



Republic of the Philippines
Department of Education
REGION VII – CENTRAL VISAYAS
SCHOOLS DIVISION OF NEGROS ORIENTAL

Office of the Schools Division
Superintendent

14 JAN 2023

January 3, 2023

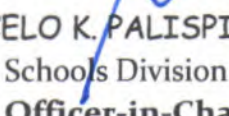

DIVISION MEMORANDUM
No. 04 s. 2023

**DISSEMINATION OF REGIONAL MEMORANDUM NO. 1028, S. 2022 DATED
DECEMBER 27, 2022 ON "REITERATION OF THE IMPLEMENTATION OF RA
11032 AND DISSEMINATION OF MANUALS DEVELOPED BY THE ANTI-RED TAPE
AUTHORITY"**

To : Assistants Schools Division Superintendent/s
Chiefs, CID and SGOD
Division Education Program Supervisors
Public Schools District Supervisors/District in-Charge
Elementary and Secondary School Heads
All Others Concerned

1. For the information and guidance of all concerned, this Office disseminates **Memorandum titled "Dissemination of the Implementation of RA 11032 and Dissemination of Manuals Developed by the Anti-Red Tape Authority"**
2. Attached is a copy of the above-mentioned Memorandum for your reference.
3. Immediate and wide dissemination of this Memorandum is desired.

By the Authority of the Schools Division Superintendent:


MARCELO K. PALISPIS EdD JD 
OIC- Assistant Schools Division Superintendent
Officer-in-Charge
1/3/23

SPP/JMA-MKP--NLR/ETS/mdp



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Republic of the Philippines
Department of Education
REGION VII - CENTRAL VISAYAS

Office of the Regional Director


DEC 27 2022

REGIONAL MEMORANDUM
No. 1028, s. 2022

**REITERATION OF THE IMPLEMENTATION OF RA 11032 AND DISSEMINATION OF
MANUALS DEVELOPED BY THE ANTI-RED TAPE AUTHORITY**

To: Schools Division Superintendents (SDSs)
All Others Concerned

1. For the guidance and reference of all concerned, this Office disseminates the enclosed Memorandum OM-OUHROD-2022-0448, titled **Reiteration of the Implementation of RA 11032 and Dissemination of Manuals Developed by the Anti-Red Tape Authority**, which is self-explanatory.
2. Wide dissemination of this Memorandum is desired.


SALUSTIANO T. JIMENEZ JD., Ed. D., CESO V
Director IV
Regional Director

STJ/CAE/HRDD



Address: Doña M. Gaisano St., Sudlon, Lahug, Cebu City
Telephone Nos.: (032) 231:1433; (032) 414-7399



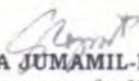
Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT,
NATIONAL EDUCATORS' ACADEMY OF THE PHILIPPINES,
TEACHER EDUCATION COUNCIL SECRETARIAT

MEMORANDUM
OM-OUHROD-2022-0448

TO : Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

FROM : 
GLORIA JUMAMIL-MERCADO
*Undersecretary for Human Resource and Organizational
Development, National Educators' Academy of the Philippines,
and Teacher Education Council Secretariat*

SUBJECT : **REITERATION OF THE IMPLEMENTATION OF RA 11032 AND
DISSEMINATION OF MANUALS DEVELOPED BY THE ANTI-RED
TAPE AUTHORITY**

DATE : 24 November 2022

To sustain compliance with Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, the Department of Education (DepEd) through the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) reminds all governance units to continuously implement the following in 2022:

Legal Basis / Official Issuances	Government Requirement	Description
RA 11032 DM-HROD-2021-0644 <i>The DepEd Citizen's Charter 2021</i>	Citizen's Charter	Service standards (documentary requirements, process steps, processing time, transaction costs, person responsible) stated in the Charter must be observed in transacting with clients. DepEd Citizen's Charter 2021 (1st Edition) – as of December 1, 2021 https://www.deped.gov.ph/about-deped/citizenscharter/

<p>MC 2020-1 <i>Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016</i></p> <p>DM-PHROD-2021-0165 <i>Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education</i></p>	<p>Standardized Citizen/Client Satisfaction Survey (CCSS) Form*</p>	<p>Feedback must be obtained from clients for services declared in the DepEd Citizen's Charter using the prescribed CCSS Form. DepEd CC 2021 shall be the basis of services for CCSS 2022 until a new Charter for 2022 is published</p> <p>bit.ly/DepEdCCSSMaterials</p>
<p>RA 11032</p> <p>EO 6, s. 2016 <i>Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center</i></p> <p>MC 2021-2 <i>Supplemental Guidelines on the Grant of the Performance-Based Bonus for FY 2021 Under EO 80, s. 2012 and EO 201, s. 2016</i></p> <p>MC 2022-1 <i>Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016</i></p> <p>DM 046, s. 2022 <i>Designation of Regional and Division Public Assistance Coordinator</i></p>	<p>Resolution of concerns referred by the 8888 Citizens Complaint Center and the Contact Center ng Bayan (CCB)</p>	<p>All concerns/tickets from the 8888 and forwarded by the DepEd Public Assistance Action Center (PAAC) to the Regional Offices (ROs) should be acted upon or closed within 72 hours upon receipt of referral:</p> <ul style="list-style-type: none"> - Regional Public Assistance Coordinator (RPAC) to acknowledge email from PAAC, even just to say that it was misrouted - Concrete and specific action taken or feedback on the status of the concern shall be emailed to PAAC so they can inform the client of the resolution and 8888 can tag the concern as closed/pending <p>All negative feedback referred by the CCB and forwarded by the DepEd PAAC to the ROs should be acted upon or resolved within 72 hours upon receipt of referral:</p> <ul style="list-style-type: none"> - RPAC to acknowledge email from PAAC, even just to say that it was misrouted - Detailed action taken to correct the reported dissatisfaction and prevent its reoccurrence / status of ongoing administrative case shall be emailed to PAAC so they can inform the CCB, and the CCB may inform the client of the resolution and tag the concern as closed/pending

By implementing RA 11032 in the Department,

1. strengthens our culture of transparency, accountability, and improved service delivery;
2. prevents violations and penalties under the Law;
3. fulfills two of the four dimensions of accountability used by the AO25 to validate agency eligibility for the Performance-Based Bonus:
 - a. streamlining/digitization initiatives under the CC reported under the Process Results criteria and
 - b. CCSS rating reported under the Citizen/Client Satisfaction Results criteria
4. prepares for the fulfillment of the ARTA Report Card version 2.0.

