



PROCUREMENT SERVICE - DEPARTMENT OF BUDGET AND MANAGEMENT (PS-DBM)

**CITIZEN'S CHARTER 2025
1st Edition**

FOREWORD

The Procurement Service of the Department of Budget and Management (PS-DBM) is the central procurement arm of the Philippine government for Common-Use Supplies and Equipment (CSE). Through the procurement of CSE from the right source, with the right quantity, quality, price, and at the right time and delivery, PS-DBM contributes to the government's efficient public service and the country's economic development anchored on DBM's Agenda for Prosperity.

With more than 45 years of experience in procurement and service, PS-DBM remains a steadfast partner of the government through diligent adherence to statutory requirements that guarantee delivery of excellent goods and customer service that are responsive to the needs of its clientele.

The Citizen's Charter provides the detailed internal and external services of the agency, as it commits to continuously enhance its policies, processes and procedures that bring about the best outcome for the benefit of all its stakeholders. These are aimed at cultivating a procurement environment that is fair, just and competitive — especially in this age of procurement and digital transformation. This Document also embodies the service standards upheld by PS-DBM's highly competent supply chain professionals.

The PS-DBM Citizen's Charter outlines the agency's commitment to excellent public service as part of its dedicated effort to make government acquisition steadily competitive, effective, efficient, transparent and accountable.

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GENMARIES S. ENTREDICHO - CAONG
Executive Director V

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 equipment 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 Philippine 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 - Department of Budget and Management (PS-DBM), are committed to being the trusted and preferred procurement partner of the Philippine public sector by:

- P** – providing quality, economical, efficient, and sustainable procurement of Common-Use Supplies and Equipment (CSE).
- S** – satisfying applicable statutory and regulatory requirements
- D** – developing competent personnel
- B** – building trust and strong partnership with stakeholders
- M** – managing PhilGEPS effectively

PS-DBM aims to continuously improve the efficiency and effectiveness of our Quality Management System.

Produkto at Serbisyo para sa Diyos, Bayan at Mamamayan.

Accordingly, the Quality Policy and Objective show that PS-DBM commits to satisfy customer requirements and continually improve the quality management system.

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EXTERNAL SERVICES

1. Red Membership Registration

Office/Division:	PhilGEPS - Customer Service (CS)	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government	
Who may avail:	Merchants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p><i>Any of the following documents stated below:</i></p> <ol style="list-style-type: none"> 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 (PRC) Identification Card (for Individual Local Consultant) 		<ol style="list-style-type: none"> 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, training/s, qualifications, and academic background including their degrees, research, awards, teaching experience, etc. 5. Professional Regulation Commission Office - PRC ID proves that they are registered professionals in the Philippines.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Activity 1: Getting Started: Username Creation (4 steps)</p> <p>Step 1: Go to www.philgeps.gov.ph.</p> <p>Step 2: Click "Sign Up" then select Merchant Registration.</p> <p>Step 3: Fill out the Online Registration Form.</p> <p>Step 4: Click the "Send OTP to Email" button.</p> <ul style="list-style-type: none"> • Merchants will check their registered email to get the One Time Pin (OTP). (OTP is valid for 5 minutes only) • Fill in the OTP Verification field. Successful Verification will proceed to the Login page. <p>Activity 2: Red Membership Application (6 steps)</p> <p>Step 5: Proceed to the Login page then log in as Merchant.</p> <p>Step 6: Click the "Apply for Red Registration" icon from the Pending Task page.</p> <p>Step 7: Fill out the Registration Form for additional details of</p>	<p>Activity 3: Approval / Disapproval of Red Membership Application (2 steps)</p> <p>In the Pending Task page, click the number link corresponding to Pending Red Registration Approval.</p> <p>Step 11:</p> <p>1) If APPROVED, the Administrator will click the "Approve" button. 2) The system will automatically send out Approval Notification to the registered email of the contact person.</p> <p>Step 12:</p> <p>1) If DISAPPROVED, the Administrator will indicate the Reason for Disapproval in the Comment text box then click the "Reject" button. 2) The system will automatically send out Disapproval Notification to the registered email indicating the Reason for Disapproval.</p>	N/A	One (1) working day	PMO

<p>their business.</p> <p>Step 8: Click the "Browse" button to upload supporting documents as proof of business existence or expertise (for Individual Local/Foreign Consultant).</p> <p>Step 9: Tick the check box to certify that the information is true and accurate.</p> <p>Step 10: Click the "Submit" button.</p>				
TOTAL		N/A	1 working day	

2. Platinum Membership Application

Office/Division:	PhilGEPS - Customer Service (CS)			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Merchants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><i>The following documents stated below are applicable for both Local and Foreign Businesses:</i></p> <ol style="list-style-type: none"> 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) 		<ol style="list-style-type: none"> 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) license and registration (if applicable)		5. Philippine Contractors Accreditation Board (PCAB) Office		
6. PhilGEPS Sworn Declaration of Compliance		6. PhilGEPS website (downloadable)		
<i>For Individual Local/Foreign Consultant: (Public Bidding)</i>		<i>For Individual Local/Foreign Consultant: (Public Bidding)</i>		
1. Curriculum Vitae / Resume		1. It's an individual responsibility to provide a summary of their experience, training/s, qualifications, and academic background including their degrees, research, awards, teaching experience, etc.		
2. PhilGEPS Sworn Declaration of Compliance		2. PhilGEPS website (downloadable)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activity 1: Platinum Application (7 steps) Step 1: Go to www.philgeps.gov.ph Step 2: Click "Log In" then follow the Login instructions. Step 3: In the Pending Task page, click the number across "Upgrade Platinum Registration" or Click the "Menu" icon on the top left portion of the screen, select "Organization" then "Upgrade to Platinum". Step 4: Fill out the Platinum Application Form and upload the relevant and valid	Activity 2: Evaluation of Application (3 steps) Step 8: Log in to the PhilGEPS website. Step 9: In the Pending Task page, click the number link corresponding to Pending Platinum Registration Approval. Step 10: Review the documents uploaded by the Merchant in their Platinum Application. Activity 3: Approval / Disapproval of Platinum Application (2 steps) Step 11: PhilGEPS Administrator approves /	Php 5,030.00 Platinum Membership Certificate (inclusive of Documentary Stamp Tax - Php 30.00) Note: with additional convenience fee for the Online Payment that varies based	Within seven (7) working working days (from Application, Evaluation of uploaded Documents to Approval / Disapproval, to Approval of Payment)	PMO

documents. Step 5: Tick the check box to certify that the information entered is true and accurate. Step 6: Select Mode of Payment, whether to pay through Oncoll (any Landbank branch) or Pay Online (using the Landbank eBizPortal).	disapproves application of Merchant. Step 12: If APPROVED, proceed for the approval of payment. If DISAPPROVED, provide reasons for disapproval and submit. The system will automatically send out Notification to the registered email indicating the Reason for Disapproval.	on payment outlet		
Step 7: Click the "Submit for Approval" button. Activity 5: View / Print / Download Certificate (1 step) Step 14: Once merchants receive the: a. Approval Notification, they can follow the instructions on How to View / Print / Download their Platinum Membership Certificate. b. Disapproval Notification, the merchant will have to correct their entries based on the reason for disapproval then once done, re-submit their platinum application.	Activity 4: Payment Approval (1 step) Step 13: Approve payment then submit. 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 the PhilGEPS website.			
	TOTAL	Php 5,030.00	7 working days	

3. Government Agency Registration

Office/Division:	PhilGEPS - Customer Service (CS)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Agency Registration Form 2. One (1) Valid Government / Agency Issued ID of the Authorized Representative		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 Government 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: Agency Registration Application (2 steps) Step 4: Complete the Registration Form duly signed by the Head of the Procuring Entity or the Authorized Representative together with one (1)	Activity 3: Processing of Agency Registration Application by Procurement Management Officer (PMO) (2 steps) Step 6: 1) If the received Agency Registration Form has complete information, the PMO Staff will acknowledge the email. 2) If not, the PMO will respond to the email and ask to complete the information or provide the necessary details. Step 7: 1) If the Agency is already registered, the PMO Staff will only Create New Contact. 2) If not, agency registration will be processed by the PMO Staff	N/A	Within three (3) working days upon acknowledgement	PMO

Valid Government / Agency Issued ID. Step 5: Once filled out, send the accomplished Agency Registration Form to agency@ps-philgeps.gov.ph.				
	TOTAL	N/A	within 3 working days	

4. Modernized PhilGEPS (eBidding) Training for Government Agencies (In-Person)

Office/Division:	IT Research and Planning Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal request letter addressed to the PS-DBM Executive Director		1. Client Agency's Head of the Procuring Entity (HOPE) Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activity 1: Draft a formal request letter for a face-to-face Modernized PhilGEPS Training for Government Agency addressed to the PS-DBM Executive Director	Activity 3: Processing the request 1) Once received, the ITRPD staff will acknowledge the email. 2) The ITRPD staff will route the formal request letter to the Office of the Executive Director for approval and further instructions. 3) If the formal request is approved by the Executive Director, the ITRPD Staff will	N/A	Within three (3) working days upon acknowledgment	ITRPD

Activity 2: Once finalized and signed by the Client Agency's HOPE, send the formal request letter to itresearch@ps-philgeps.gov.ph.	arrange for a resource speaker from the pool of trainers and prepare the necessary documents for the activity. 4) In the event the resource speaker is unavailable, ITRPD will contact the client agency to reschedule or suggest an online training.			
	TOTAL	N/A	within 3 working days	

5. Modernized PhilGEPS (eBidding) Training for Government Agencies (Online)

Office/Division:	IT Research and Planning Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online registration for mPhilGEPS Online Training		1. PS-DBM Website 2. PhilGEPS Website 3. Through ITRPD email		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activity 1: Register for the mPhilGEPS Online training through: <ol style="list-style-type: none"> 1. https://ps-philgeps.gov.ph/home/ 2. https://philgeps.gov.ph/ 	Activity 1: Scheduling 1) The ITRPD will schedule the online training.	N/A	Within three (3) working days upon acknowledgment	ITRPD

