

MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

- (1) Name of Department/Agency: Procurement Service - PhilGEPS
 (2) Name of Service: Platinum Application to Issuance of Platinum Membership Certificate
 (3) Responsible Delivery Units / Processing Units: PhilGEPS Customer Service

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps	<p>22 Steps</p> <p>Activity 1: Intention to Upgrade to Platinum (4 steps)</p> <p>Activity 2: Platinum Application (8 steps)</p> <p>Activity 3: Validation of Application (3 steps)</p> <p>Activity 4: Approval / Disapproval of Platinum Application (2 steps)</p> <p>Activity 5: Payment Facilitation (3 steps)</p> <p>Activity 6: Processing and Issuance of Platinum Certificate (2 steps)</p>	At least 20% reduction of number of steps	<p>14 Steps</p> <p>Activity 1: Platinum Application (7 steps)</p> <p>Activity 2: Validation of Application (3 steps)</p> <p>Activity 3: Approval / Disapproval of Platinum Application (2 steps)</p> <p>Activity 4: Payment Facilitation or Payment Approval (1 step)</p> <p>Activity 5: View / Print / Download Certificate (1 step)</p> <p><u>See Attached Citizen's Charter below (page 4).</u></p>	36.36% reduction of number of steps
2. Transaction Costs incurred by the transacting public/client				
<ul style="list-style-type: none"> Fees Paid 	<p>Php5,000.00</p> <p>(Platinum Membership Certificate)</p>	___% reduction of number of fees paid	<p>Php5,000.00</p> <p>(Platinum Membership Certificate)</p>	Inclusive of Documentary Stamp Tax of Php30.00.

<ul style="list-style-type: none"> Other Transaction Fees 	Php25.00 or Php50.00 <i>(Land Bank Interbranch)</i>	___% reduction of number of other transaction fees paid	Php25.00 or Php50.00 <i>(Land Bank Interbranch)</i>	Land Bank Policy
3. Substantive Compliance Cost	N/A	___% reduction of substantive compliance cost	N/A	
4. Number of Signatures	NONE	Reduce to three (3) signatures	NONE	System generated certificate, no signature required. Quick Response (QR) Code appeared in the certificate.
5. Number of Required Documents	<p style="text-align: center;">6</p> <ol style="list-style-type: none"> 1. Business Registration Certificate <i>(DTI/SEC/CDA)</i> 2. Mayor's or Business Permit or its equivalent document 3. Tax Clearance Certificate 4. Audited Financial Statements 5. Philippine Contractors Accreditation Board <i>(PCAB)</i> license and registration (if applicable) <p style="text-align: center;">(abovementioned requirements are Class A documents stated in RA9184)</p> <ol style="list-style-type: none"> 6. PhilGEPS Sworn Statement 	Reduction of required documents, OR simplification of forms	<p style="text-align: center;">6</p> <ol style="list-style-type: none"> 1. Business Registration Certificate <i>(DTI/SEC/CDA)</i> 2. Mayor's or Business Permit or its equivalent document 3. Tax Clearance Certificate 4. Audited Financial Statements 5. Philippine Contractors Accreditation Board <i>(PCAB)</i> license and registration (if applicable) <p style="text-align: center;">(abovementioned requirements are Class A documents stated in RA9184)</p> <ol style="list-style-type: none"> 6. PhilGEPS Sworn Statement 	<p>Required documents depend on their Form of Organization and IRR of RA9184 (Government Procurement Reform Act) requirements.</p> <p>Form of Organizations:</p> <ol style="list-style-type: none"> 1. Single Proprietorship 2. Corporation 3. Partnership 4. Cooperative 5. Individual Local or Foreign Consultant 6. Foreign – Company / Corporation <p>If the Business Category is Infrastructure, then PCAB license is required.</p>