Further, this issuance also disseminates links to the manuals developed by the Anti-Red Tape Authority (ARTA):

Title of Manual	Description	Link
<p>Reengineering Manual <i>Supporting the Whole-of-Government Approach in Streamlining Philippine Government Systems & Procedures in Delivering Public Services</i> Version 1.07 Jun 2021</p> <p>by ARTA and the UK Government</p>	<p>Contains tools and principles in streamlining and reengineering processes, derived from principles and practices in business engineering tailor-fitted to the public sector.</p> <p>Provides a walkthrough of the process of reengineering methodology and the tools that agencies can use to support their reforms.</p>	<p>https://arta.gov.ph/reengineering-manual/</p>
<p>Regulatory Impact Assessment Manual <i>2021 Philippine RIA Manual (1st Edition)</i></p> <p>by ARTA, USAID, and UPPAF-RESPOND</p>	<p>Provides tools, process and procedures of undertaking a regulatory impact assessment to ensure that regulations are subjected to proper consultations and evidence-based analysis before its issuance.</p> <p>Helps enact sound and effective regulations that provide the most benefit for citizens and stakeholders without causing any undue burden or cost.</p>	<p>https://arta.gov.ph/riamanual/</p>

Links to these manuals are also available in the DepEd website at <https://www.deped.gov.ph/about-deped/citizenscharter/>

Immediate dissemination of and strict compliance with this issuance is directed.

For more information, please contact the BHROD-OED at (02) 8633-5375 or email bhrod.oed@deped.gov.ph

Thank you.

Attachments:
DM-HROD-2021-0644
DM-PHROD-2021-0168
EO 6, s. 2016
MC 2021-2

2021-06-10 10:00 AM



Republika ng Pilipinas

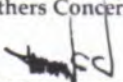
Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-HROD-2021-0644

TO : Undersecretaries and Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

FROM : 
WILFREDO E. CABRAL
Regional Director, DepEd NCR and
Officer-In-Charge, Office of the Undersecretary
Human Resource and Organizational Development

SUBJECT : The DepEd Citizen's Charter 2021

DATE : 21 December 2021

In compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and eligibility requirements for FY 2021 Performance-Based Bonus (PBB), the Department of Education (DepEd) submitted the Citizen's Charter 2021 - 1st edition to the Anti-Red Tape Authority last December 1, 2021.

The Charter was a product of collaboration among the Bureau of Human Resource and Organizational Development - Organization Effectiveness Division (BHROD-OED), Central Office units with new/updated services, and Technical Working Group (Annex A) members of the Writeshop to Update the DepEd CC 2021 on October 19-21 and 26-27, 2021.

Thus, it is reiterated that all units shall **implement the service standards declared in the DepEd Citizen's Charter (CC) 2021** published in <https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizens-Charter-2021-as-of-December-1-2021.pdf>:

- a. list of services provided by a government unit;
- b. checklist of requirements per type of application or request;
- c. procedure to obtain a particular service;
- d. person/s responsible per step;
- e. maximum processing time;
- f. document/s to be presented by the requesting party;
- g. amount of applicable fee/s; and
- h. procedure for filing complaints

As emphasized in ARTA MC No. 2021-10, the Charter of each governance unit shall be posted in the following forms:

Form	Description	Location
1. Citizen's Charter Information billboard	Interactive information kiosks, electronic billboards, posters, tarpaulins, etc.	<ul style="list-style-type: none"> Posted at the main entrance of the office or at the most conspicuous place of all the said service offices
2. Citizen's Charter Handbook	Aligned with Reference B of ARTA MC No. 2019-002	<ul style="list-style-type: none"> Placed at the window/counter of each frontline office to complement the information on the services indicated in the Information Billboard Offices are only required to post/print hard copies of pages on the Handbook related to the service/s they offer
3. Official website/ Online Posting	CC Handbook is uploaded on the website or any online platform available through a tab or link specifically for the Citizen's Charter	<ul style="list-style-type: none"> Located at the most visible space/area of the official website or the online platform available

Additionally, all are reminded to record feedback on the services declared in the CC using a Citizen/Client Satisfaction Mechanism.

DepEd officials and personnel are enjoined to **provide feedback on the DepEd CC 2021** for consideration on the next CC edition.

Lastly, units with external services reported in the DepEd CC 2021 are reminded to **submit a Streamlining/Digitization Report** with supporting documents (Annex C) and its **endorsement** by the head of office (Annex D) on or before **January 15, 2022**.

Supporting documents may be in any of the following formats: narrative with links, photos/screenshots, or customer feedback recognizing the positive changes. Annex B provides sample streamlining/digitization reports, as submitted to the ARTA.

The call for submissions was previously made in DM-HROD-2021-0242 and OM-HROD-2021-0461. Submissions shall be made via email to citizenscharter@deped.gov.ph, using the subject line: Name of unit – Streamlining/Digitization Report 2021.

Said documents shall be attached to the Modified Form A – Department Performance Report 2021 required to determine the agency's eligibility to one of the criteria for FY 2021 PBB. The Report shall be prepared by the BHROD-OED and endorsed by the DepEd Secretary to the AO 25.

These RA 11032-related activities shall be conducted not only to nurture and promote a culture of transparency, accountability and improve service delivery. More importantly, to align and reflect on these DepEd processes and procedures its core values of being *Maka-Diyos, Maka-tao, Makakalikasan, at Makabansa*.

For more information, please contact the BHROD-OED through email at citizenscharter@deped.gov.ph.

For information and guidance.