<p>3. sending a request to itresearch@p s-philgeps.go v.ph</p> <p>Activity 3: Confirmation</p> <p>1) upon receiving the invitation, the client agency will fill out the confirmation form.</p> <p>Activity 5: Attendance and Post-Training Evaluation</p> <p>1) Client agencies will fill out the attendance link during the training and post-training evaluation on the last part or after the training session.</p>	<p>Activity 2: Invitation</p> <p>2) Once the schedule is finalized, the ITRPD staff will send invitations and confirmation forms to client agencies who registered in the portal.</p> <p>Activity 4: Reminder of Training and details</p> <p>3) After the deadline of confirmation, the ITRPD will send the training details to the confirmed client agencies.</p> <p>Activity 5: Online Training session</p> <p>1) During the event, the ITRPD will provide the attendance and post-training evaluation link to client agencies. This will be the basis for issuing the certificate of participation.</p> <p>Activity 6: Certificate of Participation</p> <p>1) The day following the training, the ITRPD will issue the certificate of participation through email to client agencies who completed the attendance and post-evaluation form.</p>			
	TOTAL	N/A	within 3 working days	

6. Modernized PhilGEPS (eBidding) Training for Merchants (Online)

Office/Division:		IT Research and Planning Division			
Classification:		Simple			
Type of Transaction:		G2B - Government to Business			
Who may avail:		Merchants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Online registration for mPhilGEPS Online Training			1. PS-DBM Website 2. PhilGEPS Website 3. Through ITRPD email		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Activity 1: Register for the mPhilGEPS online training through: <ul style="list-style-type: none"> 4. https://ps-philgeps.gov.ph/home/ 5. https://philgeps.gov.ph/ 6. Sending a request to itresearch@ps-philgeps.gov.ph Activity 3: Confirmation 1) Upon receiving the invitation, the merchants will fill out the confirmation form. Activity 5: Attendance and Post-Training Evaluation 1) Merchants will fill out the	Activity 2: Scheduling 1) The ITRPD will schedule the online training. Activity 2: Invitation 2) Once the schedule is finalized, the ITRPD staff will send invitations and confirmation forms to merchants who registered in the portal. Activity 4: Reminder of Training and details 3) After the deadline of confirmation, the ITRPD will send the training details to the confirmed merchants. Activity 5: Online Training session 1) During the event, the ITRPD will provide the attendance and post-training evaluation link to merchants. This will be the basis for		N/A	Within three (3) working days upon acknowledgement	ITRPD

attendance link during the training and post-training evaluation on the last part or after the training session.	issuing the certificate of participation. Activity 6: Certificate of Participation 1) The day after the training, the ITRPD will issue the certificate of participation through email to merchants who completed the attendance and post-evaluation form.				
	TOTAL		N/A	within 3 working days	

7. Sale of Bidding Documents

Office/Division:	Bids and Awards Committee (BAC) Secretariat Division																				
Classification:	Simple																				
Type of Transaction:	G2B – Government to Business																				
Who may avail:	Prospective Bidders																				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE																		
1. Order of Payment 2. Official Receipt (of the price stated in the bidding documents)			1. BAC Secretariat 2. Cashier																		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE																	
Step 2: Fills out an Order of Payment form provided by the BAC Secretariat specifying the details of the bidding documents to be purchased and proceed to the cashier’s office for payment	Step 1: Provide a copy of Order of Payment to the Bidder.	<table><tr><th>Approved Budget for the Contract</th><th>Maximum Cost of Bidding Documents (in Philippine Peso)</th></tr><tr><td>500,000 and below</td><td>500.00</td></tr><tr><td>More than 500,000 up to 1 Million</td><td>1,000.00</td></tr><tr><td>More than 1 Million up to 5 Million</td><td>5,000.00</td></tr><tr><td>More than 5 Million up to 10 Million</td><td>10,000.00</td></tr><tr><td>More than 10 Million up to 50 Million</td><td>25,000.00</td></tr><tr><td>More than 50 Million up to 500 Million</td><td>50,000.00</td></tr><tr><td>More than 500 Million</td><td>75,000.00</td></tr></table>	Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)	500,000 and below	500.00	More than 500,000 up to 1 Million	1,000.00	More than 1 Million up to 5 Million	5,000.00	More than 5 Million up to 10 Million	10,000.00	More than 10 Million up to 50 Million	25,000.00	More than 50 Million up to 500 Million	50,000.00	More than 500 Million	75,000.00	30 minutes	BAC Secretariat	
Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso)																				
500,000 and below	500.00																				
More than 500,000 up to 1 Million	1,000.00																				
More than 1 Million up to 5 Million	5,000.00																				
More than 5 Million up to 10 Million	10,000.00																				
More than 10 Million up to 50 Million	25,000.00																				
More than 50 Million up to 500 Million	50,000.00																				
More than 500 Million	75,000.00																				

Step 3: Pay the exact price of the bidding documents as indicated and issue corresponding Official Receipt.	Step 4: BAC Secretariat will issue the copy of the bidding document once the bidder presents the original official receipt.			Cashier Staff BAC Secretariat
	TOTAL	Please refer to the Table Matrix	30 minutes	

8. Processing of Procurement Contracts

Office/Division:	Contract Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
Who may avail:	Merchant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Framework Agreement for Regular CSE Items and Consumables; 2. Notice to Execute Framework Agreement		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Step 1. Draft the Framework Agreement based on the Notice to Execute Framework Agreement and endorse the draft for approval of the authorized representative.</p> <p>Step 2. Inform the merchant of the availability of the approved Framework Agreement, through electronic mail.</p>	N/A	5 working days	PMO IC

Step 1. Receive the copy of Notice to Execute Framework Agreement and the approved Framework Agreement via email, and proceed to the Procurement Office of the PS-DBM Main Office.				
Step 2. Post required Performance Security.	Step 3. Check the form and amount of performance security posted by the merchant in accordance with Section 68 of Republic Act (RA) No. 12009 [New Government Procurement Act (NGPA)] and its Implementing Rules and Regulations.	N/A	15 minutes	PMO IC
Step 3. Sign the Framework Agreement.	Step 4. Receive the signed Framework Agreement.	N/A	15 minutes	PMO IC
	Step 5. Facilitate notarization of the signed Framework Agreement. Step 6. Provide the notarized copy of the Framework Agreement to the merchant.	N/A	1 working day	PMO IC

Step 4. Receive the Notarized Framework Agreement.				
	TOTAL	N/A	6 working days and 30 minutes	

9. Verification of Contracts

Office/Division:	Contract Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government Agencies PS-DBM personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pertinent documents submitted by the bidder		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Send formal request for verification of ongoing and completed contracts of a bidder for post-qualification purposes.	Step 1. Review the request and check for completeness of the details provided (bidder involved, specific procurement contracts covered and projects involved, among others). Request additional documentation if necessary.	N/A	1 working day	PMO IC
	Step 2. Check the records within the division for existing data on the bidder's contracts, as well as the status of the contracts with other	N/A	3 weeks	PMO IC

	<p>divisions concerned. Draft the final list of contracts issued to the bidder subject for post-qualification with corresponding details per contract.</p> <p>Step 3. Route the list for checking and approval of the Head of the Division.</p> <p>Step 4. Issue the approved list with details of contracts to the client agency.</p>			
Step 2. Receive the list with details of the contracts.				
	TOTAL	N/A	3 weeks and 1 working day	

10. Processing of Requests Relative to Contract Implementation

Office/Division:	Contract Management Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Merchant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supporting documents relative to the request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Send formal request in relation to contract implementation, attaching	Step 1. Review the request and check for sufficiency of the supporting documentation.	N/A	1 working day	PMO IC

supporting documentation and citing justifications for the request.	Request additional documentation if necessary.			
	<p>Step 2. Review the merits of the request based on existing records within the division, as well as of other divisions concerned.</p> <p>Step 3. Draft the reply.</p> <p>Step 4. Route the draft response for checking and approval of the Head of the Division and, if necessary, of the immediate supervisor.</p> <p>Step 4. Issue the reply to the request.</p>	N/A	3 weeks	PMO IC
Step 2. Receive the reply to the request.				
	TOTAL	N/A	3 weeks and 1 working day	

11. CSE Items Ordering through Virtual Store (VS)

Office/Division:	Marketing and Sales Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Government Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Agency Registration Form 2. Uploaded APP-CSE 3. eWallet Fund 4. Appointment Confirmation		1. PS-DBM website (downloadable) 2. mPhilGEPS Virtual Store platform 3. Government Agency Fund Resources 4. Online Appointment Portal (OAP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Login to mPhilGEPS Facility and access the Virtual Store (VS) platform Step 2: Select CSE items from the catalogue		N/A	10 mins	Client using VS online facility
Step 3: Submit printed copy of appointment confirmation from OAP and VS Receipt or Order Confirmation Receipt	Step 4: Receive OAP and review the submitted order confirmation; If, for pick-up endorse to WADD		5 mins	MSD PMOIC
Step 5: eWallet funding 5.1 Issue check payment 5.2 LDDAP-ADA Deposit Slip	Step 6: Issue order payment form. Validate the transaction details and payment		10 mins	MSD Client
	Step 7: Issuance of Official Receipt (OR)		10 mins	Cashier
Step 8: Check the issued OR and the Order Confirmation	Step 9: Receive and secure the order of payment copy.		5 minutes	Client MSD
Step 8: Answer the Client Satisfaction Measurement Survey (CMS) by filling out thru QR Code and on manual print out			5 mins	Client
	TOTAL	N/A	45 minutes	

12. Motor Vehicle Ordering through eMarketplace

Office/Division:	Marketing and Sales Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. mPhilGEPS Account (Agency Buyer Role) 2. APP CSE 3. eWallet Fund 4. Authority to Purchase Motor Vehicle(APMV) 5. Order Form 6. Inspection and Acceptance Report 7. Purchase Completion Form 		<ol style="list-style-type: none"> 1. mPhilGEPS platform 2. PS-DBM Website/ mPhilGEPS website (Downloadable) 3. Government Agency Fund Resources 4. Department of Budget and Management (DBM) 5. eMarketplace Facility (Downloadable) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Activity 1: Placing an Order</p> <p>Step 1. Log in to mPhilGEPS using the Agency Buyer credentials and click the eMarketplace tab.</p> <p>Step 2. Go to the Motor Vehicle Category, select the item, and click BUY NOW.</p> <p>Step 3. Select the delivery method, mode of payment, and upload the signed Order Form and Authority to Purchase Motor Vehicle (APMV).</p> <p>3.1. Client must ensure their eWallet in the eMarketplace has</p>	<p>Activity 2: Validation and Approval of Orders</p> <p>Step 1. Log in to mPhilGEPS using the PS-Admin account and click the eMarketplace tab.</p> <p>Step 2. Click Pending Orders to view and validate uploaded documents.</p> <p>2.1 If disapproved, click Decline. If approved, click Approve button, to confirm the orders.</p>		within 3 working days	PMO

