



PROCUREMENT SERVICE

DEPARTMENT OF BUDGET AND MANAGEMENT

CITIZEN'S CHARTER
2021 (3rd Edition)



Department of Budget and Management
**PROCUREMENT SERVICE –
PHILIPPINE GOVERNMENT ELECTRONIC
PROCUREMENT SYSTEM**

CITIZEN'S CHARTER
2021(3rd Edition)

FOREWORD

The Procurement Service of the Department of Budget and Management (PS-DBM) continues to provide smart, innovative, and sustainable procurement solutions through efficient delivery of internal and external services, as well as performance of client-oriented activities, projects, and programs.

As the agency tasked to operate a centralized procurement system for the whole of government, the PS-DBM envisions itself to become the trusted and preferred procurement partner of the public sector in the Philippines. In recognition of this aspiration, the PS-DBM ensures compliance with statutory requirements to guarantee the provision of excellent customer service responsive to the needs of our clientele.

The PS-DBM Citizen's Charter details the relentless efforts of the agency to constantly develop and improve our policies, procedures, processes, mechanisms and management systems that create a fair, transparent, and competitive procurement environment for our client-agencies, partner merchants, and other stakeholders. This Charter is also an embodiment of the service standards that our highly competent supply chain professionals uphold.



Cognizant of the national policy on anti-red tape and ease of doing business in the country, the PSD-BM desires for this handbook to effectively communicate our commitment and dedication to instil among the public the trust and confidence that we perpetually strive to earn and be rewarded with.

SGD.
ATTY. JASONMER L. UAYAN
OIC-Executive Director
Procurement Service - DBM

I. MANDATE:



Operation of a government-wide procurement system.



Price monitoring of common use supplies, materials and equipment.



Identification of supplies, materials and such other items, including equipments and construction materials, which can be economically purchased through centralized procurement and which are within the scope of its activity.



Identification of the sources of supply which are able to offer the best prices, terms and other conditions for items procured by the government.



Continuous evaluation, development and enhancement of its procurement system, coverage and procedure.



Management and maintenance of the Government Electronic Procurement System or the PhilGEPS.



II. VISION

Procurement Service is the trusted and preferred procurement partner of the public sector in the Philippines providing smart procurement solutions.

III. MISSION

1. Procure quality government requirements efficiently and economically from reputable sources.
2. Provide excellent customer service responsive to the needs of its stakeholders.
3. Foster integrity and a fair, transparent, and competitive environment in procurement.
4. Develop its human capital as the country's leading procurement and supply chain professionals.
5. Ensure stable, progressive, and sustainable operations.
6. Introduce and sustain smart and innovative products and procurement solutions.

IV. SERVICE PLEDGE

The Officers and Employees of the

Procurement Service – DBM commit to:

Respond promptly, efficiently and with utmost courtesy to

Our client agencies' procurement needs and ensure

Compliance with service standards;

Understand the value of every citizen's comments and suggestions;

Restore citizen's confidence in government through our frontline services; and

Empower the public through 24/7 access to information on our policies, programs, activities, and services through our website (<http://ps-philgeps.gov.ph>)

All this we pledge,

Because YOU deserve no less.



V. QUALITY POLICY AND OBJECTIVES

We in the Procurement Service of the Department of Budget and Management (PS-DBM) are committed to being the trusted and preferred procurement partner of the Philippines public sector. PS-DBM strives to create a fair, transparent, and competitive procurement environment where quality goods and services are delivered.

We aim to consistently provide smart, innovative, and sustainable procurement solutions that meet stakeholder expectations and that comply with statutory requirements. PS-DBM strives to improve the efficiency and effectiveness of our quality management systems and develop highly competent supply chain professionals.



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EXTERNAL SERVICES



1. Platinum Application to Issuance of Platinum Membership

Office/Division:	PhilGEPS - Customer Service			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Merchants/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Registration Certificate (e.g. DTI/SEC/CDA) 2. Mayor's or Business Permit or its equivalent document 3. Tax Clearance Certificate (for Bidding Purposes) 4. Audited Financial Statement (should be Stamped Received by BIR or any affiliated Bank) 5. Philippine Contractors Accreditation Board (PCAB) license and registration (if applicable) 6. PhilGEPS Sworn Statement		1. Business Registration Office 2. City / Municipal Hall 3. Pursuant to Executive Order No. 398 - must be issued by the Collection Division under Revenue Regional Offices or Large Taxpayers-Collection Enforcement Division/Large Taxpayers Division-Davao/ Large Taxpayers Division-Cebu or Accounts Receivable Monitoring Division under Bureau of Internal Revenue where the taxpayer applicant is currently and duly registered. 4. A company's management has the responsibility for preparing the company's financial statements and related disclosures. The company's outside, independent auditor then subjects the financial statements and disclosures to an audit. 5. Philippine Contractors Accreditation Board (PCAB) Office 6. PhilGEPS website (downloadable)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activity 1: Platinum Application <i>(7 steps)</i> Step 1: Merchant goes to PhilGEPS website. Step 2: Click "Log In" then follow the Login instructions. Step 3: In the Pending Task page, click the	Activity 2: Validation of Application <i>(3 steps)</i> Step 8: Log in to PhilGEPS website. Step 9: Received Platinum Applications under Pending Task. Step 10: Reviews the documents uploaded by the Merchant in their Platinum Application. Activity 3: Approval /	Php 5,000.00 Platinum Membership Certificate Inclusive of Documentary Stamp Tax of Php 30.00 Additional Php 25.00 or Php 50.00 for Land Bank Interbranch	Within three (3) working days (from Application, Validation of Documents to Approval / Disapproval to Approval of Payment)	Customer Service Staff (PMO)

<p>number across "Upgrade Platinum Registration" (Click "menu" icon on the top left portion of the screen, select "Organization" then "Upgrade to Platinum").</p> <p>Step 4: Fill out the Platinum Application Form.</p> <p>Step 5: Tick the check box to certify that the information is true and accurate.</p> <p>Step 6: Select Mode of Payment whether to pay through PhilGEPS Cashier or Oncoll Payment through any Land Bank branch.</p> <p>Step 7: Click "Submit for Approval" button.</p> <p>Activity 5: View / Print / Download Certificate(1 step)</p> <p>Step 14: Once merchants received the</p>	<p>Disapproval of Platinum Application (2 steps)</p> <p>Step 11: PhilGEPS Administrator approves / disapproves application of Merchant.</p> <p>Step 12: If approved, proceed for the approval of payment. If disapproved, provide reasons for disapproval and submit.</p> <p>Activity 4: Payment Approval(1 step)</p> <p>Step 13: Approve payment then submit and the system will automatically send out Email Notification of approval together with the instructions on how to view and download their Platinum Membership Certificate using their account in PhilGEPS website.</p>			
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Approval Notification, they can follow the instruction on How to View / Print / Download their Platinum Membership Certificate.				
	TOTAL	Php 5,050.00	3 days	



2. Merchant/Red Membership Registration

Office/Division:	PhilGEPS - Customer Service			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen / G2G - Government to Government			
Who may avail:	Merchants/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Any of the following documents stated below:</i> 1. Business Registration Certificate (e.g. DTI/SEC/CDA) 2. Mayor's or Business Permit or its equivalent document 3. Bureau of Internal Revenue - Certificate of Registration (BIR-COR) 4. Curriculum Vitae / Resume (for Individual Local/Foreign Consultant) 5. Professional Regulation Commission Identification Card (PRC ID)		1. Business Registration Office 2. City / Municipal Hall 3. Bureau of Internal Revenue Office 4. It's an individual responsibility to provide a summary of their experience, trainings, qualifications, and academic background including their degrees, research, awards, teaching experience, etc. 5. Professional Regulation Commission Office - PRC ID proves that they are registered professional in the Philippines.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activity 1: Getting Started: Username Creation (4 steps) Step 1: Go to www.philgeps.gov.ph Step 2: Click "Sign Up" as Merchant Registration. Step 3: Fill out the Online Registration Form Step 4: Click "Send OTP to Email" button. • Merchant will check registered email to get the One Time Pin (OTP). (OTP is valid for 5 minutes only) • Fill in the OTP Verification. Successful Verification will	Activity 3: Approval / Disapproval of Red Membership Application (2 steps) Step 11: 1) If APPROVED, Administrator will click the "Approve" button. 2) Approval Notification will be sent through the registered email of the contact person. Step 12: 1) If DISAPPROVED, Administrator will indicate the Reason for Disapproval in the Comment text box then click the "Reject" button once done. 2) Disapproval Notification will be sent through the registered email indicating the Reason for	Free Membership	Within 24 hours on working days (notification of approval/disapproval of application will be sent to the registered email)	Customer Service Staff (PMO)

<p>proceed to the Login Page.</p> <p>Activity 2: Red Membership Application (6 steps)</p> <p>Step 5: Proceed to mPhilGEPS homepage then log in as Merchant.</p> <p>Step 6: Click “Apply for Red Registration” from the Pending Task page.</p> <p>Step 7: Fill out the Registration Form, Bank Account Details is not mandatory.</p> <p>Step 8: Click the “Browse” button to upload supporting documents as proof of business exist.</p> <p>Step 9: Tick the check box to certify that the information is true and accurate.</p> <p>Step 10: Click “Submit” button.</p>	Disapproval.			
	TOTAL	NONE	1 day	