Attachments:

- Annex A: TWG Members - Writeshop to Update the DepEd CC 2021
- Annex B: Sample Streamlining/ Digitization Reports
- Annex C: Template for Streamlining/ Digitization Report 2021
- Annex D: Endorsement Letter for Streamlining/ Digitization Report 2021
- ARTA MC No. 2021-10

Page 1 of 1



INTER-AGENCY TASK FORCE ON THE HARMONIZATION OF
NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND REPORTING SYSTEMS
(Administrative Order No. 25 S. 2011)

MEMORANDUM CIRCULAR NO. 2021- 2

October 25, 2021

TO : ALL HEADS OF DEPARTMENTS, BUREAUS, OFFICES AND OTHER AGENCIES OF THE NATIONAL GOVERNMENT, INCLUDING CONSTITUTIONAL COMMISSIONS, CONGRESS, THE JUDICIARY, OFFICE OF THE OMBUDSMAN, STATE UNIVERSITIES AND COLLEGES, GOVERNMENT-OWNED OR-CONTROLLED CORPORATIONS, LOCAL WATER DISTRICTS, AND LOCAL GOVERNMENT UNITS

SUBJECT: SUPPLEMENTAL GUIDELINES ON THE GRANT OF THE PERFORMANCE-BASED BONUS (PBB) FOR FISCAL YEAR (FY) 2021 UNDER EXECUTIVE ORDER NO. 80, S. 2012 AND EXECUTIVE ORDER NO. 201, S. 2016

1.0 PURPOSE

The Administrative Order (AO) No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO25 IATF) has issued Memorandum Circular (MC) No. 2021-1 (*Guidelines on the Grant of the Performance-Based Bonus for the Fiscal Year 2021 under Executive Order No. 80 s. 2012 and Executive Order No. 201 s. 2016*) dated June 3, 2021.

Consistent with MC No. 2021-1, the Department of the Interior and Local Government (DILG), Local Water Utilities Administration (LWUA), and the Governance Commission for Government-Owned or-Controlled Corporations (GCG) shall issue separate guidelines for the grant of the FY 2021 Performance-Based Bonus (PBB) for local government units (LGUs), local water districts (LWDs), and government-owned or-controlled corporations (GOCCs), respectively.

The Supplemental Guidelines shall provide clarifications and additional information on the requirements provided in MC No. 2021-1.

2.0 CLARIFICATIONS ON THE FY 2021 PBB TARGETS AS STATED IN SECTION 4.0

For FY 2021, agencies must submit evidence of accomplishments of the criteria and conditions provided in Section 4.0 – Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results. Agencies are encouraged to include in their submission all explanations and justifications for deficiencies and non-achievement of targets.

The following requirements shall be attained by the agencies in compliance with the FY 2021 PBB criteria and conditions.

- 2.1 **Performance Results.** Agencies must ensure the uploading of the quarterly Budget and Financial Accountability Reports (BFARs) on the Department of Budget and Management-Unified Reporting System (DBM-URS), in a timely manner within thirty (30) days after the end of each quarter. The quarterly BFARs shall be used in the assessment of the FY 2021 Performance Results accomplishments of the agencies.

For deficiencies or non-attainment of FY 2021 targets, justifications must be submitted together with the 4th quarter BFAR to the DBM thirty (30) days after the end of the 4th quarter of FY 2021.

- 2.2 **Process Results.** For the assessment of accomplishments under Process Results, agencies may submit to the AO25 Secretariat evidence and/or documentation of ease of transaction through one or a combination of the following:

2.2.1 **For Departments/Agencies:**

- a. Report objectively verifiable evidence of achievements in ease of doing business or ease of transaction for frontline services covering all government-to-citizens, government-to-business, and government-to-government transactions using Form A as provided in Annex 3 of MC No. 2021-1. The report should highlight the tangible improvements from the viewpoint of the transacting public in terms of access, turnaround time, transaction costs, documentary and other requirements
- b. Report on the digitization initiatives or digital transformation of frontline and non-frontline services through the development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, contactless transactions, and other process improvements using information technology. The report should highlight the tangible results of digitization in terms of ease of doing business or ease of transaction from the point of view of the transacting public.
- c. Standard operating procedures, manual or documentation of service delivery standards for frontline and non-frontline services of the agency, including those implemented at the Regional, Satellite, and Extension Offices. The report should highlight the tangible results of standardization of the frontline and non-frontline services in assuring ease of transaction and doing business with the agency.
- d. Valid ISO QMS certification or equivalent certification of frontline and non-frontline services of the agency, as of 31 December 2021. The certificate must indicate the scope of certification.

2.2.2 For State Universities and Colleges (SUCs):

- a. Valid ISO QMS certification or equivalent certification of frontline and non-frontline services of the SUC, as of 31 December 2021. The certificate must indicate the scope of certification.
- b. Standard operating procedures, manual or documentation of service delivery standards for frontline and non-frontline services of the agency, including those implemented at the Regional, Satellite, and Extension Offices. The report should highlight the tangible results of standardization of the frontline and non-frontline services in assuring ease of transaction and doing business with the agency.

- 2.3 Financial Results.** Same as the Performance Results, the agencies must ensure the uploading of the quarterly Budget and Financial Accountability Reports (BFARs) on the DBM-URS, in a timely manner within thirty (30) days after the end of each quarter

The submitted FY 2021 Financial Accountability Reports (FAR) No.1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances or SAAODB shall be the basis in determining the FY 2021 budget utilization rate (BUR) accomplishment of agencies. As mentioned in MC No. 2021-1, the requirement for the FY 2021 Financial Results is the total Disbursements BUR of agencies. The total Disbursements is net of transfers to the Procurement Service (PS), Philippine International Trading Corporation (PITC), and other implementing agencies which have not been delivered. See Section 4.3 of MC No. 2021-1 for reference of the computation.

Further, reiteration on the other BUR requirements under Financial Results as prescribed in Section 4.3 pertaining to the BUR for GOCCs, agencies with fund transfers, and the BUR for SUCs including the Earmarked Income.

- 2.4 Citizen/Client Satisfaction Results.** Agencies shall submit to the AO25 Secretariat the results of the FY 2021 Citizen/Client Satisfaction Survey (CCSS) and may provide evidence on the resolution of reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB) received in FY 2021.

2.4.1 FY 2021 CCSS:

Agency reports on the CCSS should follow the prescribed requirements and rating scale as stated in Annex 4 of MC No. 2021-1 Guide in Conducting the CCSS. The report should include a description of the methods and rating scale used in determining the FY 2021 Overall Satisfaction Score for its services.

The agencies shall report the overall agency rating in the service quality dimensions and overall agency citizen/client satisfaction score for the reported services.

LWDs and GOCCs covered by RA No. 10149 shall report the results of their CCSS or feedback mechanism based on the standard methodology and corresponding questionnaire prescribed by LWUA and GCG.