<p>sufficient funds before proceeding to checkout. If fund is insufficient, deposits can be made via cash, check, of LDDAP-ADA</p> <p>3.2. Email proof of payment (validated LDDAP advice or deposit slip) to helpdesk@ps-philgeps.gov.ph</p> <p>Step 4. Click the Place Order button, then agree to the Terms and Conditions. Then wait for order confirmation.</p>	<p>2.2 Once approved, order will be forwarded to merchants for processing and delivery of the ordered item.</p>			
<p>Activity 3. Receiving the delivery of the motor vehicle.</p> <p>Step 1. Log-in and access the "My Orders" tab in the eMarketplace and select the "To Receive" option.</p> <p>Step 2. Confirm receipt by clicking "Order Received" and uploading proof of delivery, such as an Inspection and Acceptance Report.</p> <p>Step 3. Provide feedback through a star rating and a review</p>			<p>(delivery days depends on supplier)</p>	<p>CLIENT</p>
	TOTAL	N/A	3 working days	

13. Software and Licenses Purchase

Office/Division:	Marketing and Sales Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government,			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Agency Procurement Request 2. Payment 3. Confirmed reply Action Document (RAD) 4. Certificate of Acceptance		1. PS- PhilGEPS website (downloadable) Agency Procurement Request Form 2. Emailed by the PMO in-charge to the end-user 3. Provided by the fulfiller		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Submit approved APR and payment	Step 2: Receive and issue Order of payment Form and check: check the validity and completeness of the documents	N/A	5 minutes	Client MSD PMOIC
	Step 3: Assign NTD No. and prepare the Sales Order		10 minutes	MSD
	Step 4: Forwarded to cashier for the issuance of OR		35 mins	Cashier
	Step 5: Processing of request, request, final proposal and creation of RAD		30 mins	MSD
Step 6: Confirmation of RAD	Step 7: Submission of necessary documents to Contract Management Division for Order Form/PO processing		15 mins	Client MSD

	Step 8: Issuance of OF/PO to the fulfiller		15 mins	PMO
Step 9: Issuance of Certificate of Acceptance	Step 10: Issuance of RFI ICAR and DR		1-2 hrs	Client MSD
Step 11: Acceptance of DR				Client
	TOTAL	N/A	4 hours	

14. Airline Ticket Registration

Office/Division:	Marketing and Sales Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Fares Agreement (GFA) Form		1.PS-PhilGEPS website (Download)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Access PS-DBM website www.ps-philgeps.gov.ph , and go to Download Tab, find the GFA form and download the file (excel format).		N/A		Client using the PS-PhilGEPS website
Step 2: Read the form and fill-out all the blank boxes and spaces in the downloaded form		N/A		
Step 3: Seek approval and signature of the client-agency's authorized signatory/ representatives		N/A		

Step 4: Submit the two (2) original copies of the duly signed and completed GFA form to PS-DBM Marketing and Sales Division (MSD) with payment as initial deposit	Step 5: Review and check the completeness of the submitted forms.	N/A	5 mins	Client MSD PMOIC
	Step 6: Assign and issue the order of payment reference number	N/A	5 mins	MSD
Step 7: Submit the GFA Form and payment to the Cashier Section	Step 9: Issuance of Official Receipt (OR)	N/A	10 mins	Client Cashier Section
Step 8: Check the correctness of the OR amount against the GFA Form	Step 9: Check the documents and secure a copy of the GFA Form with stamp paid		5 mins	Client MSD
Step 10: Received a copy of the GFA Form with stamp paid			5 mins	Client
	Step 11: Send an email to Airline partners on the agency (new) registration to the system		5 mins	MSD
Step 12: After receipt of credentials from Airlines. Agency's Corporate Administrator (PAL/AA) shall register their GFA representatives	Step 13: After receipt of notification from Airlines. PMOIC shall register the client-agency's GFA Representatives (CEB)		30 minutes	Client MSD
	TOTAL	N/A	1 Hour and 5 minutes	

15. Training for Procuring Entities (VS, APP-CSE, eMarketplace) Hybrid Session - In-person or Online

Office/Division:	Marketing and Sales Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal request letter addressed to the Executive Director or Deputy Executive Director of Operations, Supply Chain and Logistics Group (OSLG)		1. Procuring Entities (PEs) Head Office or Division's Head		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Activity 1: Draft a formal request letter for an in-person or virtual Modernized PhilGEPs on Virtual Store, GFA and eMarketplace Training for Government Agency addressed to the ED or OSLG DED</p> <p>Activity 2: Once finalized and signed by the Client Agency's HOPE, send the formal request letter to helpdesk@ps-philgeps.gov.ph</p>	<p>Activity 3: Processing the request</p> <p>1) Once received a Formal request letter, the OSLG staff will acknowledge the email.</p> <p>2) The MSD staff will route the formal request letter to the ED or OSLG Director for approval and further instructions.</p> <p>3) If the Formal request is approved by the OSLG DED, the Chief of MSD or CS Team Lead for CS PMOIC will arrange for a resource speaker from the pool of training and prepare the necessary documents for the activity</p>	N/A	Within three (3) working days upon acknowledgment	MSD

	4) MSD provides a letter reply and will contact the client agencies for the training details and schedule.			
	TOTAL	N/A	3 working days	

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

Office/Division :	Inspection Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Merchants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Forms: 1. Request for Inspection(RFI) 2. Merchant's Delivery Receipt(SDR) 3. Purchase Order(PO) 4. Inspection and Evaluation Report(IER) 5. Inspection and Certification of Acceptance Report(ICAR) 6. Rejection Notice(RN) 7. Sample Withdrawal Form(SWF) 8. 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: Inspection and evaluation of the actual delivery from the merchant Inspection staff receives the random samples taken from the delivery and record in the log sheet	N/A	3 minutes	PMOIC/ Inspector

	Once SWF is received, Procurement Management Officer In-Charge (PMOIC) conducts preliminary inspection and evaluation (Physical & Visual inspection) of the actual item against the required Technical Specifications		24 hours	
	<p>Step 2: Preparation of Inspection and Evaluation Report (IER)</p> <p>If the delivery passed the physical & visual inspection and evaluation of the actual item, and does not require GATC testing, PMOIC prepares IER (proceeds to step 7)</p> <p>If the delivery fails to comply with the required technical specifications, PMOIC prepares IER showing non-compliance (proceed to step 7)</p> <p>If the item delivered requires GATC testing, PMOIC prepares partial IER (proceed to step 3)</p>		9 minutes	PMOIC/ Inspector
	<p>Step 3: Preparation of Endorsement Letter</p> <p>PMOIC prepares Endorsement Letter for testing then sends to merchant & Government Accredited Testing Center (GATC) through email</p>		9 minutes	PMOIC/ Inspector

Step 4: Payment of testing fee to GATC	PMOIC receives a copy of Official Receipt (OR) issued by the GATC	The merchant shall pay for the testing fee at GATC and sends the Official Receipt to PMOIC	2 WD	PMOIC/ Inspector & merchant
	Step 5: Submission of samples for testing at GATC		2 WD - within Metro Manila	PMOIC/ Inspector
	PMOIC sends sample to GATC		3 WD - outside Metro Manila	
	PMOIC waits for the Test Report from GATC		Simple: 1 month Complex: 2 months	
	Step 6: Evaluation of Test Report from GATC		4 minutes	PMOIC/ Inspector & ID Chief
	PMOIC evaluates Test Report from GATC against the required technical specifications			
	If the item passed GATC testing, PMOIC accomplishes IER and forwards to ID Chief for approval (proceed to step 7)		7 minutes	
	If the item fails GATC testing, PMOIC accomplishes IER showing non-compliance and forwards to ID Chief for approval (proceed to step 7)		7 minutes	
	Step 7: Preparation of ICAR/Rejection Notice		8 minutes	PMOIC/ Inspector
	If the item is compliant with the required technical			

	specifications, PMOIC prepares ICAR			
	If the item is non-compliant with the required technical specifications, PMOIC prepares Rejection Notice (RN)		10 minutes	
			CSE with no GATC & compliant: within 2 WD	
			CSE with GATC & compliant: Simple - 1 month; Complex - 2 months	
	TOTAL	N/A	CSE with no GATC but non-compliance: t: within 2 WD	
			CSE with GATC but non-compliance: Simple - 1 month; Complex - 2 months	

17. Pre-Delivery Inspection and Evaluation of Common Use Supplies and Equipment (CSE)

Office/Division :	Inspection Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Merchants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Forms: 1. Notice of Pre-Delivery Inspection(NTC) 2. Request for Inspection(RFI) 3. Merchant's Delivery Receipt(SDR) 4. Purchase Order(PO) 5. Inspection and Evaluation Report(IER) 6. Inspection and Certification of Acceptance Report(ICAR) 7. Rejection Notice(RN) 8. 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: Request for Pre-Delivery Inspection <u>For CSE Under Bulk Ordering:</u> Upon receipt of Call Off / Purchase Order, supplier requests a schedule of inspection via email. Request must contain the following: <ol style="list-style-type: none"> 1. Item to be inspected 2. Framework Agreement (FA) Number 3. Quantity to be inspected 4. Preferred date and time 		N/A	N/A	WADD & Merchant

<p>of inspection</p> <p>5. Address of the warehouse / office</p> <p><u>For Other CSE - Direct Delivery</u></p> <p>Upon receipt of a Call Off / Purchase Order for direct delivery, the supplier submits a copy of the Delivery Receipt (DR) to Warehousing and Delivery Division (WADD) for preparation of a Request for Inspection (RFI)</p>				
	<p>Step 2: Preparation of Notice of Pre-Delivery Inspection</p> <p>Upon receipt of the RFI (either from Supplier or WADD), the Procurement Management Officer In Charge (PMOIC) prepares a Notice of Pre-Delivery Inspection (NTC) and sends it to the supplier via email.</p>		15 minutes	PMOIC/ Inspector & Merchant