3. Government Agency/Buyer Registration

Office/Division:	PhilGEPS - Customer Service			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Buyer / Agency Registration Form 2. One (1) Valid / Government Issued ID		1. PhilGEPS website (downloadable) 2. Any identity document that may be used to prove a person's identity.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activity 1: Getting Started: Download Agency Registration Form (3 steps) Step 1: Go to www.philgeps.gov.ph Step 2: Click "About" and select "Download" Step 3: Under File Name column, click the link corresponding to Agency Registration Form to download the form. Activity 2: Buyer/Agency Registration Application (2 step) Step 4: Fill out the Agency Registration Form. Step 5: Once filled out, send the accomplished Agency Registration Form to agency@ps-	Activity 3: Processing of Agency Registration Application by Portal Administrator (2 steps) Step 6: 1) If the received Agency Registration Form has complete information, the Portal Admin will acknowledge the email. 2) If not, the Portal Admin will response to the email and ask to complete the information or provide the necessary details. Step 7: 1) If the Agency is already registered, the Portal Admin will only Create New Contact. 2) If not, agency registration will be processed by the Portal Admin. • Note that the Buyer / Agency Registration is a manual process.	NONE	Within three to five (3-5) working days (notification of new application and user account will be sent to the registered email)	Customer Service Staff (PMO)



philgeps.gov.ph. • Please note that the accomplished Agency Registration Form should be signed by the Head of the Procuring Entity or the Authorized Representative together with one Valid ID.				
	TOTAL	Php 5,050.00	5 days	



4. Provide assistance reported issues and data

Office/Division:	e-Government Procurement Development and Operations Division			
Classification:	Simple			
Type of Transaction:	G2G and G2B			
Who may avail:	Client Agencies/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contact name, email address, contact number and details of issue				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client agency/supplier sends email regarding the details of issue(s)/concern to the e-GP email	Send an email or Log the request on EGP Request tool	None	7 days	e-GPDOD staff
	TOTAL	NONE	7 days	

5. PBB PhilGEPS Criteria Validation

Office/Division:	IT Research and Planning			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	AO25 Secretariat			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
AO 25 Secretariat request list of agencies that are non-complying on updating records in PhilGEPS (negative list)	PhilGEPS generate a report from the PhilGEPS Database re: Non-Complying Agencies or the Negative List	None	1 day	ITRPD staff
	PhilGEPS office send the negative list to the AO25 Secretariat. AO25 Secretariat will compare the negative list against their list of agencies who submitted justifications in relation to the non-updating of records in the PhilGEPS. AO25 Secretariat will send the justifications to the PhilGEPS for recommendation to the Inter-Agency Technical Working Group	None	1 day	

	PhilGEPS office send the recommendation to the AO25 Secretariat. If the justifications are accepted, the agency will be removed in the negative list. Non-complying status will be replaced by "Complying".	None	2 days per agency	
	TOTAL	NONE	4 days	



6. Sale of Bidding Documents and Advertisement of Invitation to Bid/ Request for Expression of Interest

Office/Division:	BAC Secretariat Group			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished form and payment (Official Receipt) of the price stated in the bidding documents		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out a form provided in the cashier's office specifying the details of the bidding documents to be purchased	Pay the exact price of the bidding documents as indicated.	-	2 hours (Dependent on the volume of the document)	Cashier Staff
	Present the receipt to the BAC Secretariat in-charge to obtain the bidding documents.	None		BAC Secretariat
TOTAL		NONE	2 hours	



7. Processing of Procurement of CSE's by Client Agency

Office/Division:	Marketing and Sales Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NGAs, SUCs, GOCCs/GFIs, LWDs and LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. APR 2. APP-CSE Payment (Cash, Check, LDDAP- ADA, Unutilized Funds)		www.ps-philgeps.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	Validate the Transaction		1-2 minutes	Guard/Admin. Asst. On duty
2. Submit APR	Receive APR; check the validity and completeness of the documents		1-2 minutes	MSD Staff
	Assign APR No. and prepare the Sales Order (Pickup and/or Delivery)		1-10 minutes	MSD Staff
3. Pay the amount and received the Official Receipt	Issuance of OR if Cash/Check/LDDAP- ADA; Charge to unutilized funds	Payment will vary on the total amount in the Sales Order	5-10 minutes	Treasury Division
4. Wait for the copy of PS-DR and proceed to WALD for the release of CSEs ordered	Issuance of PS- Delivery Receipt		5-10 minutes	Warehouse and Delivery Division
TOTAL		NONE	34 minutes	

8. Inspection of Common Use Supplies and Equipment (CSE)

Office/Division:	Inspection Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Suppliers and Government Accredited Testing Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Forms: 1. Request for Inspection(RFI) 2. Supplier's Delivery Receipt(SDR) 3. Purchase Order(PO) 4. Technical Evaluation Report(TER) 5. Inspection and Evaluation Report(IER) 6. Inspection and Certification of Acceptance Report(ICAR) 7. Rejection Notice(RN) 8. Sample Withdrawal Request Form(SWRF) 9. Endorsement Letter		1. Procurement Service - Inspection Division 2. Procurement Service - Warehousing and Delivery Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Step 1: Notifies Inspection *Warehousing and Logistics Division (WALD) storekeeper notifies Inspection using radio about the arrival of the delivery * WALD staff prepares Request for Inspection (RFI) then forwards to Inspection Division	None	10 minutes (notifies inspection for the arrival of delivery and WALD prepares RFI to forward to Inspection)	Inspectors
Step 3: Bring the sample to Inspection * Supplier's delivery shall bring the sample items to Inspection	Step 2: Conducts random sampling * Inspector of the Day conducts random sampling	None	15 minutes (conducts random sampling)	Inspectors
	Step 4: Conducts evaluation of the actual sample *Inspection staff receives the item	None	3 minutes (receives item and record in the logsheet)	Inspectors

	<p>and record in the log sheet</p> <p>* Once RFI or SWRF is received, Procurement Management Officer In-Charge (PMOIC) conducts inspection and evaluation proper of the actual item against the Technical Specifications stated on the Technical Evaluation Report (TER)</p>		<p>see table of TAT per item (conducts inspection and evaluation of the actual item)</p>	
<p>Step 6: Testing of the item to Government Accredited Testing Center (GATC)</p> <p>* If the item needs GATC testing, PMOIC prepares the endorsement letter for the acceptance of payment of the supplier to GATC</p> <p>* PMOIC sends endorsement letter to supplier through email</p>	<p>Step 5: Preparation of Inspection and Evaluation Report (IER)</p> <p>*if passed the physical/visual inspection and evaluation of the actual item, PMOIC prepares partial IER</p> <p>*If the item does not passed the physical/visual inspection and evaluation, PMOIC prepares IER stating the discrepancy then forwards to Inspection Division Chief for review</p> <p>* If needs discussion with the Chief, PMOIC conducts re-inspection then Inspection Division Chief signs IER</p> <p>*If there is no need for discussion, the Inspection Division Chief signs IER then return it to PMOIC</p> <p>* PMOIC prepares Rejection Notice</p>	<p>None</p>	<p>9 minutes/IER (preparation of partial IER)</p> <p>5 minutes/IER (Inspection Division Chief signs the IER then return to PMOIC)</p> <p>9 minutes (preparation and sending of endorsement letter)</p>	<p>Inspectors</p>
<p>Step 7: Payment of testing fee to GATC</p> <p>*The supplier shall pay for the testing fee at</p>				

GATC and sends the Official Receipt to PMOIC				
Step 8: Testing of sample and evaluation of test result * PMOIC sends sample to GATC * PMOIC waits for the test result * PMOIC receives and evaluates test result		None	2 days (PMOIC sends sample to GATC) 1 month depending on the item (release of test result) 4 minutes (PMOIC receives and evaluate the test result)	
Step 9: GATC test result * If the item passed the GATC, PMOIC accomplish the IER then forwards to Inspection Division Chief for signature * PMOIC prepares Inspection and Certification of Acceptance Report (ICAR) * If the item does not passed the GATC, PMOIC prepares IER stating the discrepancy then forwards to Inspection Division Chief for signature * Inspection Division Chief signs the IER then return to PMOIC		None	2 minutes (accomplishment of IER then forwards to Chief for signature) 7 minutes (prepares IER stating the discrepancy Inspection Division Chief signs the IER)	Inspectors
	TOTAL	None	1 month, 2days, 64 minutes	

9. Delivery of Goods

Office/Division:	Warehousing and Delivery Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Client Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Notice to Deliver (NTD) or OD Confirmation Number 2. PS-Delivery Receipt (PS-DR)		1. Marketing and Sales Division or Virtual Store 2. Warehousing and Delivery Division;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

A. Delivery

Submission of approved Notice to Deliver (NTD) or copy of OD Confirmation Number from Virtual Store	Prepares/Prints PS Delivery Receipt (PS-DR)	None	15 minutes per PS-DR	Inventory Management and Control Section Staff
	Review and signing of PS-DR	None	5 minutes per PS-DR	Warehousing and Delivery Division's Deputy Division Chief and Division Chief
	Prepares picklist per Warehouse Location	None	15 minutes per PS-DR	Inventory Management and Control Section Staff
	Recording of PS-DR and preparation of schedule of delivery	None	1 Hour	Logistic Section Staff
	Consolidate and gather stock per pick-list to staging area as per delivery schedule	None	30 minutes - 2 hours per PS-DR	Storekeepers
	*Issues Notice of Delivery if delivery will be under Third Party Logistics	None	15 Minutes	Logistic Section Staff
	Checking and loading of items to PS-Truck and/or	None	2 hours per truck	Checker/Warehouseman

	Third Party Logistics			
	Deliver items to client agencies as per route schedule	None	2-6 hours	Driver/Warehouseman
	TOTAL	NONE	11 hours and 50 minutes	

B. Fastlane

Submission of approved Notice to Deliver (NTD) or copy of OD Confirmation Number from Virtual Store	Prepare PS Delivery Receipt	None	15 minutes per PS-DR	Inventory Management and Control Section Staff
	Signing of PS-DR	None	5 minutes per PS-DR	Warehousing and Delivery assistant division Chief and division Chief
	Prepare picklist	None	15 minutes per PS-DR	Inventory Management and Control Section Staff
	Consolidate and gather stock per pick-list to staging area	None	2 hours per PS-DR	Storekeepers
	Check and load items in Releasing Area	None	2 hours per truck	Checker/ Warehouseman
	TOTAL	NONE	4 hours and 35 minutes	



10. Processing of Procurement of CSE's by Client Agency (Regional/LGU Depots)

Office/Division:	Regional Operations Group – Depot Operation Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	NGAs, SUCs, GOCCs/GFIs, LWDs and LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APR APP-CSE Payment (Cash, Check, LDDAP- ADA, Unutilized Funds)		www.ps-philgeps.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit APR	Receive APR. Check validity and completeness of documents and availability of items		5 minutes	PMO-In-Charge
	Assign APR No. and prepare Sales Order, Delivery Receipt (DR)		15-30 minutes	PMO-In-Charge (PMOIC)
2. Receive DR and pay the corresponding amount indicated in the Delivery Receipt (DR)	Payment/fund balance verification an issuance of OR	Amount to be paid as indicated in the DR	10-15 minutes	Cashier
3. Receipt of Items as indicated in the DR	Release items from the warehouse as indicated in the DR		5-30 minutes	Storekeeper /Inspector
	TOTAL	-	1 hour and 20 minutes	



11. Receiving of Incoming Documents

This covers the receipts of incoming documents from external clients.