<p>6. Turnaround Time</p>	<p>5 working days <i>(from Application, Validation of Documents to Approval / Disapproval)</i></p> <p>5 to 10 mins. <i>(Cashier Payment, Processed, Issuance and Email Platinum Certificate)</i></p> <p>1 to 2 working days <i>(Land Bank Payment and Merchant email Oncoll Payment Slip)</i></p>	<p>Complete the transaction within 15 days</p>	<p>Within 3 Working Days <i>(from Application, Validation of Documents to Approval / Disapproval to Approval of Payment)</i></p> <p>5 to 10 mins. <i>(Cashier Payment)</i></p> <p>Included in within 3 Working Days <i>(Land Bank Payment)</i></p>	<p>For Land Bank payment:</p> <p>Once the Cashier receives the Collection Report from Land Bank, she will forward it to CS for the verification of the merchant's payment.</p> <p>Check payments will still undergo 3 banking days for clearing.</p>
<p>7. Client/Citizen Satisfaction Results</p>	<p>Walk-In - 710</p> <p>Poor (2) – 0.28%</p> <p>Good (23) – 3.24%</p> <p>Very Good (184) – 25.92%</p> <p>Excellent (501) – 70.56%</p> <p>Online Feedback <i>(not available for the year 2018)</i></p>	<p>Client/Citizen Satisfaction Rating</p>	<p>Overall Rate</p> <p>Walk-In – 3,483</p> <p>Online Feedback – 1,202</p> <p>Total = 4,685</p> <p>Fair – 7 = 0.15%</p> <p>Good – 175 = 3.74%</p> <p>Very Good – 975 = 20.81%</p> <p>Excellent – 3,528 = 75.30%</p>	

**Department/Agencies may reproduce this sheet for each critical service as needed.*

Prepared by: _____

Brian N. Gerona / PMO V / April 7, 2020

Approved by: _____

Rosa Maria M. Clemente / Director IV, PhilGEPS / April 7, 2020



Republic of the Philippines
Department of Budget and Management
PROCUREMENT SERVICE

PHILIPPINE GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM



PhilGEPS Citizen's Charter

VISION		MISSION		
<p>"An institution that provides total eGP solutions that posses the highest standards in public service and globally competitive professionals serving the government, merchant, and its stakeholders"</p>		<p>"The PhilGEPS is the trusted gateway of transparency, competitiveness and accountability in all government procurement activities for the benefit of the country and its citizenry."</p>		
Division / Section:	PhilGEPS - Customer Service			
Classification:	Simple			
Type of Transaction:	Platinum Application to Issuance of Platinum Membership Certificate			
Who may avail:	Merchants / Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Business Registration Certificate (DTI/SEC/CDA) Mayor's or Business Permit or its equivalent document Tax Clearance Certificate (for Bidding Purposes) 		<ol style="list-style-type: none"> Audited Financial Statement (should be Stamped Received by BIR or any affiliated Bank) Philippine Contractors Accreditation Board (PCAB) license and registration (if applicable) PhilGEPS Sworn Statement 		
		<ol style="list-style-type: none"> Business Registration Office or DTI / SEC / CDA Office City / Municipal Hall Bureau of Internal Revenue Office / Revenue District Office 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. Philippine Contractors Accreditation Board (PCAB) Office PhilGEPS Website (downloadable) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Step 1: Platinum Application</p> <ul style="list-style-type: none"> Merchant goes to MPhilGEPS website Click "Log In" then follow the Login instructions In the Pending Task page, click the number across "Upgrade Platinum Registration" (Click "menu" icon on the top right portion of the screen, select "Organization" then "Upgrade to Platinum") Fill out the Platinum Application Form Tick the check box to certify that the information is true and accurate Select Mode of Payment whether to pay through PhilGEPS Cashier or Oncoll Payment through any Landbank branch Click "Submit for Approval" button <p>Step 5: View / Print / Download Certificate</p> <ul style="list-style-type: none"> Once merchant received the Approval Notification, follow the instruction on how to View / Print / Download their Platinum Membership Certificate 	<p>Step 2: Validation of Application</p> <ul style="list-style-type: none"> Log in to MPhilGEPS website Received Platinum Applications under Pending Task Reviews the documents uploaded by the Merchant in their Platinum Application <p>Step 3: Approval / Disapproval of Platinum Application</p> <ul style="list-style-type: none"> PhilGEPS Administrator approves / disapproves application of Merchant If approved, proceed for the approval of payment. If disapproved, provide reasons for disapproval and submit <p>Step 4: Approval of Payment</p> <ul style="list-style-type: none"> Approve payment then submit and the system will automatically send out Email Notification of approval together with the instructions on how to view and download their Platinum Membership Certificate using their MPhilGEPS account in PhilGEPS website. 	<p>Php5,000.00 (Platinum Membership Certificate)</p> <p>Php25.00 or Php50.00 (Land Bank Interbranch)</p> <p>Inclusive of Documentary Stamp Tax of Php30.00.</p>	<p>Within 3 working days (from Application, Validation of Documents to Approval / Disapproval and Payment Approval)</p>	<p>Customer Service (PMO)</p>