2.4.2 Resolution of Reported Complaints from Hotline #8888 and CCB:

- a. In consideration to its first year of implementation, the requirements under this target shall only cover the **resolution rate** of agencies to the complaints received from Hotline #8888 and CCB in FY 2021. Agencies may submit reports, evidence, and/or documentation summarizing the Hotline #8888 and CCB complaints received in FY 2021 and their status if resolved or pending, as complemented in the data gathered from Hotline #8888, CCB databases, and the monthly reports provided by the Office of the President and the Civil Service Commission to all agencies.
- b. Reported complaints and grievances shall cover government service and procedures of the agencies, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities.
- c. To determine the resolution and compliance rates to Hotline #8888 and CCB complaints, agencies may refer to the following:

PORTALS	RESOLUTION RATE	COMPLIANCE RATE
Hotline #8888	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency against the total number of endorsed tickets by the Hotline #8888 Citizen's Complaint Center (CCC) without consideration of the 72-hour period to take action as prescribed in Executive Order (EO) No. 6, s. 2016 ¹ .	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency within the 72-hour period to take action, as prescribed in EO No. 6, s. 2016.
Contact Center ng Bayan (CCB)	<p><i>Negative feedback</i> on government services, processes, and procedures lodged through the CCB are considered <i>resolved</i> after the agency has responded to the referral and provided detailed action taken to correct the reported dissatisfaction and prevent its re-occurrence.</p> <p>If the particular concern cannot be acted upon, the agency has to provide an explanation as to why it cannot be addressed. The negative feedback will be considered <i>resolved</i> upon receipt of the reply/explanation from the agency.</p> <p>If the complaint involves an administrative case, the CCB will still forward the negative feedback to the agency and will request an update on the status of the case. Upon receipt of the reply, the CCB will inform the customer of the feedback from the agency and will consider the ticket resolved.</p>	Percentage of negative feedback resolved by the agency within the prescribed timeline of 72 hours over the total number of negative feedback received within a particular period.

¹ Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizen's Complaint Center

For Hotline #8888, a *concrete* and *specific* action shall refer to the actual and factual action to the complaint. It must be within the mandate of the agency and a clear, specific, and relevant response to the concern of the caller. As much as the circumstances permit, the caller shall be given advice on the concrete and specific action taken or feedback on the status of the concern until its resolution, and the agency shall inform the #8888 CCC, through their respective #8888 Agency Portals, of the action taken on the complaint, concern, or request. The #8888 CCC requires proof of concrete and specific action taken and proof of communication to the caller.

- d. The requirements under the Citizen/Client Satisfaction Results shall be scored following this **modified rating scale**:

1	2	3	4	5
No submission/ Did not conduct CCSS	Low satisfaction rate with unresolved #8888/CCB complaints	Average to high satisfaction rate with unresolved #8888/CCB complaints	Average satisfaction rate with 100% #8888/CCB complaints resolved	High satisfaction rate with 100% #8888/CCB complaints resolved

3.0 CLARIFICATIONS ON THE AGENCY ACCOUNTABILITIES AS STATED IN SECTION 5.0.

Provided in Section 5.0 of MC No. 2021-1, agencies shall institutionalize compliance to existing government-mandated laws and standards, and the requirements under Agency Accountabilities. The Performance Management Team of the agency shall continue to implement, monitor, and enforce compliance with these requirements within their agencies and shall directly report or submit to the validating/oversight agencies.

- 3.1 **Undertaking of Early Procurement Activities (EPA).** As stated in Section 3.0 of the Guidelines in the Conduct of Early Procurement Activities as a Requirement for the Grant of the PBB³, to be eligible for the PBB, the Procuring Entities that receive budgetary support from the National Government based on the National Expenditure Program are required to successfully undertake EPA for at least 50% of the value of its Eligible Procurement Projects (EPPs). Procuring Entities shall submit an EPA Certification under Oath to the GPPB-TSO **on or before 31 January** of the fiscal year through email: earlyprocurement@gppb.gov.ph. See *Supplemental Annexes A, A1, and A2*.

For reference to the deadline of submissions, agencies shall refer to the *Agency Accountability Timelines* document provided by the AO25 Secretariat following the issuance of MC No. 2021-1. Agencies may also directly coordinate with the validating/oversight agencies should there be any clarifications or separate guidelines pertaining to the FY 2021 requirements under this section.

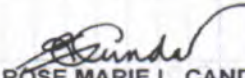
² Table 5 in MC No. 2021-1 (page 7)

³ *Guidelines in the Conduct of Early Procurement Activities as a Requirement for the Grant of the Performance-Based Bonus* issued by the Government Procurement Policy Board-Technical Support Office (GPPB-TSO)

4.0 EFFECTIVITY CLAUSE

This Memorandum Circular shall take effect immediately

Certified true copies shall be posted on the RBPMS website and the Official Gazette, and shall be filed at the University of the Philippines Law Center.