Office/Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	All Government instrumentalities; General Public; Business Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends the documents to PS-DBM Office through personal delivery or mail/courier	1.1 Check appropriate details like name of the sender and name of the recipient	None	5 minutes	Client or Courier; Records Officer and/or Receiving Officer from GSD
	1.2 Stamp received the Receiving Copy of the client, if personally delivered. If documents are received from courier, affix the signature in the delivery receipt	None	5 minutes	Records Officer and/or Receiving Officer from GSD
	1.3 Scans the document/s and encode details in the Document Management System (DMS)	None	15 minutes	Records Officer and/or Receiving Officer from GSD
	1.4 Prints the DMS generated Acknowledgement Receipt (AR). Returns the stamped Receiving Copy to the client together with the DMS printed AR.	None	5 minutes	Client; Records Officer and/or Receiving Officer from GSD

2. If personal delivery, the client receives the DMS generated Acknowledgement Receipt together with the Receiving Copy as evidence of receipt		None	5 minutes	Client; Records Officer and/or Receiving Officer from GSD
	1.5 Route the physical documents to the concerned recipients within the prescribed timeline based on DMS guidelines	None	1 hour	Records Officer and/or Receiving Officer from GSD
	TOTAL	NONE	1 hour and 35 minutes	



12. Processing of Disbursement Voucher for Goods and Services (Trade)

Office/Division:	Comptroller Division			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives Purchase Order (PO) from the PD together with other pertinent documents. Evaluates completeness.(Including Performance bond or bank Guarantee)	None	1 day	
	Receives Inspection and Certificate of Acceptance Report (ICAR) and original Delivery Receipt (DR) from the Inspection Division together with other pertinent documents <i>within 3 days from the issuance of ICAR</i> .Evaluates completeness.	None	1 day	
	Receives sales invoice from the supplier upon determination that the PO and ICAR documents are already received by the Comptroller Division. (bank guarantee for their warranty retentions)	None	5 minutes	

	Receives the original invoice with note from comptroller that the invoice is ok. Records the receipt of a validated invoice in the Document Management System (DMS); <i>(Comptroller will check if ICAR from Inspection Division is already received.)</i>	None	10 minutes	
	Receives the original invoice with note from admin. Records the receipt of a validated invoice in the Document Management System (DMS)	None	10 minutes	
	Receives the consolidated documents for payment.	None	10 minutes	
	Evaluates the completeness and accuracy of the documents for preparation of voucher.	None	3 days from receipt of Invoices/ billing	
	Compute for the amount payable net of EWT, FVAT, Warranty Retention and Liquidated Damages (if any)	None	3 days from receipt of Invoices/ billing	
	Evaluate the completeness and accuracy of the DV. Then recommend to Chief Accountant for payment.	None	1 day	
	Sign and release the DV.	None	1 day	



	Receives signed DV and release to Cashier Section (Treasury Division)	None	5 minutes	
	TOTAL	NONE	10 days and 40 minutes	



INTERNAL SERVICES

1. Request for System and Technical Support

Office/Division:	IT Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Name of Requestor 2. Subject 3. Details of Request - Type of Request - Request Details - Description - Attachment, if any		IT - Service Request Assist (IT-SRA) portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PS-DBM Personnel files a request to any of the following methods: 1. Email; 2. Chat through Google Hangouts; 3. Phone Call; and 4. Verbal Communication.	The ITSD Support Team will advise the personnel/requestor to file the request through the IT-SRA portal.	None	5 minutes	ITSD Support Staff
PS-DBM Personnel files a request through the IT-SRA Portal.	The Head of the Maintenance and Support Unit reviews the request filed through the IT-SRA portal.	None	5 minutes	Head of ITSD Maintenance and Support Unit
	If the Approval Status is "Pending", the request will not yet be assigned/processed until such time that the request has been approved by the requestor's Division Chief/Approving Authority.			

	If the request has been approved by the requestor's Division Chief/Approving Authority or status is "Approved", the request shall be assigned to a Technical Support Staff.			
	The Technical Support Staff accepts the request and shall take the appropriate action/s based on the request.		1 minute	Assigned Technical Support Staff
	The assigned Technical Support Staff takes actions on the request, and updates the status once the request is resolved and completed.		Average Processing Days:	Assigned Technical Support Staff
	The assigned Technical Support Staff informs the requestor on the status of the request.		1. Simple: one (1) day 2. Complex: two (2) days	Assigned Technical Support Staff
	TOTAL	NONE	2 days and 11 minutes	

2. Issuance of UACS

Office/Division:	IT Research and Planning			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM personnel (MSD and Depot)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sales/Depots will send request for UACS to PhilGEPS through email	Verification of the customer service if the agency is registered in the PhilGEPS Website If not, register the agency assuming that the registration form is attached to the request from sales/dept. or approval of their online registration If yes, customer service will send a request to ITRP for UACS	None	1 hour	ITRPD staff
	ITRP shall search the name of the agency name from the reference number for UACS -if doesn't exist, create UACS based from the UACS format sheet then send to Sales/Depot, -if exist, send directly the assigned UACS to Sales/Depot	None		ITRPD staff
	ITRP shall log the newly created UACS to the UACS format sheet	None		ITRPD staff
TOTAL		NONE	1 hour	

3. Preparation of Bidding Documents

Office or Division:	BAC Secretariat Group			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Annual Procurement Plan (APP), Price Analysis Matrix, Certificate of Availability of Funds				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of approved APP from the Operations Group	Procurement Division (PD) Chief receives the approved APP from the Operations Group	None	5 minutes	PD Chief
	PD Chief assigns the project to Procurement Management Officer In-Charge (PMOIC);	None	10 minutes	PD Chief
	PMOIC starts sending out Request for Quotations (RFQ) to suppliers;	None	1 day	PMOIC
	PMOIC receives the RFQs then prepares the Price Analysis (PA) Matrix to determine the Approved Budget for the Contract (ABC) of the project/item;	None	7 days	PMOIC
	PMOIC shall then submit to PD Chief the PA Matrix for approval together with the attached documents, i.e. RFQ, Internet prices and APP	None	1 day	PMOIC

	After review by the PD Chief of the PA Matrix, PMOIC forwards to PG Director for recommendation to the HoPE;	None	3 days	PD Chief
	Upon signing of the recommendation by the PG Director, the PA Matrix shall be forwarded to the HoPE, for approval	None	3 days	HoPE
	Once approved, the PMOIC shall secure a Certificate of Availability of Funds (CAF) to the Comptroller Division;	None	1 day	PMOIC
	The PMOIC starts to prepare the bidding documents. The bidding documents shall include the following: a. ABC; b. Invitation to Bid/Request for Expression of Interest; c. Eligibility Requirements; d. Instructions to Bidders, including scope of bid, documents comprising the bid, criteria for eligibility, bid evaluation methodology/criteria in accordance with the Act, and post-qualification, as well as the date, time and place of the pre-bid conference (where applicable), submission of bids and opening of bids; e. Terms of Reference, for Consulting Services;	None	1 day	PMOIC

	f. Scope of work, where applicable; g. Plans/Drawings and Technical Specifications; h. Form of Bid, Price Form, and List of Goods or Bill of Quantities; i. Delivery Time or Completion Schedule; j. Form, Amount, and Validity Period of Bid Security; k. Form, Amount, and Validity of Performance Security and Warranty; and l. Form of Contract and General and Special Conditions of Contract.			
	TOTAL	NONE	17 days and 15 minutes	

4. Processing of Contracts/Purchase Orders

Office/Division:	Contract Management Group			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Contract/Purchase Order; Duly approved Bids and Awards Committee Resolution Recommending Awards of Contract and Notice of Award		Procurement Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive the Signed Contract/Purchase Order with complete attachments	Transmit the Signed Contract/Purchase Order to the Bidder awarded with the project	None	10 days	CMD Staff
	Receive the Signed Contract/Purchase Order for Filing	None		CMD Staff
Receive the Resolution and Notice of Award with complete attachments.	Notify the bidder to post the Performance Security in accordance with the requirements of Section 39	None	2 hours (Dependent on the volume of document)	PMO in-charge
	Upon confirmation of the correct period and amount of the Performance Security, prepare the draft Purchase Order	None		PMO in-charge
	Endorse the draft Purchase Order to the Comptroller Division for clearance and signature.	None		CMD Staff

	Receive the Internal Office Memorandum with complete attachments	None	2 hours (Dependent on the volume of document)	
Duly executed Internal Office Memorandum with Proof of Payment	Prepare the draft Purchase Order/Request for Direct Delivery upon confirmation of consistency of information on the documents received	None		
	Endorse the draft Purchase Order/ Request for Direct Delivery to the Director of the Procurement Group for Approval	None		
	TOTAL	NONE	10 days and 4 hours	



5. Cash Advance from Petty Cash Fund

The Petty Cash Fund can be availed by PS-DBM personnel as cash advance for payment of emergency transactions such as but not limited to: purchase of supplies and materials, meals for meetings, transportation expenses incurred in attending official meetings when no official PS vehicle is available, gasoline and toll fees, courier and notary services and transportation of liaison officer to deliver documents within Metro Manila.