	<p>Notice contains the following details:</p> <ol style="list-style-type: none"> 1. Item to be inspected 2. Reference Number (Call Off / Purchase Order / FA) 3. Quantity to be inspected 4. Date and Time of inspection 5. Venue (Supplier's warehouse / office) 			
	<p>Step 3: Travel to Supplier's Warehouse / Office</p> <p>PMOIC travels to the designated location by the supplier where the items to be inspected are stored on scheduled date and time.</p>		2 hours	PMOIC/ Inspector
	<p>Step 4: Inspection and evaluation of the items to be delivered</p> <p>PMOIC conducts preliminary inspection and evaluation (Physical & Visual inspection) of the actual item against the required Technical</p>		24 hours	PMOIC/ Inspector

	<p>Specifications</p> <p>If needed, PMOIC takes samples to be further inspected in the ID Office</p>			
	<p>Step 5: Preparation of Pre-Delivery Inspection and Evaluation Report (PDIER)</p> <p>If the delivery passed the physical & visual inspection and evaluation of the actual item, and does not require GATC testing, PMOIC prepares PDIER (proceeds to step 10)</p> <p>If the delivery fails to comply with the required technical specifications, PMOIC prepares PDIER showing non-compliance (proceed to step 11)</p> <p>If the item delivered requires GATC testing, PMOIC prepares partial PDIER (proceed to step 6)</p>		9 minutes	PMOIC/Inspector

	Step 6: Preparation of Endorsement Letter PMOIC prepares Endorsement Letter for testing then sends to merchant & Government Accredited Testing Center (GATC) through email		9 minutes	PMOIC/ Inspector
Step 7: Payment of testing fee to GATC	PMOIC receives a copy of Official Receipt (OR) issued by the GATC	The merchant shall pay for the testing fee at GATC and sends the Official Receipt to PMOIC	2 WD	PMOIC/ Inspector & merchant
	Step 8: Submission of samples for testing at GATC PMOIC sends sample to GATC PMOIC waits for the Test Report from GATC		2 WD - within Metro Manila 3 WD - outside Metro Manila Simple: 1 month Complex: 2 months	PMOIC/ Inspector
	Step 9: Evaluation of Test Report from GATC PMOIC evaluates Test Report from GATC against the required technical specifications If the item passed GATC testing, PMOIC accomplishes PDIER and forwards to ID Chief for approval (proceed to step		4 minutes 7 minutes	PMOIC/ Inspector & ID Chief

	10) If the item fails GATC testing, PMOIC accomplishes PDIER showing non-compliance and forwards to ID Chief for approval (proceed to step 11)		7 minutes	
	Step 10: Submission of PDIER Copy to Supplier The supplier is given a copy of the PDIER for reference via email. (proceed to step 11)		5 minutes	PMOIC/ Inspector
	Step 11: Preparation of ICAR/Rejection Notice If the item is compliant with the required technical specifications, PMOIC prepares ICAR		8 minutes	PMOIC/ Inspector
	If the item is non-compliant with the required technical specifications, PMOIC prepares Rejection Notice (RN)		10 minutes	

			<p>CSE with no GATC & compliant: within 2 WD</p> <p>CSE with GATC & compliant: Simple - 1 month; Complex - 2 months</p> <p>CSE with no GATC but non-compliant: within 2 WD</p> <p>CSE with GATC but non-compliant: Simple - 1 month; Complex - 2 months</p>	
	TOTAL	N/A		

18. 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. OD Confirmation Number		1. mPhilGEPS Virtual Store platform www.ps-philgeps.gov.ph	
2. PS-Delivery Receipt (PS-DR)		2. Procurement Service - Warehousing and Delivery Division;	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Delivery				
Step 1: Client agency processes order/s through mPhilGEPS Virtual Store platform.		N/A	N/A	Client Agency
	Step 2: Generate the PS Delivery Receipt (PS-DR)	N/A	3 minutes per PS-DR	Inventory Management and Control Section Staff
	Step 3: Review, approve, and sign the PS-DR	N/A	3 minutes per PS-DR	Division Chief, Warehousing and Delivery Division
	Step 4: Record and print picklist per Warehouse Location	N/A	5 minutes per PS-DR	Inventory Management and Control Section Staff
	Step 5: Prepare schedule of delivery. Items must be delivered within seven (7) working days	N/A	15 minutes per delivery schedule	Delivery Operations Section Staff
	Step 6: Notice of Delivery to client-agency via email and/or PS-DBM website	N/A	10 minutes per delivery schedule	Delivery Operations Section Staff
	Step 7: Gather and consolidate stocks per PS-DR to the staging area as per delivery schedule.	N/A	15-30 minutes per delivery schedule	Storekeepers

	Step 8: Check and load items to the PS-Delivery Truck	N/A	30 minutes-1 hour per delivery schedule/truck	Checker and Warehouseman
	Step 9: Deliver items to the client agencies as per route schedule.	N/A	2-5 hours	Driver/Warehouseman
Step 10: Receive and sign the PSDR acknowledging that the delivered items are complete and in good order and condition.		N/A	N/A	Client Agency
	TOTAL	N/A	Processing of delivery schedule: 36 minutes Logistics timeline 2 hours and 45 minutes to 6 hours	

B. Pick-up

Step 1: Client agency processes order/s through mPhilGEPS Virtual Store platform.

Remarks from VS: Virtual Store order must be claimed within a specified period (three (3) working days for client-agencies within Metro Manila and seven (7) working days for agencies

outside Metro Manila) upon issuance of the OD confirmation number Failure to pick-up the items within the specified period will result in the cancellation of the order.				
Step 2: Submission of a copy of the OD Confirmation from the Virtual Store to WADD - Public Assistance and Complaint Desk (PACD)		N/A	N/A	Client Agency
	Step 3: Record, and review order, then assign appropriate queuing number to the client agency. Assign separate queuing numbers for small item quantities and bulk order quantities.	N/A	3 minutes per PS-DR	Assigned PACD Officer
	Step 4: Generate PS Delivery Receipt (PS-DR)	N/A	3 minutes per PS-DR	Inventory Management and Control Section Staff
	Step 5: Review, sign, and approve PS-DR	N/A	2 minutes per PS-DR	Division Chief, Warehousing and Delivery Division
	Step 6: Print picklist per Warehouse Location	N/A	3 minutes per PS-DR	Inventory Management and Control Section Staff

	Step 7: Consolidate and gather stock per PS-DR to staging area as per delivery schedule	N/A	5 -10minutes for small item quantities 15-30 minutes for bulk item quantities	Storekeepers
	Step 8: Check and load items in the Releasing Area into the client agencies' vehicle.	N/A	5 -10 minutes for small item quantities 15-45 minutes for bulk item quantities	Checker/ Warehouseman
Step 9: Receive and sign the PSDR acknowledging that the items are complete and in good order and condition.		N/A	N/A	Client Agency
	TOTAL	N/A	21 -31 minutes for small item quantities 1 hour and 26 minutes for bulk item quantities	

19. Procurement of Common-Use Supplies and Equipment (CSE) by Client Agency through the Regional and LGU Depots

Office/Division:	Regional Operations Office – Depot Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Agency Procurement Request (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
Step 1. Submit APR	1.1. Receives the APR. Check validity and completeness of documents and availability of items	N/A	5 minutes	PMO-In-Charge
	1.2. Assigns APR No. and prepare Sales Order, Delivery Receipt (DR)	N/A	30 minutes	PMO-In-Charge
Step 2 Receive DR and pay the corresponding amount indicated in the Delivery Receipt (DR).	2.1. Payment/fund balance verification an issuance of OR	Amount to be paid as indicated in the DR	15 minutes	Cashier
Step 3. Receipt of Items as indicated in the DR	3.1. Release items from the warehouse as indicated in the DR	N/A	30 minutes	Storekeeper /Inspector
	TOTAL	-	1 hour and 20 minutes	

20. Receiving of Incoming Documents

This covers the receipts of incoming documents from external clients.

Office/Division:	Records Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All Government instrumentalities; General Public; Business Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Client sends the documents to PS-DBM Office through personal delivery or mail/courier	Step 2. Checks appropriate details of sender and recipient.	N/A	5 minutes	Records Officer and/or Receiving Officer from Records
	Step 3. Records Officer/Receiving Officer (RO) stamps the Receiving Copy of the client if personally delivered. If documents are received from courier, RO affixes the signature in the delivery receipt	N/A	5 minutes	Records Officer and/or Receiving Officer from RD
	Step 4. RO scans the document/s and encode details in the Document Management System (DMS)	N/A	15 minutes	Records Officer and/or Receiving Officer from RD
	Step 5. RO prints the DMS generated Acknowledgement Receipt (AR and returns the stamped Receiving Copy to the client together with the DMS printed AR.	N/A	5 minutes	Records Officer and/or Receiving Officer from RD

Step 6. If personal delivery, the client receives the DMS generated Acknowledgement Receipt with the Receiving Copy as evidence of receipt.		N/A	5 minutes	Client
	Step 7. RO route the physical documents to the concerned recipients within the prescribed timeline based on DMS guidelines	N/A	1 hour	Records Officer and/or Receiving Officer from RD
	TOTAL	N/A	1 hour and 35 minutes	

21. Processing of Payment for Goods and Services (Trade)

Office/Division:	Accounting Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checklist of Documentary Requirements for CSE Payment		Accounting Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Step 1. Evaluates the completeness and correctness of the documents for preparation of the disbursement voucher (DV).	N/A	2 working days from receipt of documents from the Evaluator	Processor

	Step 2. Computes for the amount payable net of applicable taxes and other deductions (Warranty Retention and Liquidated Damages, if any) Prints the DV and other supporting documents (Tax Certificate, Summary of Delivery, Journal Entry Voucher, FACT Entry etc.) and routes it to the evaluator for updating the monitoring tool/file/database.	N/A	2.5 working days Disbursement Voucher (DV)	Processor
	Step 3. Routes the DV to the appropriate checker.	N/A	60 Minutes per DV	Evaluator
	Step 4. Evaluates the completeness and accuracy of the DV. Then submits the document to the evaluator for updating of the monitoring file/database.	N/A	2 working days from receipt of documents from the Evaluator	Checker
	Step 5. Forwards the DV to the authorized signatories: BOX A - MSD BOX C - AD	N/A	2 working day	Evaluator BOX A Signatory BOX C Signatory
	Step 6. Receives the signed DV and assigns the List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA) number. Forwards the DV with the assigned ADA number to the designated processor.	N/A	60 Minutes per DV	Evaluator