TINA ROSE MARIE L. CANDA
 Officer-in-Charge
 Department of Budget and Management

Item	Department	Division	Position	Grade	Salary	Allowance	Total	Remarks
1	Office of the President	Office of the Secretary	Secretary	17	1,000,000	100,000	1,100,000	
2	Office of the President	Office of the Secretary	Undersecretary	16	800,000	80,000	880,000	
3	Office of the President	Office of the Secretary	Assistant Secretary	15	600,000	60,000	660,000	
4	Office of the President	Office of the Secretary	Deputy Assistant Secretary	14	400,000	40,000	440,000	
5	Office of the President	Office of the Secretary	Chief of Office	13	300,000	30,000	330,000	
6	Office of the President	Office of the Secretary	Administrative Officer	12	200,000	20,000	220,000	
7	Office of the President	Office of the Secretary	Administrative Officer	11	150,000	15,000	165,000	
8	Office of the President	Office of the Secretary	Administrative Officer	10	100,000	10,000	110,000	
9	Office of the President	Office of the Secretary	Administrative Officer	9	70,000	7,000	77,000	
10	Office of the President	Office of the Secretary	Administrative Officer	8	50,000	5,000	55,000	
11	Office of the President	Office of the Secretary	Administrative Officer	7	35,000	3,500	38,500	
12	Office of the President	Office of the Secretary	Administrative Officer	6	25,000	2,500	27,500	
13	Office of the President	Office of the Secretary	Administrative Officer	5	18,000	1,800	19,800	
14	Office of the President	Office of the Secretary	Administrative Officer	4	13,000	1,300	14,300	
15	Office of the President	Office of the Secretary	Administrative Officer	3	9,000	900	9,900	
16	Office of the President	Office of the Secretary	Administrative Officer	2	6,500	650	7,150	
17	Office of the President	Office of the Secretary	Administrative Officer	1	4,500	450	4,950	
18	Office of the President	Office of the Secretary	Administrative Officer	1	3,500	350	3,850	
19	Office of the President	Office of the Secretary	Administrative Officer	1	2,500	250	2,750	
20	Office of the President	Office of the Secretary	Administrative Officer	1	1,800	180	1,980	
21	Office of the President	Office of the Secretary	Administrative Officer	1	1,300	130	1,430	
22	Office of the President	Office of the Secretary	Administrative Officer	1	900	90	990	
23	Office of the President	Office of the Secretary	Administrative Officer	1	650	65	715	
24	Office of the President	Office of the Secretary	Administrative Officer	1	450	45	495	
25	Office of the President	Office of the Secretary	Administrative Officer	1	300	30	330	
26	Office of the President	Office of the Secretary	Administrative Officer	1	200	20	220	
27	Office of the President	Office of the Secretary	Administrative Officer	1	150	15	165	
28	Office of the President	Office of the Secretary	Administrative Officer	1	100	10	110	
29	Office of the President	Office of the Secretary	Administrative Officer	1	70	7	77	
30	Office of the President	Office of the Secretary	Administrative Officer	1	50	5	55	
31	Office of the President	Office of the Secretary	Administrative Officer	1	35	3.5	38.5	
32	Office of the President	Office of the Secretary	Administrative Officer	1	25	2.5	27.5	
33	Office of the President	Office of the Secretary	Administrative Officer	1	18	1.8	19.8	
34	Office of the President	Office of the Secretary	Administrative Officer	1	13	1.3	14.3	
35	Office of the President	Office of the Secretary	Administrative Officer	1	9	0.9	9.9	
36	Office of the President	Office of the Secretary	Administrative Officer	1	6.5	0.65	7.15	
37	Office of the President	Office of the Secretary	Administrative Officer	1	4.5	0.45	4.95	
38	Office of the President	Office of the Secretary	Administrative Officer	1	3.5	0.35	3.85	
39	Office of the President	Office of the Secretary	Administrative Officer	1	2.5	0.25	2.75	
40	Office of the President	Office of the Secretary	Administrative Officer	1	1.8	0.18	1.98	
41	Office of the President	Office of the Secretary	Administrative Officer	1	1.3	0.13	1.43	
42	Office of the President	Office of the Secretary	Administrative Officer	1	900	90	990	
43	Office of the President	Office of the Secretary	Administrative Officer	1	650	65	715	
44	Office of the President	Office of the Secretary	Administrative Officer	1	450	45	495	
45	Office of the President	Office of the Secretary	Administrative Officer	1	300	30	330	
46	Office of the President	Office of the Secretary	Administrative Officer	1	200	20	220	
47	Office of the President	Office of the Secretary	Administrative Officer	1	150	15	165	
48	Office of the President	Office of the Secretary	Administrative Officer	1	100	10	110	
49	Office of the President	Office of the Secretary	Administrative Officer	1	70	7	77	
50	Office of the President	Office of the Secretary	Administrative Officer	1	50	5	55	
51	Office of the President	Office of the Secretary	Administrative Officer	1	35	3.5	38.5	
52	Office of the President	Office of the Secretary	Administrative Officer	1	25	2.5	27.5	
53	Office of the President	Office of the Secretary	Administrative Officer	1	18	1.8	19.8	
54	Office of the President	Office of the Secretary	Administrative Officer	1	13	1.3	14.3	
55	Office of the President	Office of the Secretary	Administrative Officer	1	9	0.9	9.9	
56	Office of the President	Office of the Secretary	Administrative Officer	1	6.5	0.65	7.15	
57	Office of the President	Office of the Secretary	Administrative Officer	1	4.5	0.45	4.95	
58	Office of the President	Office of the Secretary	Administrative Officer	1	3.5	0.35	3.85	
59	Office of the President	Office of the Secretary	Administrative Officer	1	2.5	0.25	2.75	
60	Office of the President	Office of the Secretary	Administrative Officer	1	1.8	0.18	1.98	
61	Office of the President	Office of the Secretary	Administrative Officer	1	1.3	0.13	1.43	
62	Office of the President	Office of the Secretary	Administrative Officer	1	900	90	990	
63	Office of the President	Office of the Secretary	Administrative Officer	1	650	65	715	
64	Office of the President	Office of the Secretary	Administrative Officer	1	450	45	495	
65	Office of the President	Office of the Secretary	Administrative Officer	1	300	30	330	
66	Office of the President	Office of the Secretary	Administrative Officer	1	200	20	220	
67	Office of the President	Office of the Secretary	Administrative Officer	1	150	15	165	
68	Office of the President	Office of the Secretary	Administrative Officer	1	100	10	110	
69	Office of the President	Office of the Secretary	Administrative Officer	1	70	7	77	
70	Office of the President	Office of the Secretary	Administrative Officer	1	50	5	55	
71	Office of the President	Office of the Secretary	Administrative Officer	1	35	3.5	38.5	
72	Office of the President	Office of the Secretary	Administrative Officer	1	25	2.5	27.5	
73	Office of the President	Office of the Secretary	Administrative Officer	1	18	1.8	19.8	
74	Office of the President	Office of the Secretary	Administrative Officer	1	13	1.3	14.3	
75	Office of the President	Office of the Secretary	Administrative Officer	1	9	0.9	9.9	
76	Office of the President	Office of the Secretary	Administrative Officer	1	6.5	0.65	7.15	
77	Office of the President	Office of the Secretary	Administrative Officer	1	4.5	0.45	4.95	
78	Office of the President	Office of the Secretary	Administrative Officer	1	3.5	0.35	3.85	
79	Office of the President	Office of the Secretary	Administrative Officer	1	2.5	0.25	2.75	
80	Office of the President	Office of the Secretary	Administrative Officer	1	1.8	0.18	1.98	
81	Office of the President	Office of the Secretary	Administrative Officer	1	1.3	0.13	1.43	
82	Office of the President	Office of the Secretary	Administrative Officer	1	900	90	990	
83	Office of the President	Office of the Secretary	Administrative Officer	1	650	65	715	
84	Office of the President	Office of the Secretary	Administrative Officer	1	450	45	495	
85	Office of the President	Office of the Secretary	Administrative Officer	1	300	30	330	
86	Office of the President	Office of the Secretary	Administrative Officer	1	200	20	220	
87	Office of the President	Office of the Secretary	Administrative Officer	1	150	15	165	
88	Office of the President	Office of the Secretary	Administrative Officer	1	100	10	110	
89	Office of the President	Office of the Secretary	Administrative Officer	1	70	7	77	
90	Office of the President	Office of the Secretary	Administrative Officer	1	50	5	55	
91	Office of the President	Office of the Secretary	Administrative Officer	1	35	3.5	38.5	
92	Office of the President	Office of the Secretary	Administrative Officer	1	25	2.5	27.5	
93	Office of the President	Office of the Secretary	Administrative Officer	1	18	1.8	19.8	
94	Office of the President	Office of the Secretary	Administrative Officer	1	13	1.3	14.3	
95	Office of the President	Office of the Secretary	Administrative Officer	1	9	0.9	9.9	
96	Office of the President	Office of the Secretary	Administrative Officer	1	6.5	0.65	7.15	
97	Office of the President	Office of the Secretary	Administrative Officer	1	4.5	0.45	4.95	
98	Office of the President	Office of the Secretary	Administrative Officer	1	3.5	0.35	3.85	
99	Office of the President	Office of the Secretary	Administrative Officer	1	2.5	0.25	2.75	
100	Office of the President	Office of the Secretary	Administrative Officer	1	1.8	0.18	1.98	