Office or Division:	General Services Division	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	PS-DBM Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Purchase of meals for meetings/representation:		
1. Duly accomplished Petty Cash Voucher – upon request	GSD office – Petty Cash Custodian	
2. Notice of Meeting/Memo (1 photocopy) – upon request	Requesting officer/unit	
3. Certification for meeting and number of attendees (1 original) – upon liquidation	Requesting officer/unit	
4. Duly accomplished attendance sheet (1 original) – upon liquidation	Requesting officer/unit	
5. Official Receipt (OR) or Sales Invoice (SI) under the name PS-DBM (1 original and 1 photocopy) – upon liquidation	Service provider (original copy of OR/SI)	
Transportation expense during official meetings:		
1. Duly accomplished Petty Cash Voucher – upon request	GSD office – Petty Cash Custodian	
2. Notice of Meeting/Memo/Travel or Office Order (1 photocopy) – upon request	Requesting officer/unit	
3. OR from Taxi or TNVS or RER (1 original copy and 1 photocopy; must be under the name of staff who made the cash advance) – upon liquidation	Service Provider; RER – GSD office	
4. Certificate of Unavailability Official Vehicle by Motorpool Section (1 original copy) – upon liquidation	GSD - Motorpool Section	



6. Approved request for service vehicle (1 copy) – <i>upon request</i>	GSD - Motorpool Section; Requesting officer/unit
7. Certificate of Appearance or Approved Pass-Slip (1 original) – <i>upon liquidation</i>	Issued by the office where the official business was held (Form is also available at the GSD office)
8. Itinerary of Travel, if applicable (1 original) – <i>upon liquidation</i>	Requesting officer/unit
Transportation expenses of liaison officer:	
1. Duly accomplished Petty Cash Voucher – <i>upon request</i>	GSD office – Petty Cash Custodian
2. Duly accomplished and approved Pass Slip (1 original) – <i>upon request</i>	Liaison officer
3. Copy of document/s to be delivered (1 photocopy) – <i>upon request</i>	Liaison officer; Requesting officer/unit
4. Approved request for service vehicle (1 copy) – <i>upon request</i>	GSD - Motorpool Section; Requesting officer/unit
5. Certificate of Unavailability Official Vehicle by Motorpool Section (1 original copy) – <i>upon liquidation</i>	GSD - Motorpool Section
6. OR from Taxi or TNVS or RER (1 original copy and 1 photocopy; must be under the name of staff who made the cash advance) – <i>upon liquidation</i>	Service Provider; RER – GSD office
Cash Advance for Emergency Purchase of Supplies and Materials:	
1. Duly accomplished Petty Cash Voucher – <i>upon request</i>	GSD office – Petty Cash Custodian
2. Duly signed Purchase Request (1 original) – <i>upon request</i>	GSD office – Supply/Property Officer
3. Official Receipt or Sales Invoice under the name of PS-DBM and inspected by the Inspection Division (1 original and 1 photocopy) – <i>upon liquidation</i>	Service provider (original copy of OR/SI)
4. Inventory Custodian Slip (ICS), if applicable (1 original) – <i>upon liquidation</i>	GSD office – Supply/Property Officer
5. Accomplished Inspection and Acceptance Report (1 original) – <i>upon liquidation</i>	GSD office – Supply/Property Officer
6. Certificate of Emergency Purchase (1 original) – <i>upon liquidation</i>	Requesting officer/unit



7. Justification in case purchase was made on a non-working day (weekends or holidays) (1 original copy) – <i>upon liquidation</i>	Requesting officer/unit
8. Certificate of Non-Availability of Stocks (CNAS) for office supplies/materials included in the PS Pricelist	GSD office – Supply/Property Officer or PS Website
9. At least 3 quotations for purchases of Php1,000.00 and above (1 original) – <i>upon liquidation</i>	Requesting officer/unit
Cash Advance for Gasoline Expense of Official Vehicle:	
1. Duly accomplished Petty Cash Voucher – <i>upon request</i>	GSD office – Petty Cash Custodian
2. Trip Ticket (1 original) – <i>upon request</i>	GSD - Motorpool Section
3. Travel Order, if applicable (for Driver) (1 photocopy) – <i>upon request</i>	GSD - Motorpool Section and/or Records Section
4. Official Receipt or Sales Invoice under the name of PS-DBM (1 original and 1 photocopy) – <i>upon liquidation</i>	Service provider (original copy of OR/SI)
Cash Advance for Toll Fee of Official Travel:	
1. Duly accomplished Petty Cash Voucher – <i>upon request</i>	GSD office – Petty Cash Custodian
2. Trip Ticket (1 original) – <i>upon request</i>	GSD - Motorpool Section
3. Travel Order, if applicable (for Driver) (1 photocopy) – <i>upon request</i>	GSD - Motorpool Section and/or Records Section
4. Official Receipt or Sales Invoice (1 original and 1 photocopy) – <i>upon liquidation</i>	Service provider (original copy of OR/SI)
5. Auto Sweep/Easy Trip Summary of Report for RFID load (1 original and 1 photocopy) – <i>upon liquidation</i>	Service provider (through website)
Cash Advance for Courier Service:	
1. Duly accomplished Petty Cash Voucher – <i>upon request</i>	GSD office – Petty Cash Custodian
2. Copy of document/s to be mailed (1 photocopy) – <i>upon request</i>	Liaison officer; Requesting officer/unit



3. Official Receipt or Sales Invoice under the name of PS-DBM (1 original and 1 photocopy) – <i>upon liquidation</i>	Service provider (original copy of OR/SI)
Cash Advance for Notarial Service:	
1. Duly accomplished Petty Cash Voucher – <i>upon request</i>	GSD office – Petty Cash Custodian
2. Copy of the document/s notarized (1 photocopy) – <i>upon liquidation</i>	Liaison officer; Requesting officer/unit
3. Official Receipt or Sales Invoice under the name of PS-DBM (1 original and 1 photocopy) – <i>upon liquidation</i>	Service provider (original copy of OR/SI)
Cash Advance for Vehicle Fees (LTO Registration and GSIS Insurance):	
1. Duly accomplished Petty Cash Voucher – <i>upon request</i>	GSD office – Petty Cash Custodian
2. Order of Payment or Billing Statement (1 photocopy) – <i>upon request</i>	Requesting officer/unit
3. Official Receipt under the name of PS-DBM (1 original and 1 photocopy) – <i>upon liquidation</i>	Service provider (original copy of OR/SI)
Cash Advance for Vehicle Repair and Maintenance:	
1. Duly accomplished Petty Cash Voucher – <i>upon request</i>	GSD office – Petty Cash Custodian
2. Duly signed Purchase Request (1 original) – <i>upon request</i>	GSD office – Supply/Property Officer
3. Pre-Repair Inspection Report (1 original) – <i>upon request</i>	Requesting officer/unit
4. At least 3 quotations for purchases of Php1,000.00 and above (1 original) – <i>upon liquidation</i>	Requesting officer/unit
5. Waste Material Report, if applicable (1 original) – <i>upon liquidation</i>	Requesting officer/unit
6. Official Receipt or Sales Invoice under the name of PS-DBM (1 original and 1 photocopy) – <i>upon liquidation</i>	Service provider (original copy of OR/SI)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Petty Cash Voucher (PCV) with signed Box A in two (2) copies together with the required supporting documents to the Petty Cash Custodian for the request of cash advance	1.1 The Petty Cash Custodian (PCC) validates /reviews the PCV and the attachments (the custodian shall ensure that the disbursement is appropriate and is an allowable expense) 1.2 If the PCV is properly accomplished and the documents are complete, the PCC assigns the PCV control number; 1.3 If the request is disapproved, the PCC returns the PCV to the requestor indicating the reason for the disapproval therein	None	10 minutes	Requesting PS-DBM officer/unit; Petty Cash Custodian
2. Receives the requested Cash Advance from the Petty Cash Custodian and signs Box B of the Petty Cash Voucher. The requesting officer/unit retains 1 copy of the PCV	2. Petty Cash Custodian grants the Cash Advance to requesting PS-DBM officer/unit and signs Box B of the PCV. PCC retains a copy of the PCV;	None	5 minutes	Requesting PS-DBM officer/unit; Petty Cash Custodian
3. Submits the PCV to the PCC along with required supporting documents for liquidation. The Cash Advance should be liquidated not later than two (2) days after the completion of the purpose of the CA	3.1. The Petty Cash Custodian (PCC) validates /reviews the PCV and the submitted documents; 3.2 If there is a refund, the PCC counts the refunded amount and checks the "Received Refund" portion of Box C and signs; 3.3 If there is a reimbursement, the PCC pays the amount to the payee and checks the "Reimbursement Paid" portion of Box C and signs;	None	10 minutes	Requesting PS-DBM officer/unit; Petty Cash Custodian



4. Checks the "Liquidation Submitted" and "Reimbursement Received by" (if applicable) portion of the Petty Cash Voucher and affixes his/her signature over printed name and date	4. The Petty Cash Custodian shall file the PCV and attached supporting documents for replenishment of the Petty Cash	None	5 minutes	Requesting PS-DBM officer/unit; Petty Cash Custodian
	TOTAL	NONE	1 hour and 10 minutes	



6. Reimbursement of Expenses from Petty Cash Fund

The Petty Cash Fund can be availed by PS-DBM personnel as reimbursement for emergency transactions such as but not limited to: purchase of supplies and materials, meals for meetings, transportation expenses incurred in attending official meetings when no official PS vehicle is available, gasoline and toll fees, courier and notary services and transportation of liaison officer to deliver documents within Metro Manila.