	Step 7. Prepare and print the ADA and Index of Payment. Encodes the journal entry into the ADA-DJ Masterfile then routes the ADA back to the evaluator for recording.	N/A	2 working days from receipt of documents from the Evaluator	Processor
	Step 8. Updates the monitoring tool/database for the receipt date and time and routes the documents back to the checker.	N/A	60 Minutes per ADA	Evaluator
	Step 9. Review and input initial on the LDDAP and sign the Index of Payment then forwards it to the evaluator.	N/A	2 working days from receipt of documents from the Evaluator	Checker
	Step 10. Updates the monitoring tool/database for the receipt date & time then routes the documents to the Chief Accountant for review and signature.	N/A	1 working day	Evaluator Chief Accountant
	Step 11. Updates the monitoring tool/database for the receipt date and time then routes the documents to the Cashier and other authorized signatories for the review and signature of DV and LDDAP-ADA.	N/A	60 minutes per ADA	Evaluator LDDAP-ADA Signatories : BOX D - PBD/AFG
	Step 12. Transmits the copy of the signed LDDAP-ADA to the Authorized Government Depository bank (AGDB) to credit the payment to the authorized bank account of the supplier.	N/A	1 working day	Cash Division
	TOTAL	N/A	15 working days	

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.	N/A	5 minutes	ITSD Support Staff
Step 1. PS-DBM Personnel files a request through the IT-SRA Portal.	Step 2. The Head of the Maintenance and Support Unit reviews the request filed through the IT-SRA portal.	N/A	5 minutes	Head of ITSD Maintenance and Support Unit
	1. 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.			
	2. 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.			
	Step 3. The Technical Support Staff accepts the request and shall take the appropriate action/s based on the request.		1 minute	Assigned Technical Support Staff
	Step 4. The assigned Technical Support Staff takes actions on the request, and updates the status once the request is resolved and completed.		Average Processing working days: 1. Simple: one (1) working day 2. Complex: two (2) working days	Assigned Technical Support Staff
	Step 5. The assigned Technical Support Staff informs the requestor on the status of the request.			Assigned Technical Support Staff
	TOTAL	N/A	2 working days and 11 minutes	

2. Issuance of Organization's Unified Accounts Code Structure (UACS) to the Newly Registered Government Agencies in the PhilGEPS

Office/Division:	IT Research and Planning			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	e-GPDOD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Batch of Migrate in Excel format		e-GPDOD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. The EGPDOD will send a list of newly registered agencies from the previous working working day requesting for the issuance of UACS through email	Step 2. ITRP will search the name of the agency from the reference of UACS provided by DBM through the https://uacs.gov.ph/ . If it doesn't exist, create UACS based on the prescribed format.	N/A	1 hour	ITRPD staff
	Step 3. Provide the UACS in the list. Once the table is complete, send it back to EGPDOD for migration.			
	Step 4. ITRP will log the newly created UACS to the UACS format sheet	N/A		ITRPD staff
TOTAL		N/A	1 hour	

3. Resolve Issues and Concerns Reported by PhilGEPS Customer Service or Marketing and Sales Division

Office/Division:	e-Government Procurement Operations Division			
Classification:	Simple to Highly Technical			
Type of Transaction:	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government			
Who may avail:	Citizen, Government Agencies and Merchants (Course through CS or MSD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The PhilGEPS-CS or MSD provides the following: 1. Contact name 2. Email address 3. Contact number 4. Details of issues, including screenshots (if applicable).		PhilGEPS-CS or MSD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Step 1: The PhilGEPS-CS or MSD sends the reported issues or concerns via the EGP/Virtual Store Service Desk email.</p> <p>Step 5: Receives the status of resolution of the reported issues or concerns from the EGP/Virtual Store Service Desk email.</p> <p>Step 6: Provide feedback to the attached link in the email.</p>	<p>Step 2: The ITO/ISA logs the issues or concerns in the EGP Incident Management tool to automatically acknowledge the email, and classifies into severity levels:</p> <p>a.) Simple - refer to issue(s)/concern that pertains to account information (e.g. reset, force logout, etc.).</p> <p>b.) Complex - refer to issue(s)/concern that has available fixes/workarounds or has readily available scripts.</p> <p>c.) Highly Technical - refer to issue(s)/concern that has no available fixes/workarounds,</p>	N/A	<p>Simple: 3 working days</p> <p>Complex: 7 working days</p> <p>Highly Technical: 20 working days</p>	ITO/ISA

	<p>requires in-depth study or has no readily available scripts</p> <p>Step 3: The issue(s)/concern is processed by the designated ITO/ISA.</p> <p>Step 4: Once resolved, the ITO/ISA provides status of resolution to the CS or MSD, with annotations to acknowledge receipt of the notification; otherwise, if no acknowledgement is received within two (2) business working days, the reported issue/concern shall be deemed accepted and the status of the report shall be updated to "Completed".</p>			
	TOTAL	N/A	3 to 20 working days	

4. Generate Requested Procurement Reports and Data

Office/Division:	e-Government Procurement Operations Division	
Classification:	Simple to Highly Technical	
Type of Transaction:	G2B - Government to Business / G2C - Government to Citizen / G2G - Government to Government	
Who may avail:	Government Agencies, Merchants, Citizen, and Civil Society Organizations (CSO) (Course through CS and/or FOI Committee)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>The PhilGEPS-CS or FOI Committee provides the following:</p> <ol style="list-style-type: none"> 1. Contact name 2. Email address 3. Contact number 4. Details of requested report, including preferred/suggested template 		PhilGEPS-CS or FOI Committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: The CS, oversight agencies, and/or FOI Committee sends the request via the EGP Service Desk email.	Step 2: The ITO/ISA logs the request in the EGP Request Fulfilment tool to automatically acknowledge the email, and classifies into severity levels:			
Step 5: Receives the requested report from the EGP Service Desk email. Step 6: Provide feedback to the attached link in the email.	a.) Simple - refer to issue(s)/concern that pertains to account information (e.g. reset, force logout, etc.). b.) Complex - refer to issue(s)/concern that has available fixes/workarounds or has readily available scripts. c.) Highly Technical - refer to issue(s)/concern that has no available fixes/workarounds, requires in-depth study or has no readily available scripts			
	Step 3: The request is processed by the designated ITO/ISA.			

	Step 4: Once facilitated, the ITO/ISA provides the requested report to the CS, oversight agencies and/or FOI Committee, with annotations to acknowledge receipt of the notification; otherwise, if no acknowledgement is received within two (2) business working days, the requested procure shall be deemed accepted and the status of the report shall be updated to "Completed".	N/A	Simple: 3 working days Complex: 7 working days Highly Technical: 20 working days	ITO/ISA
	TOTAL	N/A	3 to 20 working days	

5. Price Monitoring for Proposed CSEs

Office/Division:	Pre-procurement and Planning Division (PPD)			
Classification:	Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Industry Development and Management Divisions (IDMDs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposed Technical Specifications		IDMD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 IDMD endorse proposed technical specifications to PPD	Step 2. The assigned PMOIC from PPD receives documents from IDMD.	N/A	1 min	PPD PMOIC
	Step 3 The assigned PMOIC requests list of registered merchants catering the concerned item from PhilGEPS	N/A	1-2 CDs	PPD PMOIC

	Step 4. The assigned PMOIC drafts Canvass Sheets for the concerned item using the proposed technical specifications from IDMD, for approval of the PPD Chief.	N/A	5 mins	PPD PMOIC
	Step 5. The PPD Chief approves the Canvass Sheet (CS).	N/A	5 mins	PPD Chief
	Step 6. The assigned PMOIC shall send out the approved CS to prospective merchants from the list provided by the PhilGEPS.	N/A	10 minutes	PPD PMOIC
	Step 7. The PMOIC shall prepare a Price Monitoring Report (PMR) presenting the gathered information from the received CS, for approval of the PPD Chief.	N/A	7 CDs	PPD PMOIC
	Step 8. The PPD Chief approves the PMR.	N/A	5 mins	PPD Chief
	Step 9. The PMOIC endorses the approved PMR to IDMD.	N/A	1 min	PPD PMOIC
	TOTAL	N/A	9 CDs and 27 mins	

6. Procurement of Goods (CSE) through Competitive Bidding

Office/Division:	Bids and Awards Committee (BAC) I and II			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees, Procurement Group Offices, other Functional Group offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. BAC Assignment (Assignment of BAC-BAC I, BAC II; Provisional Members; TWG- (4 IDMDs) and BAC Secretariat 2. Annual Procurement Plan (APP) 3. Project Procurement Management Plan 4. Request for Quotation and Price Analysis Report (with complete PMC report attachments) 5. Framework Agreement List 6. Draft Bidding Document 		Pre - Procurement and Planning Division (PPD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1 The PMOIC from the Pre Procurement and Planning Division shall endorse to the assigned BAC Secretariat the Documents listed in the Checklist of Requirement for processing	Step 2. The assigned BAC Secretariat shall receive the documents and calendar the tentative schedule of Pre Procurement Conference.	N/A	20 min	PPD-PMOIC BAC Secretariat
	Step 3 The assigned BAC proceeds with the conduct of the scheduled Pre-Procurement meeting	N/A	1 CD	PPD PMOIC BAC Secretariat IDMD BAC

	<p>Step 4. The Assigned BAC Secretariat sets schedules of meetings and facilitates the following procurement activities.</p> <ul style="list-style-type: none"> a. Posting of Invitation to Bid b. Conduct of Pre-Bid Conference c. Conduct of Opening of Bids d. Conduct of Post Qualification Evaluation e. Approval of Resolution recommending the outcome of bidding (Award or Failure) f. Issuance of Notice of Award/Failure of Bidding 	N/A	119 CD	PPD PMOIC BAC Secretariat IDMD BAC HoPE
	<p>Step 5. The assigned BAC Secretariat shall route the NEFA / NOA with the attached relative procurement documents to the Contract Management Division (CMD) for the preparation of Framework Agreement or Contract and review of the Director for Procurement Office (DPO).</p>	N/A	2 CD	BAC Secretariat
	<p>Step 6. The BAC Secretariat will send the NOA to the winning bidder and post it on the PhilGEPS and PS website after the bidder's conformance.</p>		2 days	BAC Secretariat