DEPARTMENT OF BUDGET AND MANAGEMENT
 OFFICE OF THE SECRETARY
 UNIVERSITY OF THE PHILIPPINES
 MALABON CAMPUS
 MALABON CITY, PHILIPPINES

Agency Accountability Timelines

For reference, agencies should observe the timelines and comply with the following requirements under Section 5.0: Agency Accountabilities of Memorandum Circular (MC) 2021-1:

Deadline	Requirements	Validating Agency
On or before 31 January of the fiscal year	Submit Certificate of Compliance that the agency conducted Early Procurement Activities for at least 50% of the Total Value of the FY 2022 Procurement Projects to the GPPB-TSO. <i>Note: Early Procurement Activities should be conducted in FY 2021</i>	GPPB-TSO
March 31, 2021	Submit FY 2021 APP-non CSE to GPPB-TSO.	GPPB-TSO
June 30, 2021	Submit Results of the APCPI system for FY 2020 Procurement Transactions to GPPB-TSO.	GPPB-TSO
August 31, 2021	Submit the FY 2022 APP-CSE thru the PhilGEPS Virtual Store.	DBM-PS
September 30, 2021	Posting of Indicative FY 2022 APP-non CSE in the agency's Transparency Seal webpage.	GPPB-TSO
October 01, 2021	Maintain/Update the agency Transparency Seal (TS) under Section 96 of the General Provisions of the FY 2021 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page.	DBM-OCIO
December 04, 2021	Set-up the most current and updated Citizen's or Service Charter , reflecting the agency's improved and streamlined/re-engineered system and procedure for all its government services to citizens, businesses, and government agencies.	ARTA
December 31, 2021 <i>(validity of certificate)</i>	Departments/agencies shall submit their respective Certificates of Compliance (CoC) to the Anti-Red Tape Authority (ARTA) at compliance@arta.gov.ph on or before December 04, 2021. The ISO QMS Certification or equivalent certification/recertification must be valid as of December 31, 2021. <i>Note: For compliance by departments and agencies which will use the ISO QMS certification/recertification as evidence or requirement for the Process Results criterion for the grant of the FY 2021 Performance-Based Bonus (PBB).</i>	To be provided in the GQMC guidelines on the validation of the certification.
December 31, 2021	Sustained Compliance w/ Audit Findings Fully implement 30% of the prior years' audit recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendations. These recommendations will exclude the Property, Plant, and Equipment (PPE)-related items of the Annual Audit Report (AAR). Audit findings closed since FY 2019 should also not recur. The objective is to improve the agency's	COA

Deadline	Requirements	Validating Agency
	internal control processes, enhance operational effectiveness, and eliminate, resolve and remedy most, if not all, of the agency audit findings, by the end of 2021.	
January 29, 2022	Update all procurement requirements for transactions above 1 million from January 1, 2021 to December 31, 2021 in the PhilGEPS .	PS-PhilGEPS
October 1, 2021	Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the agency Transparency Seal for FY 2021.	CSC
January 29, 2022	Submit the following Freedom of Information (FOI) Program requirements to PCOO: a. Updated People's FOI manual b. FOI reports: Agency Information Inventory, 2021 FOI Registry, and 2021 FOI Summary Report c. Modified One-page FOI Manual d. Screenshot of agency's home page	PCOO

Notes:

**As provided in MC No. 2021-1, while the above conditions are no longer required in determining the overall PBB eligibility of agencies, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals. Agencies should submit these legal requirements directly to the oversight/validating agencies.*

***The oversight/validating agencies have the authority to modify their requirements and timelines as necessary. Agencies should directly contact the oversight/validating agencies of the above-mentioned Agency Accountabilities for updates and concerns.*

GUIDELINES IN THE CONDUCT OF EARLY PROCUREMENT ACTIVITIES AS A REQUIREMENT FOR THE GRANT OF THE PERFORMANCE-BASED BONUS (GUIDELINES)

1.0 Objective

This Guidelines is being issued in view of the requirement to conduct Early Procurement Activities (EPA) for purposes of the grant of Performance-Based Bonus (PBB).⁴

2.0 Definition

EPA refers to the conduct of procurement activities from the posting of opportunity, if required, until recommendation of the Bids and Awards Committee (BAC) to the Head of the Procuring Entity (HoPE) to award the contract, pending approval of the funding source.⁵ The rules for the conduct of EPA is governed by Government Procurement Policy Board (GPPB) Circular No. 06-2019.⁶

3.0 EPA as PBB Requirement

Procuring Entities (PEs)⁷ that would like to be eligible for the grant of PBB are required to successfully undertake EPA for at least fifty percent (50%) of the value of its eligible Procurement Projects (EPPs) pursuant to Administrative Order (AO) No. 25 Inter-Agency Task Force (IATF) Memorandum Circular (MC) No. 2020-1.⁸

4.0 Compliance Requirements

4.1 The conduct of EPA is required for PEs receiving budgetary support from the National Government based on the National Expenditure Program (NEP).