Office/Division:	General Services Division	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	PS-DBM Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Reimbursement of meals for meetings/representation:		
1. Duly accomplished Petty Cash Voucher – <i>upon reimbursement</i>	GSD office – Petty Cash Custodian	
2. Notice of Meeting/Memo (1 photocopy) – <i>upon request</i>	Requesting officer/unit	
3. Certification for meeting and number of attendees (1 original) – <i>upon reimbursement</i>	Requesting officer/unit	
4. Duly accomplished attendance sheet (1 original) – <i>upon reimbursement</i>	Requesting officer/unit	
5. Official Receipt (OR) or Sales Invoice (SI) under the name PS-DBM (1 original and 1 photocopy) – <i>upon reimbursement</i>	Service provider (original copy of OR/SI)	
Reimbursement of Transportation expense during official meetings:		
1. Duly accomplished Petty Cash Voucher – <i>upon reimbursement</i>	GSD office – Petty Cash Custodian	
2. Notice of Meeting/Memo/Travel or Office Order (1 photocopy) – <i>upon reimbursement</i>	Requesting officer/unit	
3. OR from Taxi or TNVS or RER (1 original copy and 1 photocopy; must be under the name of staff who made the cash advance) – <i>upon reimbursement</i>	Service Provider; RER – GSD office	
4. Certificate of Unavailability Official Vehicle by Motorpool Section (1 original copy) – <i>upon reimbursement</i>	GSD - Motorpool Section	
6. Approved request for service vehicle (1 copy) – <i>upon reimbursement</i>	GSD - Motorpool Section; Requesting officer/unit	



7. Certificate of Appearance or Approved Pass-Slip (1 original) – <i>upon reimbursement</i>	Issued by the office where the official business was held (Form is also available at the GSD office)
8. Itinerary of Travel, if applicable (1 original) – <i>upon reimbursement</i>	Requesting officer/unit
Reimbursement of Transportation expenses of liaison officer:	
1. Duly accomplished Petty Cash Voucher – <i>upon reimbursement</i>	GSD office – Petty Cash Custodian
2. Duly accomplished and approved Pass Slip (1 original) – <i>upon reimbursement</i>	Liaison officer
3. Copy of document/s to be delivered (1 photocopy) – <i>upon reimbursement</i>	Liaison officer; Requesting officer/unit
4. Approved request for service vehicle (1 copy) – <i>upon reimbursement</i>	GSD - Motorpool Section; Requesting officer/unit
5. Certificate of Unavailability Official Vehicle by Motorpool Section (1 original copy) – <i>upon reimbursement</i>	GSD - Motorpool Section
6. OR from Taxi or TNVS or RER (1 original copy and 1 photocopy; must be under the name of staff who made the cash advance) – <i>upon reimbursement</i>	Service Provider; RER – GSD office
Reimbursement of Emergency Purchase for Supplies and Materials:	
1. Duly accomplished Petty Cash Voucher – <i>upon reimbursement</i>	GSD office – Petty Cash Custodian
2. Duly signed Purchase Request (1 original) – <i>upon reimbursement</i>	GSD office – Supply/Property Officer
3. Official Receipt or Sales Invoice under the name of PS-DBM and inspected by the Inspection Division (1 original and 1 photocopy) – <i>upon reimbursement</i>	Service provider (original copy of OR/SI)
4. Inventory Custodian Slip (ICS), if applicable (1 original) – <i>upon reimbursement</i>	GSD office – Supply/Property Officer
5. Accomplished Inspection and Acceptance Report (1 original) – <i>upon liquidation</i>	GSD office – Supply/Property Officer
6. Certificate of Emergency Purchase (1 original) – <i>upon reimbursement</i>	Requesting officer/unit



7. Justification in case purchase was made on a non-working day (weekends or holidays) (1 original copy) – <i>upon reimbursement</i>	Requesting officer/unit
8. Certificate of Non-Availability of Stocks (CNAS) for office supplies/materials included in the PS Pricelist	GSD office – Supply/Property Officer or PS Website
9. At least 3 quotations for purchases of Php1,000.00 and above (1 original) – <i>upon liquidation</i>	Requesting officer/unit
Reimbursement of Gasoline Expense for Official Vehicle:	
1. Duly accomplished Petty Cash Voucher – <i>upon reimbursement</i>	GSD office – Petty Cash Custodian
2. Trip Ticket (1 original) – <i>upon reimbursement</i>	GSD - Motorpool Section
3. Travel Order, if applicable (for Driver) (1 photocopy) – <i>upon reimbursement</i>	GSD - Motorpool Section and/or Records Section
4. Official Receipt or Sales Invoice under the name of PS-DBM (1 original and 1 photocopy) – <i>upon reimbursement</i>	Service provider (original copy of OR/SI)
Reimbursement of Toll Fee for Official Travel:	
1. Duly accomplished Petty Cash Voucher – <i>upon reimbursement</i>	GSD office – Petty Cash Custodian
2. Trip Ticket (1 original) – <i>upon request</i>	GSD - Motorpool Section
3. Travel Order, if applicable (for Driver) (1 photocopy) – <i>upon reimbursement</i>	GSD - Motorpool Section and/or Records Section
4. Official Receipt or Sales Invoice (1 original and 1 photocopy) – <i>upon reimbursement</i>	Service provider (original copy of OR/SI)
5. Auto Sweep/Easy Trip Summary of Report for RFID load (1 original and 1 photocopy) – <i>upon reimbursement</i>	Service provider (through website)
Reimbursement for Courier Service:	
1. Duly accomplished Petty Cash Voucher – <i>upon reimbursement</i>	GSD office – Petty Cash Custodian
2. Copy of document/s to be mailed (1 photocopy) – <i>upon reimbursement</i>	Liaison officer; Requesting officer/unit



3. Official Receipt or Sales Invoice under the name of PS-DBM (1 original and 1 photocopy) – <i>upon reimbursement</i>	Service provider (original copy of OR/SI)
Reimbursement for Notarial Service:	
1. Duly accomplished Petty Cash Voucher – <i>upon reimbursement</i>	GSD office – Petty Cash Custodian
2. Copy of the document/s notarized (1 photocopy) – <i>upon reimbursement</i>	Liaison officer; Requesting officer/unit
3. Official Receipt or Sales Invoice under the name of PS-DBM (1 original and 1 photocopy) – <i>upon reimbursement</i>	Service provider (original copy of OR/SI)
Reimbursement for Vehicle Fees (LTO Registration and GSIS Insurance):	
1. Duly accomplished Petty Cash Voucher – <i>upon reimbursement</i>	GSD office – Petty Cash Custodian
2. Order of Payment or Billing Statement (1 photocopy) – <i>upon reimbursement</i>	Requesting officer/unit
3. Official Receipt under the name of PS-DBM (1 original and 1 photocopy) – <i>upon reimbursement</i>	Service provider (original copy of OR/SI)
Reimbursement for Vehicle Repair and Maintenance:	
1. Duly accomplished Petty Cash Voucher – <i>upon reimbursement</i>	GSD office – Petty Cash Custodian
2. Duly signed Purchase Request (1 original) – <i>upon reimbursement</i>	GSD office – Supply/Property Officer
3. Pre-Repair Inspection Report (1 original) – <i>upon reimbursement</i>	Requesting officer/unit
4. At least 3 quotations for purchases of Php1,000.00 and above (1 original) – <i>upon reimbursement</i>	Requesting officer/unit
5. Waste Material Report, if applicable (1 original) – <i>upon reimbursement</i>	Requesting officer/unit
6. Official Receipt or Sales Invoice under the name of PS-DBM (1 original and 1 photocopy) – <i>upon reimbursement</i>	Service provider (original copy of OR/SI)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Petty Cash Voucher (PCV) with signed Box A in two (2) copies to the Petty Cash Custodian for the request of reimbursement	<p>1.1 The Petty Cash Custodian (PCC) reviews the validity of the PCV and request for reimbursement (the custodian shall ensure that the disbursement is appropriate and is an allowable expense)</p> <p>1.2 If the PCV is properly accomplished and the disbursement is appropriate and allowable, the PCC assigns the PCV control number;</p> <p>1.3 If the request is disapproved, the PCC returns the PCV to the requestor indicating the reason for the disapproval therein</p>	None	10 minutes	Requesting PS-DBM officer/unit; Petty Cash Custodian
2. If the request for reimbursement is approved, the required supporting documents shall be submitted for liquidation.	<p>2.1. The Petty Cash Custodian (PCC) validates /reviews the submitted supporting documents;</p> <p>2.2 If all supporting documents are complete and correct, the PCC pays the amount to the payee and checks the "Reimbursement Paid" portion of Box C and signs;</p>	None	10 minutes	Requesting PS-DBM officer/unit; Petty Cash Custodian
3. Checks the "Liquidation Submitted" and "Reimbursement Received by" portion of the Petty Cash Voucher and affixes his/her signature over printed name and date	3. The Petty Cash Custodian shall file the PCV and attached supporting documents for replenishment of the Petty Cash	None	10 minutes	Requesting PS-DBM officer/unit; Petty Cash Custodian
	TOTAL	NONE	30 minutes	



7. General Services for Facilities, Building and Maintenance Request (Simple Repairs)

General Services for Facilities, Building and Maintenance Request (Simple Request) includes repairs and preventive maintenance to office facilities, plumbing, electrical, painting, roofing, air-conditioning and other office equipments.