	Step 7. Update the project status in the Procurement Monitoring Report (PMR)		30 minutes	BAC Secretariat
	TOTAL	N/A	145 CD, 10 minutes	

7. Bid Evaluation Process

Office/Division:	Industry Development and Management Division			
Classification:	Simple to Highly Technical			
Type of Transaction:	G2G – Government to Government G2B - Government to Business			
Who may avail:	PS-DBM personnel Merchants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bid Evaluation Report (BER)		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Step 1. After the bid opening, the assigned Technical Working Group (TWG) shall evaluate the financial component of the bids to determine the Single/Lowest Calculated Bid (S/LCB), with the following processes:</p> <p>1.1 Prepares the BER showing the comparison of the bid prices as read and as calculated;</p> <p>1.2 Ranks in ascending order of their total calculated bid prices, as</p>	N/A	6 calendar days (cd)	TWG

	evaluated and corrected for computational errors, and other bid modifications.			
	Step 2. The assigned TWG shall request to the BAC Secretariat to schedule the presentation of BER to the BAC.	N/A	30 minutes	
Step 3. The BAC Secretariat shall coordinate with the BAC to arrange a schedule for the BER presentation.	Step 4. The TWG shall present the BER to the BAC.	N/A	2 hours	BAC Secretariat, TWG
Step 5. The BAC shall discuss, review, and confirm the BER presented.		N/A		BAC
Step 6. The BAC Secretariat shall prepare the following: 1. BAC Resolution on the Declaration of S/LCB to be signed by the BAC (for e-bidding); 2. Notice of S/LCB which will be signed by the BAC Chairperson	Step 7. For e-bidding: the TWG shall upload the BAC Resolution in the mPhilGEPS.	N/A	1 hour	BAC Chairperson, BAC Secretariat, TWG

(for e-bidding and manual)				
Step 8. For manual: the BAC Secretariat shall send the Notice of S/LCB.		N/A		BAC Sec
	TOTAL	N/A	6cd and 3 hours 30 minutes	

8. Post Qualification Process

Office/Division:	Industry Development and Management Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2B - Government to Business			
Who may avail:	PS-DBM personnel Merchant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of receipt of post qualification submission 2. Post Qualification Report (PQR) 3. Technical Evaluation Report (TER)		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Upon receipt of the Notice of S/LCB, all the post qualification documents stated in the bidding documents shall be submitted within the non-extendible period of five (5) cd: 1.1 For e-bidding process: The bidder shall submit the requirements through the	Step 2. For e-bidding process: The TWG shall download the documents submitted by the bidder through the mPhilGEPS e-bidding facility. For the manual and sample submission: The TWG shall receive the post qualification documents and product sample.	N/A	12 cd	Merchants, TWG

mPhilGEPS e-bidding facility.				
1.2 For the manual and product sample submission: the bidder shall submit the requirements in the PS-DBM through the TWG.				
	Step 3. The TWG shall prepare the following: 3.1 Invitation to Observers; and 3.2 Notice of Post-Qualification/ Evaluation of Sample.	N/A		TWG
	Step 4. The TWG shall verify, and validate the veracity, authenticity, and validity of the submitted documents, using non-discretionary criteria, as stated in the bidding documents.	N/A		TWG
	Step 5. The TWG shall likewise evaluate the product sample submitted by the bidder.	N/A		TWG
	Step 6. The TWG shall prepare the draft PQR and TER, and request the BAC Secretariat the schedule of meeting	N/A		TWG

	for the presentation of evaluation report to the BAC.			
Step 7. The BAC Secretariat shall schedule the presentation of the evaluation report.	Step 8. The TWG shall present the PQR and TER.	N/A		BAC Secretariat, TWG
<p>Step 9. The BAC shall review the presented report by the TWG:</p> <p>9.1 If needed a further verification, the BAC shall instruct the TWG to conduct further.</p> <p>9.2 If the post qualification process will exceed the 12cd from the determination of S/LCB, the BAC shall instruct the TWG to prepare the request for an extension to the HoPE.</p> <p>9.3 If the BAC determines the bidder as responsive, the BAC shall instruct the TWG to prepare the Notice of Single/Lowest Calculated and Responsive Bid (S/LCRB).</p>	<p>Step 10. The TWG shall prepare/conduct the following:</p> <p>10.1 If needed a further verification, the TWG shall conduct further.</p> <p>10.2 If the post qualification process will exceed the 12cd, the TWG shall prepare the request for extension for approval by the HoPE.</p> <p>10.3 If the bidder is responsive, the TWG shall prepare a Notice of S/LCRB, to be signed by the BAC Chairperson.</p> <p>For e-bidding, upload the notice in the mPhilGEPS.</p>	N/A	Authorization for rendering a decision regarding the approval of an extension is vested in the HoPE*	BAC, BAC Chairperson, BAC Secretariat, and TWG

<p>9.4 If the bid is non-responsive, the BAC shall instruct the TWG to prepare the Notice of Post Disqualification (PDQ). The BAC shall instruct the TWG to proceed to the next LCB. However, if a lone proposal was received, the BAC shall declare the bid as a failed bid.</p>	<p>10.4 The TWG will prepare a Notice of Post-Disqualification (PDQ) to be signed by the BAC Chairperson if the bidder is declared non-responsive.</p> <p>For e-bidding, upload the notice in the mPhilGEPS.</p> <p>The TWG will then move on to the next Lowest Calculated Bid (LCB) and repeat the evaluation process, until the BAC declares the bid as responsive.</p>			
<p>Step 11. The BAC Secretariat will prepare a BAC Resolution Failure of Bidding, which will be signed by the BAC, if the BAC declares a bid a failure.</p> <p>Post the resolution in the mPhilGEPS.</p>		N/A		BAC Secretariat, BAC
<p>Step 12. The BAC Secretariat shall send the Notice of S/LCRB or Notice of PDQ to the concerned bidder.</p>		N/A		BAC Secretariat
	TOTAL	N/A	12cd	

9. Processing of Procurement Contracts

Office/Division:	Contract Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2B – Government to Business			
Who may avail:	PS-DBM personnel Merchant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Signed Framework Agreement for Common-use Supplies and Equipment - Regular Items and Consumables		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Step 1. Review the bidding documents with attachments received from the BAC Secretariat.</p> <p>Step 2. Draft the Framework Agreement and prepare attachments based on the documents received.</p> <p>Step 3. Route the draft of the Framework Agreement with the necessary attachments, i.e., Notice to Execute Framework Agreement, corresponding BAC Resolution, among others, to the Office of the Director for Procurement Office (DPO), for review and endorsement to</p>	N/A	5 working days	PMO IC

	<p>the Office of the Deputy Executive Director for Operations, Logistics, and Supply Chain (ODED-OLSC).</p> <p>Step 4. Inform the merchant of the availability of the approved Framework Agreement, through electronic mail. Request the merchant to sign the approved Framework Agreement not later than ten (10) calendar days from receipt of the NEFA.</p>			
<p>Step 1. Receive the copy of Notice to Execute Framework Agreement and the approved Framework Agreement via email, and proceed to the Procurement Office of the PS-DBM Main Office.</p>				
<p>Step 2. Sign the Framework Agreement.</p>	<p>Step 5. Receive the signed Framework Agreement.</p>	N/A	15 minutes	PMO IC

	<p>Step 6. Request the General Services Division (GSD) to process the notarization of the signed Framework Agreement.</p> <p>Step 7. Receive the transmitted notarized Framework Agreement from the GSD.</p> <p>Step 8. Provide the notarized copy of the Framework agreement to the BAC Secretariat.</p>	N/A	1 working day	PMO IC
Step 3. Receive the Notarized Framework Agreement.				
	TOTAL	N/A	6 working days, 30 minutes	

10. Verification of Contracts

Office/Division:	Contract Management Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Government Agencies PS-DBM personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pertinent documents submitted by the bidder	Requestor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Step 1. Send formal request for verification of ongoing and completed contracts of a bidder for post-qualification purposes.</p>	<p>Step 1. Review the request and check for completeness of the details provided (bidder involved, specific procurement contracts covered and projects involved, among others). Request additional documentation if necessary.</p>	N/A	1 working day	PMO IC
	<p>Step 2. Check the records within the division for existing data on the bidder's contracts, as well as the status of the contracts with other divisions concerned. Draft the final list of contracts issued to the bidder subject for post-qualification with corresponding details per contract.</p> <p>Step 3. Route the list for checking and approval of the Head of the Division.</p> <p>Step 4. Issue the approved list with details of contracts to the client agency.</p>	N/A	3 weeks	PMO IC

Step 2. Receive the list with details of the contracts.				
	TOTAL	N/A	3 weeks and 1 working day	

11. Preparation of Call-Off Orders

Office/Division:	Contract Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Call-Off Order for Regular CSE Items and Consumables		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Endorse approved Inter-office Memorandum with complete attachments.	<p>Step 1. Receive and check the completeness of the Inter-office Memorandum from the concerned division/office.</p> <p>Step 2. Check the Product Code in the FACT System.</p> <p>Step 3. Prepare and draft the Call-Off Order and ensure correctness of details encoded. CMD Head to check and approve.</p>	N/A	1 hour	PMO IC

	<p>Step 4. Route the draft Call-Off Order to Planning and Budget Division for verification of the budget, the end user - Marketing and Sales Division (MSD) for Common-use Supplies and Equipment - Budget Utilization Request and Status (BURS), the Planning and Budget Division (PBD) to certify budget availability, to Comptroller Division/the Accounting Office (AO) for certification of availability of funds, to the Office of the DPO for recommendation of approval, and to the Office of the ODED-OLSC for approval.</p> <p>Step 5. Send the approved Call-Off Order through electronic mail to the supplier for signing within two (2) working days.</p>	N/A	10 working days	PMO IC
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	Step 6. Receive the signed Call-Off Order and route copies of the signed CO to end-user and concerned divisions, and copy with attachments to the COA.	N/A	3 hours	PMO IC
Step 2. Receive a copy of the Call-Off Order signed by the supplier.				
	TOTAL	N/A	10 working days, 4 hours	

12. Preparation of Purchase Orders

Office/Division:	Contract Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PS-DBM personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisite Bidding Documents		Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submit requisite bidding documents for preparation of PO and NTP.	Activity 1. Evaluation of Transmitted Bidding Documents Step 1. Receive the soft/hard copy of the bidding documents of the awarded project	N/A	1 hour	PMO IC

	<p>from the Bids and Awards Committee (BAC) Secretariat.</p> <p>Step 2. Evaluate the completeness of the documents against the checklist of documentary requirements transmitted by the BAC Secretariat and validate the correctness of the document.</p>			
	<p>Activity 2. Vendor Code</p> <p>Step 3. Encode the details of the contract¹ in the FACT System for the preparation of the PO; Request for vendor code through the Accounting Office².</p>	N/A	2 hours	PMO IC
	<p>Activity 3. Preparation and transmittal of draft PO and NTP for Review</p> <p>Step 4. Update the Online Monitoring Tool to record the PO details.</p> <p>Step 5. Print the draft PO as encoded in the FACT System and prepare the draft NTP.</p>	N/A	30 minutes	PMO IC

¹ For merchants with existing Vendor Code on the FACT system.

