	22 October 2021	1	21 July 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
		2	02 August 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
		2	04 August 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
		1	11 August 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
		1	12 August 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
		2	13 August 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	
		1	24 August 2021	Reports were approved within 1 presentation	QI	5	
				Reports were submitted 3 days or more after the prescribed period	T	1	

Average:  
QI 5.00  
T 1


Prepared by:

  
**JASPER JHON E. RAZO**  
Administrative Officer II, HRDD  
Date: 31 December 2021

Reviewed by:

  
**ABIGAIL ANN O. ALTCDAN - ESPERE**  
Deputy Chief, HRDD  
Date: 11 January 2022

Approved by:

  
**JOSHUA S. LAURE**  
OIC-Director IV, Admin and Finance Group  
Date: 11 January 2022