Office/Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Service Request Form (SRF) (1 original)		General Service Division (GSD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Accomplished Service Request Form to GSD Admin Officer (AO)	1.1 Receives (dater) and reviews the completeness and correctness of information in the SRF	None	5 minutes	Requesting PS-DBM officer/unit; GSD Admin. Officer
	1.2 Assigns control number to the SRF and forwards to GSD Chief for approval	None	2 minutes	GSD Admin. Officer
	1.3 Reviews and sign the SRF and assigns the GSD personnel to handle the repair	None	5 minutes	GSD Chief
	1.4 GSD personnel inspects and conducts actual repair/maintenance work based on the request	None	10 minutes to 2 days (depending on extent of repair needed)	GSD personnel
	1.5 After completion of the request, the GSD personnel has the SRF acknowledged as done by the requesting unit;	None	2 minutes	GSD personnel

2. The requesting unit fills-up the date and time of completion in the accomplished portion of the SRF and signs; <i>Optional: requesting unit answers the Customer Feedback/ Satisfaction Form and drops it in the drop box</i>	2.1 GSD personnel returns the acknowledged SRF to the admin officer for recording	None	5 minutes	Requesting PS-DBM officer/unit; GSD personnel
	2.2 Admin Officer records the accomplished SRF in the data sheet for performance monitoring	None	5 minutes	GSD Admin. Officer
	TOTAL	NONE	2 days and 24 minutes	



8. Issuance of Authenticated Copies of Official Records/Documents

This service covers the procedure on how PS-DBM employees may request authenticated copies of PS-DBM administrative issuances (i.e. Office Orders, Travel Orders) in the custody of the GSD-CRU.

Office/Division:	General Services Division - Central Records Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Service Request Form (SRF) (1 original)		General Service Division (GSD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Accomplished Service Request Form to GSD office	1.1 Check the completeness and correctness of the information in the SRF	None	5 minutes	Requesting PS-DBM Officer/Unit, Administrative Officer and/or Receiving Officer GSD-CRU
	1.2 Assigns control number to the SRF and forwards to GSD Chief for approval	None	5 minutes	GSD Admin. Officer
	1.3 Reviews and sign the SRF and assigns the request to the Records Officer	None	5 minutes	GSD Chief
	1.4 Checks database for the availability of the requested document/s	None	5 minutes	GSD Records Officer
	1.5 Retrieves the record/s and reproduces the copy/copies of the requested record/s	None	10 minutes to 1 day (depending on the volume)	GSD Records Officer

2. The requesting unit fills-up the date and time of completion in the accomplished portion of the SRF and signs; <i>Optional: requesting unit answers the Customer Feedback/ Satisfaction Form and drops it in the drop box</i>	1.6 Stamps “Certified True Copy” and signs initials on all the pages of the document/s and submits to the GSD Chief	None	5 minutes to 30 minutes (depending on the volume)	GSD Records Officer
	1.7 Signs each and every page of the CTC of the document/s and returns it to the Records Officer	None	2 minutes to 10 minutes (depending on the volume)	GSD Chief
	1.8 Releases the authenticated record/s to the requesting unit	None	5 minutes	GSD Records Officer
	1.9 After completion of the request, the GSD Records Officer has the SRF acknowledged as done by the requesting unit;	None	2 minutes	GSD Records Officer
	2.1 GSD Records Officer returns the acknowledged SRF to the admin officer for recording	None	5 minutes	Requesting PS-DBM officer/unit; GSD Records Officer
	2.2 Admin Officer records the accomplished SRF in the data sheet for performance monitoring	None	5 minutes	GSD Admin. Officer
	TOTAL	NONE	1 day, 1 hour and 17 minutes	



9. Documentation and Assigning of Serial Number for Office Order and Travel Orders

This covers the receiving and assigning of serial numbers for Office Order and Travel Order for posting/official release for guidance and reference of all employees.

Office/Division:	General Services Division - Central Records Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Office Order/Travel Order			Human Resource Development Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed/ approved Office Order or Travel Order (original) for posting	1.1 Check correctness and completeness of the information and document/s	None	10 minutes	HRDD Staff ; Receiving Officer GSD-CRU
	1.2 Stamp received the duplicate copy and returns to the HRDD Staff	None	5 minutes	Receiving Officer GSD-CRU
2. E-mails the digital copy (Word File) of the signed/approved Office Order/Travel Order to GSD-CRU (gsdcru@ps-philgeps.gov.ph)	2.1 Assigns the serial number by logging the OO/TO in the database and selecting the latest unused number from the list of sequentially arranged control numbers	None	15 minutes	HRDD Staff ; Receiving Officer GSD-CRU
	2.2 Writes the assigned serial number and date in the upper right portion of the original signed OO/TO and submits to the Records Officer	None	5 minutes	Receiving Officer GSD-CRU

	2.3 Encodes the assigned serial number and date in the digital copy of the OO/TO; also, encodes "SGD" in the signature portion of the OO/TO and saves the file as PDF	None	5 minutes	Receiving Officer GSD-CRU
	2.4 Emails the PDF copy of the OO/TO to the intended recipients	None	5 minutes	Receiving Officer GSD-CRU
	3.1 Reviews the original signed OO/TO versus the emailed copy. Stamps the original signed OO/TO as "Official Release"	None	5 minutes	Records Officer
	3.2 Scans and files the original signed OO/TO	None	20 minutes	Records Officer
	TOTAL	NONE	1 hour and 10 minutes	



10. Purchase Request for Goods (Items, Supplies and Materials) through the Internal Bids and Awards Committee

This covers the procurement of goods through competitive bidding or alternative modes of procurement (except Shopping) to be conducted by the Internal Bids and Awards Committee of the Procurement Service-DBM.

Office/Division:	General Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Purchase Request (PR) with complete specifications		General Services Division		
2. Price Monitor Report (PMR) or Market Survey duly approved by the HOA		End-User / Requesting Unit		
3. Certificate of Availability of Funds (CAF)		Planning and Budget Division – Budget Section		
4. Copy of duly approved Annual Procurement Plan (APP) where the requested item for procurement is included (approved Supplemental APP if the item is not included in the original APP)		Internal Bids and Awards Committee Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the approved Purchase Request (PR) and required attachments to the GSD for the request for procurement	1.1 Receives and logs the documents in the monitoring sheet	None	5 minutes	Requesting Unit (End-User); Receiving Officer GSD
	1.2 Forwards the documents to the Administrative Officer In-Charge for evaluation	None	2 minutes	Receiving Officer GSD; Administrative Officer

	1.3 Checks the completeness and correctness of documents	None	1 hour	Administrative Officer
	1.4 Forwards the documents to the Chief Administrative Officer for review and endorsement to the iBAC	None	2 minutes	Administrative Officer; Chief Administrative Officer
	1.5 Reviews the documents and routes it to the iBAC Secretariat	None	30 minutes	Chief Administrative Officer
	1.6 Forwards the documents to the Releasing Officer	None	2 minutes	Chief Administrative Officer; Releasing Officer GSD
	1.7 Logs the documents in the monitoring sheet and routes it to the iBAC Secretariat for agenda	None	5 minutes	Releasing Officer GSD
	1.8 After receipt, the iBAC Secretariat shall include the request in the schedule of iBAC agenda	None	10 minutes	Internal Bids and Awards Committee (iBAC) Secretariat
	TOTAL	NONE	1 hour and 56 minutes	



11. Purchase Request for Goods (Items, Supplies and Materials) through Shopping

This covers the procurement of goods through Shopping under Section 52.1(a) and 52.1(b) of R.A.9184 to be conducted by the General Services Division of the Procurement Service-DBM.

Office/Division:	General Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Purchase Request (PR) with complete specifications		General Services Division		
2. At least three (3) valid quotations – <i>for items worth Php1,000 and above</i>		End-User / Requesting Unit		
3. Certificate of Availability of Funds (CAF) – <i>for items included in the APP-NCSE</i>		Planning and Budget Division – Budget Section		
4. Copy of duly approved Annual Procurement Plan (APP) or APP-CSE where the requested item for procurement is included (approved Supplemental APP if the item is not included in the original APP)		General Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the approved Purchase Request (PR) and required attachments to the GSD for Shopping	1.1 Receives and logs the documents in the monitoring sheet	None	5 minutes	Requesting Unit (End-User); Receiving Officer GSD
	1.2 Forwards the documents to the Chief Administrative Officer for assignment of Administrative Officer	None	2 minutes	Receiving Officer GSD; Chief Administrative Officer

	1.3 Reviews the documents and assigns it to an Administrative Officer	None	5 minutes	Chief Administrative Officer
	1.4 Checks the completeness and correctness of documents	None	1 hour	Administrative Officer
	1.5 (a) For items amounting to less than Php1,000.00 – forwards the request to the supply officer for canvass and purchase through Petty Cash Fund (<i>see related procedure for purchase through PCF</i>)	None	2 minutes	Administrative Officer
	1.5 (b) For items amounting to Php1,000.00 and above – send out Request for Quotations (RFQ) and prepare the Price Monitoring Report (PMR)	None	3 Days	Administrative Officer
	1.6 Submits the PMR to the Chief Administrative Officer for review and approval	None	2 minutes	Administrative Officer
	1.7 Reviews and signs the PMR; Routes the PMR to the Director of Administrative and Finance Group and Executive Director for approval	None	4 Days	Chief Administrative Officer; Director of AFG; Executive Director
	1.8 After approval of the PMR, post the Request For Quotation (RFQ) to the PhilGEPS and PS-DBM websites, and, if available, to conspicuous places within PS (<i>For items amounting to Php50,000.00 and below – no need to post RFQ</i>)	None	At least 3 Calendar Days	Administrative Officer; GSD assigned Secretariat