² For merchants with no Vendor Code.

	<p>Step 6. Route the documents to the PMO-IC for review.</p>			
	<p>Activity 4. Review of the draft PO and NTP; endorsement of final PO and NTP</p> <p>Step 7. Review the draft PO and NTP.</p> <p>Step 8. Route the draft PO and NTP to the PMO IC for incorporation of the revisions, if there are any. If there are no revision/s, route the documents to the PMO III for printing of final PO and NTP and prepare a Memorandum.</p> <p>Step 9. Receive final PO and NTP, along with the Memorandum.</p> <p>Step 10. Countersign the finalized documents and routes to PMO IC for endorsement to the Planning and Budget Division, and thereafter to MSD for issuance of BURS, PBD to certify budget availability, AO for certification of availability of funds, to the Office of the DPO for</p>	N/A	2 working days	PMO IC

	<p>recommendation of approval, and to the Office of the DED-OLSC for approval.</p>			
	<p>Activity 5 . Signing of PO and NTP</p> <p>Step 11. Receive the signed PO and NTP.</p> <p>Step 12. Transmit the PO and NTP to the Supplier via email with instructions to sign the PO and NTP within two (2) working days from the receipt of the email.</p> <p>Step 13. Receive the signed PO and NTP from the merchant.</p> <p>Step 14. Provide the white copy of the signed PO to the merchant.</p> <p>Step 15. Retain red carbonized copy as file copy.</p> <p>Step 16. Distribute carbonized copies to the respective Divisions, and copy with attachments to the COA.</p>	N/A	1 hour	PMO IC

Step 2. Receive a copy of the PO and NTP signed by the supplier.				
	TOTAL	N/A	2 working days, 4 hours, 30 minutes	

13. 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 Records Division

Office/Division:	Records 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)		Records Division (RD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Client submits Accomplished Service Request Form to RD office.	Step 2. Check the completeness and correctness of the information in the SRF		5 minutes	Requesting PS-DBM Officer/Unit, Administrative Officer and/or Receiving Officer RD
	Step 3. Assign control number to the SRF and forwards to RD Chief for approval		5 minutes	RD Admin. Officer
	Step 5. Reviews and sign the SRF and assigns the request to the Records Officer		5 minutes	RD Chief
	Step 5. Checks database for the availability of the requested document/s		5 minutes	RD Records Officer

	Step 6. Retrieves the record/s and reproduces the copy/copies of the requested record/s		10 minutes to 1 working day (depending on the volume)	RD Records Officer
Step 7. 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>	Step 8. Stamps "Certified True Copy" and signs initials on all the pages of the document/s and submits to the RD Chief		5 minutes to 30 minutes (depending on the volume)	RD Records Officer
	Step 9. Signs each and every page of the CTC of the document/s and returns it to the Records Officer		2 minutes to 10 minutes (depending on the volume)	RD Chief
	Step 10. Releases the authenticated record/s to the requesting unit		5 minutes	RD Records Officer
	Step 11. After completion of the request, the RD Records Officer has the SRF acknowledged as done by the requesting unit;		2 minutes	RD Records Officer
	Step 12. RD Records Officer returns the acknowledged SRF to the admin officer for recording		5 minutes	Requesting PS-DBM officer/unit; RD Records Officer
	Step 13. Admin Officer records the accomplished SRF in the data sheet for performance monitoring		5 minutes	RD Admin. Officer
	TOTAL		1 working day, 1 hour and 17 minutes	

14. Certification of Budget Availability on the Budget Utilization Request and Status (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
Step 1. End-user division submits signed BURS form	Step 2. Verifies against budget registries the availability of fund for the purpose indicated in the BURS and certifies on Box B of the BURS		one (1) working working day	Budget Staff/Budget Officer
	Step 3. Forwards the BURS and pertinent supporting documents to the Comptroller Division for disbursement voucher processing.		one (1) working working day	Budget Staff/Budget Officer
	TOTAL	N/A	2 working days	

15. Processing of Administrative Requests

Office/Division:	Human Resource Development Division (HRDD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HRDD Service Request Form (SRF) 2. Other attachments, as may be requested		The soft copy of the form may be downloaded from the HRDD Google Site Hard copy may be secured on forms shelf near General Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Submission of SRF to HRDD				Requesting employee
	Step 2. Receives and acknowledges the request		5-10 minutes	HRDD Receiving Officer (hard copy); Concerned HRDD employee (email requests)
	Step 3. Forwards SRF to HRDD Chief		5-10 minutes	HRDD Receiving Officer (hard copy); Concerned HRDD employee (email requests)
	Step 4. Reviews and approves the request		5-10 minutes	HRDD Chief
	Step 5. If approved, forwards SRF to concerned employee/s		5-10 minutes	HRDD Chief
	Step 6. Processes the request		1-2 working working days	Assigned HRDD employee/s

	Step 7. Reviews and approves the requested document (if any)		1 working working day	Assigned HRDD employee/s; HRDD Chief
	Step 8.. Release of the requested document		Same working working day upon approval	Assigned HRDD employee/s (email requests) ; HRDD Releasing Officer (hard copy)
Step 9. Receives, acknowledges, and accomplishes the Customer Satisfaction Survey				Requesting employee
	TOTAL		3 working days	

PUBLIC ASSISTANCE AND COMPLAINTS DESK (PACD)

1. Processing of Client Satisfaction Measurement Survey Report

Office/Division:	MSD / WADD / ID / AFG / PhilGEPS			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All Government instrumentalities; General Public; Business Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Customer Satisfaction Survey Form		1. PS-DBM Manual Print, Email, QR Code		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Fill out the Client Satisfaction Measurement Survey Form available at the lobby area by dropping at the suggestion box	Step 2. For walk-in clients, gather, compile and record all forms received.	N/A	30 minutes	PS-DBM Clients / PMO

(Please refer to Annex A) or send it through email helpdesk@ps-philgeps.gov.ph	Step 2. For email, confirm receipt of the forms submitted.			
	Step 3. Generate, tally, prepare, and print the CSM monthly report.	N/A	1 hr	PMO
	TOTAL	N/A	1 hr 30 minutes	

2. Filing a Complaint through the Public Assistance and Complaint Desk (PACD)

A. Walk-In

Office/Division:	Marketing and Sales Division - PACD
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All Government instrumentalities; General Public; Business Community
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Customer Complaint/ Feedback Form with the following details: <ul style="list-style-type: none"> - Full name and Contact Information of the Complainant - Gender (Male or Female, prefer not to say) - Narrative/Details of the complaint - Evidence - Name of the person/office being complained 	1. PS-DBM Manual Print Out

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Physically file the complaint by filling out the Client Complaint/Feedback (Please refer to Annex B) Form with the required information at the PACD window.	Step 2. Evaluate the submitted documents, and indicate the date of receipt including the details of the receiving PMO (i.e. name designation, division)	N/A	10 mins	PS-DBM Clients / PMO
	Step 3. For complaint requiring answers, the same are forwarded to the relevant personnel/division	N/A	20 mins	PMO
	Step 4. Concerned personnel/division provide feedback/ action taken to Public Assistance and Complaint Desk.		30 mins	PMO
	TOTAL	N/A	1 Hour	

B. E-mail

Office/Division:	Marketing and Sales Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All Government instrumentalities; General Public; Business Community

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Customer Complaint/ Feedback Form with the following details: <ul style="list-style-type: none"> - Full name and Contact Information of the Complainant - Gender (Male or Female, prefer not to say) - Narrative/Details of the complaint - Evidence - Name of the person/office being complained 		1. PS-DBM Email		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. File via email the complaint with the required information to the PS-DBM email complaints@ps-philgeps.gov.ph	Step 2. Draft an acknowledgement email reply.	N/A	30 minutes	PS-DBM Clients / PMO
	Step 3. For email reply, forwarded to concerned personnel/ division which should be complied with by the complainant within three (3) working days upon receipt.	N/A	3 days	PMO
	Step 4. Concerned personnel/division provide feedback/ action taken to Public Assistance and Complaint Desk.		30 mins	PMO
	TOTAL	N/A	3 days and 1 Hour	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>For walk-ins, clients answer the feedback form in the office lobby and put it in the feedback and complaints drop box.</p> <p>For online, survey Form link can be accessed through email at helpdesk@ps-philgeps.gov.ph</p> <p>Other concerns may be coursed through the Customer Service Section of Marketing and Sales Division (MSD). Email Address: helpdesk@ps-philgeps.gov.ph CS Hotline: 0962-9255199 / 0918-2954426</p>
How is feedback processed?	<p>For walk-ins, the MSD Officer of the Day complies and records all feedback submitted. For feedback requiring answers, the same are forwarded to the relevant personnel/office and they are required to answer within three (3) days from the receipt of the feedback/complaint.</p> <p>For email/calls: The Receiving Officer verifies the nature of the feedback/complaint and shall endorse to the concerned personnel/division and/or the PS-DBM Committee of Anti-Red Tape (CART) via email. Upon receiving the reply from the concerned personnel/division, the client shall be informed via email or phone call.</p>
How to file a complaint?	<p>The concerned person shall fill out the Client Complaint Form and write the narrative complaint.</p> <p>To file a complaint, provide the following details via email:</p> <ul style="list-style-type: none"> - Full name and Contact Information of the Complainant - Gender (Male or Female, prefer not to say) - Narrative/Details of the complaint - Evidence - Name of the person/office being complained <p>You may send all complaints against PS-DBM to complaints@ps-philgeps.gov.ph; helpdesk@ps-philgeps.gov.ph or call CS Hotline: 0962-8255199 / 0918-2954426</p> <p>Or you may course them through:</p>

	<p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph Hotline 1-ARTA (1-2782) PLDT (02) 8246-7940 SMART 0920-925-3078, 0998-856-8338</p> <p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908-881-6565</p>
How are complaints processed?	<p>All complaints received against the PS-DBM will be evaluated by the 8888 Citizen's Complaint Center</p> <p>The PS-DBM Complaint Center shall function in accordance with the roles or tasks provided by the 8888 Citizens' Complaint Center of the Office of the President - Office of the Secretary.</p> <p>The PS-DBM Complaint Center shall give the feedback to the clients via email.</p>

Annex A - Client Satisfaction Measurement Survey Form



PROCUREMENT SERVICE - DBM



Control No: _____
(MIS)

HELP US SERVE YOU BETTER!