4.2 PEs are required to undertake EPA for at least fifty percent (50%) of the value or amount of EPPs included in its Indicative Annual Procurement Plan (APP)⁹ upon the issuance of the NEP.¹⁰

4.3 EPPs shall refer to Goods, Infrastructure Projects, and Consulting Services reflected in the PE's indicative APP based on the NEP to be undertaken through Competitive Bidding and Alternative Methods of Procurement under Republic Act (RA) No. 9184 and its revised Implementing Rules and Regulations (IRR), **except** for the following:

- a. Repeat Order (Section 51);
- b. Shopping (Section 52);
- c. Negotiated Procurement – Emergency Cases (Section 53.2);

⁴ See Memorandum Circular No. 2021-1 or the Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021 Under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016 dated 3 June 2021

⁵ See Section 3.1 of Government Procurement Policy Board (GPPB) Circular 06-2019

⁶ Guidelines on the Implementation of Early Procurement Activities (EPA) dated 17 July 2019

⁷ **PEs shall check with the Guidelines on the Grant of PBB issued by AO 25 annually the applicability of the requirements whether for the whole PE or responsible unit/individual.**

⁸ Guidelines on the Grant of the Performance-Based Bonus (PBB) for the Fiscal Year 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016

⁹ The Indicative APP shall be posted on the agency Transparency Seal pursuant to Department of Budget and Management Circular Letter 2018-8 dated 30 July 2018. The Indicative APP is **not** submitted to the GPPB.

¹⁰ Per Memorandum Circular No. 2020-1 or the Guidelines on the Grant of the Performance-Based Bonus (PBB) for the Fiscal Year 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016

opted to apply in San Jose District

no info

- d. Negotiated Procurement – Take-Over of Contracts (Section 53.3); and
 e. Negotiated Procurement – Small Value Procurement (Section 53.9).¹¹

In addition to the above exceptions, procurement of Common-Use Supplies and Equipment (CSE) shall be excluded in the EPA requirement since PEs are mandated to directly procure CSEs from the Department of Budget and Management- Procurement Service (DBM-PS).¹²

- 4.4 All PEs shall submit an EPA Certification under Oath to the GPPB-Technical Support Office (TSO), as the case may be, thus:

Status	Description	EPA Certification Template
Successfully undertaken	The PE has undertaken EPA and recommended for award of contract at least fifty percent (50%) of the total amount of the EPPs.	Certification of undertaking or non-undertaking (Template in Annex "A-1")
Not successfully undertaken	The PE has undertaken EPA, however, only less than fifty percent (50%) of the value of EPPs were recommended for award of contract.	
Not undertaken	The PE did not undertake EPA despite the existence of EPPs.	
Not covered by the EPA requirement	The PE has no EPPs for the conduct of EPA as required for the grant of PBB.	Certification of Exception from EPA (Template in Annex "A-2")

- 4.5 The fifty percent (50%) compliance requirement for the conduct of EPA shall be computed using this formula:

$$\left[\frac{\text{Amount}^{13} \text{ of Successful EPA projects}^{14}}{\text{Total Amount of EPPs}^{15}} \right] \times 100 = \% \text{ of Successful EPA projects}$$

- 4.6 The EPA Certification under Oath shall be submitted to the GPPB-TSO on or before 31st of January of the fiscal year through electronic mail (e-mail) at earlyprocurement@gppb.gov.ph. Given the limited mobility and in consideration of health and safety protocols being implemented to avoid the transmission of Corona Virus Disease 2019, submissions in printed copy shall not be accepted. In case the deadline falls on a weekend or a regular or special holiday, the deadline shall be on the next business day.

¹¹ See Section 1.4 of GPPB Circular 06-2019

¹² DBM-PS is tasked for the centralized procurement of Common-Use Supplies for the Government of the Philippines in accordance with Letters of Instruction No. 755, s. 1978 and Executive Order No. 359, s. 1989.

¹³ Value in Philippine Peso

¹⁴ Recommended for award of contract

¹⁵ Total Amount in Indicative APP based on NEP less exceptions enumerated in Item 4.3

PEs will receive an auto-acknowledgement receipt from the GPPB-TSO upon receipt of the EPA Certification under Oath sent through e-mail. Note that this acknowledgment receipt shall be the only acceptable **proof of submission**.

- 4.7 The GPPB-TSO shall consider PEs compliant with the EPA requirement for the grant of PBB if the submitted Certification complies with the following:
- a. Used the prescribed and applicable template for EPA Certification under Oath;
 - b. Shows that the PE has either successfully undertaken EPA for at least fifty percent (50%) of the total amount of EPPs or has no EPPs for the conduct of EPA. In case of failure to conduct at least fifty percent (50%) of the total amount of EPPs, the provision in Item 4.8 shall apply;
 - c. Bears the approval of the HoPE and is duly notarized; and
 - d. Submitted within the deadline.
- 4.8 PEs with EPPs which are not able to comply with the EPA requirement must provide a valid reason or justification in the certification. The reason or justification will be reviewed and evaluated to determine acceptability. Failure to provide any valid reason or justification on the non-undertaking or non-achievement of the required fifty percent (50%) shall constitute outright non-compliance.

REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF PUBLIC WORKS AND HIGHWAYS

CERTIFICATION OF UNDERTAKING/NON-UNDERTAKING OF EARLY PROCUREMENT ACTIVITIES

I hereby certify that the [State: Complete Name of Procuring Entity] has [Choose whichever applies: successfully undertaken / unsuccessfully undertaken / not undertaken] Early Procurement Activities (EPA) for eligible Procurement Projects based on the agency's Indicative Annual Procurement Plan consistent with the National Expenditure Plan (NEP) for Fiscal Year _____ in the following amounts:

Description ¹⁶	Total Amount (in PhP)
a. Total Amount in Indicative APP based on NEP	_____
b. Less: Exceptions ¹⁷	_____
c. Total Amount of Eligible Procurement Projects [c=(a-b)]	_____
d. Amount of Successful ¹⁸ EPA projects	_____
e. Percentage of Successful EPA [e=(d/c)*100]	_____

<In case the agency did not undertake EPA or was not able to achieve the required 50%, please indicate reason/s and justification/s on this portion>

This Certification is being made in compliance with the Guidelines on the Grant of the Performance-Based Bonus for the Fiscal Year _____, of the Administrative Order No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems.