	1.9 Evaluate and Rank Proposal/s	None	1 Day	Administrative Officer; GSD assigned Secretariat
	1.10 Prepare the documents for award (Post-Qualification Report, Notice of Award, Letter Order, Notice to Proceed) and submits to the CAO	None	1 Day	Administrative Officer; GSD assigned Secretariat
	1.11 Reviews and signs the Letter Order and other pertinent documents (NOA, NTP); Routes the documents to the Chief Accountant; Director of AFG; and Executive Director for approval – <i>See related procedure for Letter Order preparation</i>	None	5 Days	Chief Administrative Officer (CAO); Chief Accountant; Director of AFG; Executive Director
	1.12 Informs the winning bidder by transmitting the NOA, LO and NTP for acknowledgement	None	30 minutes	GSD assigned Secretariat
	1.13 Post the Notice of Award (NOA) to the PhilGEPS and PS-DBM websites, and, if available, to conspicuous places within PS (<i>For items amounting to Php50,000.00 and below – no need to post NOA</i>)	None	30 minutes	GSD assigned Secretariat
	1.14 Accepts the delivery of items from the winning supplier and receives the Delivery Receipt/ Sales Invoice/ Billing Statement	None	1 hour	GSD Property and Supply Officer
	1.15 Prepares the Request For Inspection (RFI) and Inspection and Acceptance Report (IAR) and forwards the documents to	None	15 minutes	GSD Property and Supply Officer

	the Inspection Division for inspection			
	1.16 After acceptance and issuance of Inspection Certification and Acceptance Report (ICAR), the items will be issued to the requesting unit <i>(See related procedure for issuance of ICS and/or PAR)</i>	None	1 hour	GSD Property and Supply Officer
	TOTAL	NONE	18 days, 4 hours and 31 minutes <i>(excluding delivery period)</i>	

12. Preparation of Letter Order (Purchase Order)

This covers the preparation of Letter Order for issuance to Supplier

Office/Division:	General Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Received Copy of Notice of Award (NOA)		Internal Bids and Awards Committee (iBAC) Secretariat		
2. Copy of iBAC Resolutions		Internal Bids and Awards Committee (iBAC) Secretariat		
3. Copy of Supplier's PhilGEPS Registration or PhilGEPS Certificate		Internal Bids and Awards Committee (iBAC) Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a copy of the NOA, iBAC Resolution/s and PhilGEPS Registration /Certificate to GSD	1.1 Receives and logs the documents in the monitoring sheet	None	5 minutes	Internal Bids and Awards Committee (iBAC) Secretariat; Receiving Officer GSD
	1.2 Forwards the documents to the Senior Administrative Assistant for Letter Order (LO) preparation	None	2 minutes	Receiving Officer GSD; Senior Administrative Assistant
	1.3 Checks the completeness and correctness of the documents	None	30 minutes	Senior Administrative Assistant
	1.4 Inputs the Letter Order in the FACT system	None	30 minutes	Senior Administrative Assistant
	1.5 Prints the LO and forwards the documents to the Administrative Assistant for preparation of Notice to Proceed (NTP) and Budget	None	5 minutes	Senior Administrative Assistant

	Utilization Report and Status (BURS)			
	1.6 Prepares the BURS (if applicable) and have it signed by the end-user and approved by the Budget Section Head	None	1 hour	Administrative Assistant
	1.7 Prepares the NTP and submits it along with LO, BURS (if applicable), copy of NOA and other pertinent documents to the Chief Administrative Officer	None	15 minutes	Administrative Assistant
	1.8 Reviews the LO, NTP, BURS, NOA and other documents	None	15 minutes	Chief Administrative Officer
	1.9 Signs the LO and affixes initials on the NTP; forwards the documents to the Administrative Assistant	None	5 minutes	Chief Administrative Officer
	1.10 Logs the documents in the monitoring sheet and routes it to the Comptroller Division; Office of the Director for AFG and Office of the Executive Director for approval	None	5 days	Administrative Assistant
	1.11 After receipt of the approved LO and NTP, forwards the documents to the iBAC for transmittal to the winning supplier	None	5 minutes	Administrative Assistant
2.1. Transmits the signed copy of the LO and NTP to the winning supplier for acknowledgement		None	Within 2 days	iBAC Secretariat

2.2. Prepares the COA Transmittal and Checklist of Documents and submits to the Resident COA Auditor		None	Within 5 days from receipt of the LO and NTP	iBAC Secretariat
2.3. Provides GSD with a copy of the COA Transmittal and Checklist of Documents together with certified true copies of all pertinent documents	2.1 Receives the file copy of COA Transmittal and Checklist of Documents together with the certified true copies of the attachments for file copy and attachment to payment	None	5 minutes	Administrative Assistant
	TOTAL	NONE	12 days, 2 hours and 57 minutes	



13. Requisition and Issuance of Supplies and Equipment

This procedure covers the requisition and issuance of in-stock inventory items and/or equipment which starts from the preparation of the Requisition and Issuance Slip (RIS) and ends with the issuance and receipt of the requested item/s.

Office/Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Requisition and Issuance Slip (RIS) approved by the Director/Division Chief of the requesting unit – 1 original copy		General Services Division		
When Supplies and/or Equipment are available:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished Requisition and Issuance Slip (RIS) in one (1) copy – signed and approved by the Director/Division Chief of the requesting unit	1.1 Receives and logs the RIS in the monitoring sheet	None	5 minutes	Requesting Unit (End-User); Receiving Officer GSD
	1.2 Forwards the documents to the Supply Officer for evaluation	None	2 minutes	Receiving Officer GSD; GSD Supply Officer
	1.3 Checks the completeness and correctness of documents and assigns the RIS number	None	5 minutes	GSD Supply Officer
	1.4 Checks the availability of the items being requested and monitors the consumption of the requesting unit	None	5 minutes	GSD Supply Officer

	1.5 Prepares the requested supplies and/or equipments	None	30 minutes	GSD Supply Officer
	1.6 Identifies if the requested item/s are Semi-Expendable or Capital Outlay	None	5 minutes	GSD Supply Officer
	1.6 (a) If Semi-Expendable, prepares the Inventory Custodian Slip (ICS) and signs in the Issued By (Received From) portion	None	10 minutes	GSD Supply Officer
	1.6 (b) If Capital Outlay, submits the item/s to the Property Officer for preparation and issuance of the Property Acknowledgement Receipt (PAR) and signs in the Issued By portion <i>If applicable, stick the Property Tag in the equipment issued under PAR/ICS</i>	None	20 minutes	GSD Supply Officer; GSD Property Officer
	1.7 Forwards the RIS and PAR/ICS to the Chief Administrative Officer for approval and signature	None	2 minutes	Supply and/or Property Officer; Chief Administrative Officer
	1.8 Reviews the documents and signs in the Approved By portion of the RIS	None	5 minutes	Chief Administrative Officer
	1.9 Returns the RIS and ICS/PAR to the Supply Officer for release to the request	None	2 minutes	Chief Administrative Officer; GSD Supply Officer
	1.10 Records the released items including its quantity, date of issuance and the requesting unit in the Stock Card	None	5 minutes	GSD Supply Officer
	TOTAL	NONE	1 hour and 51 minutes	

When Supplies and/or Equipment are not available:				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the duly accomplished Requisition and Issuance Slip (RIS) in one (1) copy – signed and approved by the Director/Division Chief of the requesting unit	1.1 Receives and logs the RIS in the monitoring sheet	None	5 minutes	Requesting Unit (End-User); Receiving Officer GSD
	1.2 Forwards the documents to the Supply Officer for evaluation	None	2 minutes	Receiving Officer GSD; GSD Supply Officer
	1.3 Checks the completeness and correctness of documents and assigns the RIS number	None	5 minutes	GSD Supply Officer
	1.4 Checks the availability of the items being requested and monitors the consumption of the requesting unit	None	5 minutes	GSD Supply Officer
	1.5 Marks the item/s as unavailable or out of stock in the RIS form and returns the RIS to the requesting unit <i>If needed and requested, issues the “Certificate of Non-Availability of Stock” and advises the requesting unit to prepare Purchase Request if urgently needed</i>	None	10 minutes	GSD Supply Officer
2. Acknowledges the receipt of the RIS and/or pertinent information	2.1 Keeps and file a copy of the received RIS record purposes	None	5 minutes	GSD Supply Officer
	TOTAL	NONE	32 minutes	



14. Submission of Office Performance Commitment Review (OCPR)/Office Performance Accomplishment Report (OPAR)

Office/Division:	Planning and Budgeting Division (Planning Section)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed OPCR and OPAR form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Planning Section submits the proposed targets/commitments for the year	Convene the PMT members	None	5 days	Planning Section/PMT Secretariat
	Present/Discuss the suggested targets/commitments	None	3 hours	Planning Section/PMT Secretariat
	The Secretariat incorporates all suggestions/ recommendations and share through Google Sheet the OPCR for approval/corrections of the PMT members	None	3 days	Planning Section/PMT Secretariat
	IF approved: transmit the printed copy to PMT members for signature	None	2 days	Planning Section/PMT Secretariat
	IF with corrections: revise and share the document through Google Sheets for comments/suggestions	None	2 days	Planning Section/PMT Secretariat
	Submit the signed copy to DBM-CPMS for evaluation	None	2 days	Planning Section/PMT Secretariat
	TOTAL	NONE	14 days and 3 hours	

15. Signing of OPAR by the head of the agency

Office/Division:	Planning and Budgeting Division (Planning Section)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Reports as per OPCR		Divisions concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DBM-CPMS requires submission of OPAR	Request for submission of accomplishment reports from divisions	None	5 days	Planning Section
	Prepare Monitoring Tool and consolidate the reports	None	5 days	Planning Section
	Submit OPAR to the Office of the Executive Director for approval	None	2 days	Planning Section
	Submit OPAR to DBM-CPMS for evaluation	None	3 days	Planning Section/PMT Secretariat
	TOTAL	NONE	15 days	



16. Certification of Budget Availability on the BURS Prior to Payment/Disbursement

Office/Division:	Planning and Budgeting Division (Budget Section)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BURS form with signature of end-user division chief on Box A 2. Supporting documents validating the legality of the claim/expenditure		BURS form is downloadable from the PS intranet		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user division submits signed BURS form	Verifies against budget registries the availability of fund for the purpose indicated in the BURS and certifies on Box B of the BURS	NONE	one (1) working day	Budget Staff/Budget Officer
	Forwards the BURS and pertinent supporting documents to the Comptroller Division for disbursement voucher processing.	NONE	one (1) working day	Budget Staff/Budget Officer
	TOTAL	NONE	2 days	