This **Client Satisfaction Survey** will gather your feedback on your recently completed transaction that could help this office provide better service. Personal information shared will be kept confidential and you have the option not to answer this form.

Name of Employee Who Assisted: _____ Date: _____

Client Type: ☐ Citizen ☐ Business ☐ Government (Employee or Another Agency) ☐ Others _____

Gender: ☐ Male ☐ Female ☐ Prefer Not to Say Age: _____ Region of Residence: _____

Service Availed: ☐ 1. Processing of Retail Store CSE Items Purchased by Government Employees
☐ 2. CSE Items Ordering Through the Virtual Store (VS)
☐ 3. Scheduling of Appointment at PS Main Office in the Online Appointment Portal (OAP)
☐ 4. APP-CSE Uploading and Approval through mPhilGEPS Facility
☐ 5. Processing of Sales Returns
☐ 6. Registration to Procure Airline Tickets via the Government Fares Agreement (GFA)

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

- CC1 Which of the following best describes your awareness of a Citizen's Charter?
- ☐ 1. I know what a Citizen's Charter is and I saw the Citizen's Charter of Procurement Service-DBM.
☐ 2. I know what a Citizen's Charter is but I have not seen the Citizen's Charter of Procurement Service-DBM.
☐ 3. I became aware of a Citizen's Charter only after I saw the Citizen's Charter of Procurement Service-DBM.
☐ 4. I do not know what a Citizen's Charter is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)
- CC2 If you are aware of a Citizen's Charter, (answered 1-3 in CC1), what can you say about the Citizen's Charter of Procurement Service-DBM?
- ☐ 1. Easy to see ☐ 4. Not visible at all
☐ 2. Somewhat easy to see ☐ 5. N/A
☐ 3. Difficult to see
- CC3 If you are aware of PS-DBM's Citizen's Charter, (answered codes 1 & 3 in CC1), was it helpful in your transaction?
- ☐ 1. Very much helpful ☐ 3. Was not helpful
☐ 2. Somewhat helpful ☐ 4. N/A

INSTRUCTIONS:



For Items 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N/A Not Applicable
0. I am satisfied with the service that I availed from Procurement Service-DBM.						
1. Responsiveness I spent a reasonable amount of time for my transaction.						
2. Reliability The office followed the transaction's requirements and steps based on the information provided.						
3. Access and Facilities The steps (including payment) I needed to do for my transaction were easy and simple and the environment is conducive for clients' transaction.						
4. Communication I easily found information about my transaction from the office or its website.						
5. Costs I paid the exact amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
6. Integrity I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
7. Assurance I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
8. Outcome I got what I needed from Procurement Service - DBM, or (if denied) denial of request was sufficiently explained to me.						

Do you have suggestions on how we can further improve our services:

Email Address and Contact No: _____ **THANK YOU!**

Annex B - Client Complaint Form

PACD Reference# 		
 CLIENT COMPLAINTS FORM 		
Your satisfaction is our priority. Got any concern? Fill out this form so we could assist you accordingly, and have your issue/s resolved. Thank you!		
AREA OF CONCERN		
Please check (✓). Items with (*) should be filled out. <input type="checkbox"/> Product <input type="checkbox"/> Service/ System <input type="checkbox"/> Personnel/ Staff <input type="checkbox"/> Facilities/ Amenities		
Division Name/PS-DBM Employee being Complain:		
*DATE / TIME OF INCIDENT	*PARTICULARS	*SUGGESTIONS / COMMENDATION
<i>(Please use separate sheet, if necessary.)</i>		
Full Name <div style="text-align: right; font-size: small;">Printed Name / Company / Agency</div>		
Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Prefer not to say		
Contact Information: <div style="text-align: right; font-size: small;">Contact Number and Working Email Address</div>		
<u>All information herein shall be held in strict confidentiality.</u>		
You may also send complaints against PS-DBM at complaints@ps-philgeps.gov.ph / helpdesk@ps-philgeps.gov.ph or call CS Hotline 0918-2954426, 0962-8255199 or course them through:		
<ul style="list-style-type: none"> Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph, Hotline 1-ARTA (1-2782) PLDT (02) 8246-7940, SMART 0920-925-3078, 0998-856-8338 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph, hotline 8888 or 82498310 loc. 8175 or 8182; Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621 Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph, 0908-881-6565 		

ACTION TAKEN

Public Assistance and Complaints Desk (PACD) #

(Reference Number)

was acknowledged and acted upon by Mr/Ms.

(Officer of the Day)

of the PACD on

(Date)

Action Taken:

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Client was notified of action on (date/time:closed)

Noted and Approved By:

Division Head/Authorized Representative

List of Offices

Office	Address	Contact Information
HEAD OFFICE		
PS-DBM	RR Road, Cristobal St., Madrigal Compound, Paco, Manila	8689 7750 8689 7751
PhilGEPS Group	5th Floor, AAP Building, 683 Aurora Boulevard, New Manila, Quezon City	8640 6900 0945 5281919 0497441 0928 8563950

REGIONAL DEPOTS		
DMD LUZON (BAGUIO)	PS-DBM-CAR No. 8 General F. Segundo Street, Barangay Burnham-Legarda, Baguio City, 2600	Mr. Clifford D. Dagoyen car.psdepot@yahoo.com
DMD LUZON (LA UNION)	PS-DBM-RO I Government Center, Sevilla, City of San Fernando, La Union	Ms. May Joy M. Aglibot (072) 888 5887 / 09108056163
DMD LUZON (TUGUEGARAO)	PS-DBM-RO II Regional Government, Center Carig, Tuguegarao City	Mr. Winston S. Iquin (078) 396 0633 / 09260625155
DMD LUZON (PAMPANGA)	PS-DBM-RO III Regional Government Center Maimpis, San Fernando City, Pampanga	Mr. Jeffry M. Pangilinan 09776394875 / 09201078900
DMD LUZON (LEGAZPI)	PS-DBM-RO V Lakandula Drive, Gogon, Legazpi City	Ms. Adelina B. Serrano 09072887438
DMD VISAYAS (CEBU)	PS-DBM- RO VII Sudlon (Near Eco-Tech Ctr.) Lahug , Cebu City	Engr. Frederick G. Porras 09610941646

DMD VISAYAS (TACLOBAN)	PS-DBM RO VIII Brgy. 77 , Villa Ruiz Marasbaras , Tacloban City	Mr. Raul S. Ramos (053) 523 1067 / 09283597590
DMD MINDANAO (CAGAYAN DE ORO)	PS-DBM-RO X Zone I, National Highway Bulua, Cagayan De Oro City	Ms. Gemmarie Ann R. Teric 09971730451
DMD MINDANAO (DAVAO)	PS-DBM-RO XI Orchid St., Juna Subdivision, Matina, Davao City	Mr. Renato L. Quijano 09053297101
DMD MINDANAO (KORONADAL)	PS-DBM-RO XII DBM Compound, Brgy. Morales , Koronadal City	Ms. Kristine Michelle A. Frediles (083) 228 8357 / 09988601448
DMD MINDANAO (BUTUAN)	PS-DBM-RO XIII J. Rosales Avenue, Butuan City	Ms. Imelda D. Diola 09177030053
LGU DEPOTS		
BONTOC	Multi-purpose Building Back of LBP Building Bontoc, Mt. Province	09472784707
PUERTO PRINCESA	2nd Floor, JTR Center Bldg., PEO Compound, Brgy. Banca Banca, Puerto Princesa City	09452983060
BACOLOD	Cottage Road, Barangay 9, Bacolod City, Negros Occidental	09209596137
BILIRAN	Capitol Compound beside PPDO Office Calumpang Naval, Biliran	09064707040
BORONGAN	Capitol Site, Brgy. Alang-Alang, Borongan City, Eastern Samar	0555601654

CALBAYOG	New Public Market, Barangay Bagacay, Calbayog City	09205966420
CATARMAN	New Provincial Capitol Compound, Barangay Dalakit, Catarman, Northern Samar	09171076282
MAASIN	Provincial Engineering Office, Capitol Compound, Maasin City	09554258288
ZAMBOANGA CITY	Legionaire St. Zone 4, Zamboanga City (Near LTO)	(062) 991 2185 (062) 992 4315
ZAMBOANGA SIBUGAY	Capitol Site, Ground Floor, PDRRMO Building, Ipil Heights, Ipil, Zamboanga Sibugay, 7001	09176760004
BUKIDNON	New Valencia City, Integrated Bus Terminal Complex, Hagkol, Valencia City	09154825327
CAMIGUIN	Capitol Hills, Pandan, Mambajao, Camiguin	09179681580 09069144342
MISAMIS OCC. OROQUIETA	Provincial Capitol, Oroquieta City	09778218542
MISAMIS ORIENTAL	Antonio Luna St., Capitol Compound, Cagayan de Oro City	09201690997
SURIGAO DEL NORTE	Capitol Compound, Surigao City	09308605009 09163734402