17. Issuance of Budget Realignment Advice Forms A & B for Budget Realignment Request

Office/Division:	Planning and Budgeting Division (Budget Section)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request and market survey of the item to be procured or any other pertinent supporting documents in support of the expenditure		End-user division/Requesting division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user division submits a letter request addressed to the Head of the Agency.	Verifies the availability of budget of an object of expenditure where the realignment is to be sourced then issues forms A & B certifying that the amount for realignment is still unutilized as of the request date.	NONE	one (1) working day	Budget Staff/Budget Officer
	Forwards the letter request and RAF A& B to the Administrative and Finance Director for endorsement.	NONE	one (1) working day	Budget Staff/Budget Officer
	TOTAL	NONE	2 days	



18. Issuance of Certificate of Availability of Fund (CAF) Prior to Procurement

Office/Division:	Planning and Budgeting Division (Budget Section)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Market surveys, purchase request, copy of PPMP		End-user division/Requesting division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
End-user division requests for Certificate of Availability of Fund (CAF) to support purchase requests.	Verifies that item for procurement is in the PPMP and budget is still available then issues a CAF indicating the amount for procurement and item to be procured.	NONE	one (1) working day	Budget Staff/Budget Officer
	Returns the submitted documents attached with a signed CAF to the end-user/requesting division.	NONE	one (1) working day	Budget Staff/Budget Officer
	TOTAL	NONE	2 days	



19. Submission of Annual Budget Proposal to the Department of Budget and Management (DBM)

Office/Division:	Planning and Budgeting Division (Budget Section)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget proposal per division, sales and revenue targets, summary showing fund sources, consolidated expenditures and corresponding net surplus/(deficit), narratives supporting the budget proposal.		End-user division/Requesting division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Calls for the submission of annual corporate budget	Makes a budget call and conducts a budget preparation orientation and cascades budget preparation guidelines.	NONE	three (3) working day	Budget Officer
Different divisions prepares their PPMP, market surveys and budget proposal summary	Answers the budget preparation clarifications and queries of divisions	NONE	two (2) months	Division chiefs/Budget Staff/Budget Officer
Divisions submit their annual budget proposals attached with PPMPs and market surveys.	Reviews each division's budget proposals.	NONE	one (1) working day for each division	Budget Staffs/Budget Officer
	Returns to the proponent divisions for revision, if any	NONE	one (1) working day	Budget Staff/Budget Officer

Divisions re-submits the revised budget proposal	Reviews each division's re-submitted budget proposals, if any.	NONE	one (1) working day for each division	Budget Staff/Budget Officer
	Endorses to the Group Directors for approval.	NONE	one (1) working day	Budget Staff/Budget Officer
Group Directors submit to the budget section approved budget proposals of divisions	Budget Section consolidates and forms into statement of net surplus/(deficit), prepares the narratives supporting the budget proposal and the cover memo addressed to the DBM Osec.	NONE	seven (7) workings day	Budget Officer
	TOTAL	NONE	2 months and 14 days	



20. Preparation of FAR 2, FAR 2-A and FAR 6 for Submission to Commission on Audit (COA)

Office/Division:	Planning and Budgeting Division (Budget Section)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		FAR forms are downloadable from COA website and are also found in the Government Accounting Manual (GAM)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Comptroller Division furnishes the Budget Section the finalized Summary of ADA and Checks Issued with corresponding UACS.	Prepares the FAR 2, 2-A and FAR 6	NONE	Ten (10) working days	Budget Staff
	Reviews and signs the BFARs.	NONE	Two (2) working days	Budget Officer
	Revises the BFARs, if necessary.	NONE	Two (10) working days	Budget Staff
	Signs the BFARs and endorses the same to the Comptroller Division.	NONE	one (1) working day	Budget Officer



Comptroller Division endorses back the BFARs to the Budget Section after signing.	Budget Section endorses the BFARs to the AFG Director then to the Head of the Agency for approval.	NONE	one (1) working day	Budget Officer
	The Budget Section submits the fully signed BFARs to COA-PS.	NONE	one (1) working day	Budget Staff
	TOTAL	NONE	25 days	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Answer the customer feedback form and drop it at the designated Suggestion Box of the service unit
How feedback is processed	The Suggestion Box is regularly opened, compiled and recorded by the concerned office. Feedback requiring answers are forwarded to the concerned office/personnel and they are required to answer within ten (10) working days from the receipt of the feedback.
How to file a complaint	Answer the customer feedback form and write your complain under the space provided for Comments/Suggestions/Complaints/Compliment
How complaints are processed	Upon opening of the Suggestion Box, all complaints will be forwarded to the Chief of the concerned office or the next higher position for evaluation and investigation.
Contact Information of PS-PhilGEPS	PS-DBM: (agency@ps-philgeps.gov.ph ; supplier@ps-philgeps.gov.ph) PCC: 8888 Whistleblower Line: +639190719400



List of Offices

Office	Address	Contact Information
HEAD OFFICE		
PS-DBM	RR Road, Cristobal St., Madrigal Compound, Paco, Manila	8689-7750 8689-7751
PhilGEPS	Arcache Bldg. Gen. Solano St. Corner Nepomuceno St. San Miguel Manila	8640 6906 to 09
REGIONAL DEPOTS		
BAGUIO	PS-DBM-CAR No .8 Gen. F. Segundo St. Brgy. Legarda-Burnham Baguio City	Mr. Clifford D. Dagoyen 0945-169-7920 Ms. Jezamine Karla G. Dela Cruz 0917-599-4488
LA UNION	PS-DBM RO I Government Center Sevilla San Fernando, La Union	Mr. Alvin O. Carillo 0917-245-4762
TUGUEGARAO	PS-DBM-RO II Regional Government, Center Carig, Tuguegarao City	Mr. Winston S. Iquin 0917-245-4762
PAMPANGA	PS-DBM-RO III Regional Government Center Maimpis, San Fernando City Pampanga	Mr. Jeff Pangilinan 0961-529-0149 Mr. Daniel D. Dione 0936-951-5809
LEGAZPI	PS-DBM-RO V Lakandula Drive, Cogon, Legazpi City	Ms. Adelina B. Serrano 0917-107-1568



		Mr. Allan Abegonza 0956-841-5745 Ms. Lalaine Carretero 0915-668-8158
CEBU	PS-DBM- RO VII Sudlon (Near Eco-Tech Ctr.)Lahug , Cebu City	Ms. Lean Bliss Abuzo 0927-977-4982/0929-052-7641 Mr. Jewel M. Catuba 0923-910-4739
TACLOBAN	PS-DBM RO VIII Brgy. 77 , Villa Ruiz Marasbaras , Tacloban City	Mr. Ceferino Homeres 0917-495-5426 Ms. Ma. Teresa A. Aguilos 0936-276-7571/0917-108-4606 Mr. Raul S. Ramos 0928-359-7590/0915-468-2347
CAGAYAN DE ORO	PS-DMB-RO X Zone I, National Highway Bulua, Cagayan De Oro City	Ms. Gemmarie Ann Teric Mr. John Paul J. Brina 0997-173-0451/ (088) 881-5607
DAVAO	PS-DBM-RO XI Km. 3, Mac Arthur Highway Matina, Davao City	Mr. Renato L. Quijano 0905-329-7101 Ms. Maria Lourdes M. Lopena 0923-242-8939
KORONADAL	PS-DBM-RO XII Brgy. Morales , Koronadal City	Ms. Kristine Michelle A. Fredile Ms. Angeline Grace M. Orcullo 0917-706-4415
BUTUAN	PS-DBM-RO XIII JP Rosales Avenue, Butuan City	Mr. Dennis Y. Villanueva 0917-497-2256 Ms. Imelda D. Diola 0917-703-0053



SUB-DEPOTS		
BONTOC	BONTOC PROVINCIAL HOSPITAL Bontoc, Mt. Province	0949-795-6614
PUERTO PRINCESA	CITY COLISEUM Barangay San Pedro Puerto Princesa City	(048) 434-0548 0915-196-2595 0915-177-7739
BACOLOD	PROCUREMENT SERVICE DEPOT-Negros Occidental Cottage Road, Barangay 9, Bacolod City	(034) 433-7138 0915-052-8584
BILIRAN	PROVINCIAL CAPITOL General Services Office Calumpang , Naval , Biliran	(053) 500-4116
BORONGAN	CAPITOL BUILDING Barangay Alang-Alang , Borongan City	(055) 560-9352
CALBAYOG	CALBAYOG CITY NEW PUBLIC MARKET Barangay Bagacay , Calbayog City	(055) 301-1338
CATARMAN	New Provincial Capitol Compound Barangay Dalakit, Catarman Northern Samar	0927-841-1146 (055) 251-8100F (055) 500-9553
MAASIN	Provincial Engineering Office Capitol Compound Maasin City	0917-959-5891 (053) 570-8680



ZAMBOANGA CITY	Legionaire St. Zone 4 Zamboanga City (Near LTO) In front of Brgy Hall of Zone 4	(062) 991-2185 (062) 992-4315
ZAMBOANGA SIBUGAY	Provincial Government of Ipil Brgy. Sanito, Zamboanga Sibugay	0917-676-0004 (062) 333-5469
BUKIDNON	New Valencia City Integrated Bus Terminal Bus Terminal Complex Hagkol Valencia City	(088) 828-2031
CAMIGUIN	PROVINCIAL CAPITOL Mambajao , Camiguin	(088) 387-0162 (088) 387-0575
MISAMIS OCC. OROQUIETA	PROVINCIAL CAPITOL Oroquieta City	(088) 531-0135 (088) 531-0609
MISAMIS ORIENTAL	PROVINCIAL CAPITOL Prov'l Booking Center Capitol Compound, Luna St. Cagayan De Oro City	(088) 22-726-584
SURIGAO DEL NORTE	CAPITOL COMPOUND Capitol Surigao City	(086) 231-6714 (086) 231-6714
MINDANAO HUB	Piapingltum, Macabalan, Cagayan de Oro City	(088) 859-0003 0997-280-2628