The undersigned attests to the accuracy of all information contained herein based on available records and information that can be verified with the [Name of Agency] and the Philippine Government Electronic Procurement System.

IN WITNESS HEREOF, I have hereunto affixed my signature on (DATE) in (CITY, PROVINCE), Philippines.

(NAME OF HEAD OF THE PROCURING ENTITY)
(POSITION)

SUBSCRIBED AND SWORN to before me this (DATE), in (CITY, PROVINCE), Philippines, with affiant exhibiting me his/her (GOVERNMENT-ISSUED ID) issued on (DATE OF ISSUANCE) at (PLACE OF ISSUANCE).

NOTARY PUBLIC

Doc. No. _____
Page No. _____
Book No. _____
Series of _____

¹⁶ Amount and values refer to the Approved Budget for the Contract
¹⁷ See item 4.3 of the Guidelines in the Conduct of Early Procurement Activities as a Requirement for the Grant of the Performance-Based Bonus
¹⁸ Section 3.1 of GPPB Circular 06-2019 provides that the "EPA shall refer to the conduct of procurement activities, from posting of the procurement opportunity, if required, until recommendation of the Bids and Awards Committee (BAC) to the HoPE as to the award of the contract xxx"

opted to apply in san jose

with skill demo

CERTIFICATION OF EXCEPTION FROM EARLY PROCUREMENT ACTIVITIES

I hereby certify that the [Complete Name of Procuring Entity] has no eligible Procurement Projects for the conduct of Early Procurement Activities based on the agency's Indicative Annual Procurement Plan consistent with the National Expenditure Program.

This Certification is being made in compliance with the Guidelines on the Grant of the Performance-Based Bonus for the Fiscal Year _____, of the Administrative Order No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems.

The undersigned attests to the accuracy of all information contained herein based on available records and information that can be verified with the [Name of the Procuring Entity] and the Philippine Government Electronic Procurement System.

IN WITNESS HEREOF, I have hereunto affixed my signature on [Date] in [City, Province], Philippines.

(NAME OF HEAD OF THE PROCURING ENTITY)
(POSITION)

SUBSCRIBED AND SWORN to before me this (DATE), in (CITY, PROVINCE), Philippines, with affiant exhibiting me his/her (GOVERNMENT-ISSUED ID) issued on (DATE OF ISSUANCE) at (PLACE OF ISSUANCE).

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Doc. No. _____
Page No. _____
Book No. _____
Series of _____

Master List of Departments/Agencies

A. DEPARTMENTS

Department	Offices/Bureaus/Units
1. Office of the President	<ul style="list-style-type: none"> • Office of the Executive Secretary* • Commissions • Centers • Technical and Staff Offices • Offices of Presidential Advisers/Assistants (<i>per area of concern</i>) • Offices with special concerns
2. Office of the Vice-President	<ul style="list-style-type: none"> • Office of the Chief of Staff (<i>including the Office of the Vice-President Proper and the Office of the Assistant Chief of Staff</i>) • Technical and Staff Offices
3. Department of Agrarian Reform a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> • Office of the Secretary* • Council Secretariat • DAR Adjudication Boards • Services • Bureaus • Regional Offices
4. Department of Agriculture a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> • Office of the Secretary* • Services • Bureaus • Regional Offices • SOCKSARGEN Area Development Project Office • Institutes (e.g., PRRI) • Centers (e.g., FDC)
b. Agricultural Credit Policy Council	<ul style="list-style-type: none"> • Office of the Executive Director* • Staff • Division
c. Bureau of Fisheries and Aquatic Resources	<ul style="list-style-type: none"> • Office of the Director* • Technical and Support Services • Centers • Regional Units
d. National Fisheries Research and Development Institute	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions

<ul style="list-style-type: none"> e. National Meat Inspection Services f. Philippine Carabao Center g. Philippine Center for Post-Harvest Development and Mechanization h. Philippine Council for Agriculture and Fisheries i. Philippine Fiber Industry Development Authority 	<ul style="list-style-type: none"> • Centers • Office of the Executive Director* • Central Office Divisions • Regional Centers • Office of the Executive Director* • Central Office Division • Centers • Office of the Director* • Divisions • Office of the Director* • Divisions • Office of the Executive Director* • Central Office Divisions • Regional Offices
<ul style="list-style-type: none"> 5. Department of Budget and Management <ul style="list-style-type: none"> a. Office of the Secretary (Proper) b. Government Procurement Policy Board - Technical Support Office c. Procurement Service 	<ul style="list-style-type: none"> • Office of the Secretary* • Bureaus • Services • Regional Offices • Office of the Executive Director* • Divisions • Office of the Executive Director* (including Internal Audit, Legal, and Corporate Planning Divisions) • Functional Groups
<ul style="list-style-type: none"> 6. Department of Education <ul style="list-style-type: none"> a. Office of the Secretary (Proper) b. Early Childhood Development Center c. National Book Development Board 	<ul style="list-style-type: none"> • Office of the Secretary* (including Early Childhood Care Development Council) • Bureaus • Services • Regional Offices • Schools Division Offices • Schools and Learning Centers** • National Educators Academy of the Philippines • National Council for Children's Television • Office of the Executive Director* • Divisions

d. National Council for Children's Television (<i>identified as DU of the Office of the Secretary Proper</i>)	
e. National Museum	<ul style="list-style-type: none"> • Office of the Director* • Divisions
f. Philippine High School for the Arts	<ul style="list-style-type: none"> • Office of the Director* • Basic and Arts Education • Staff Divisions
7. Department of Energy	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> • Office of the Secretary* (including Investment Promotion Staff, Consumer Welfare and Promotion Staff, Public Affairs Staff and Internal Audit Division) • Services • Bureaus • Geographical Offices
8. Department of Environment and Natural Resources	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> • Office of the Secretary* • Bureaus • Services • Regional Offices
b. Environmental Management Bureau	<ul style="list-style-type: none"> • Office of the Director* • Central Office Divisions • Regional offices
c. Mines and Geo-Sciences Bureau	<ul style="list-style-type: none"> • Office of the Director* • Central Office Divisions • Regional Offices
d. National Mapping and Resource Information Authority	<ul style="list-style-type: none"> • Office of the Administrator* • Branches
e. National Water Resources Board	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
f. Palawan Council for Sustainable Development Staff	<ul style="list-style-type: none"> • Office of the Chairman* (<i>including Office of the Executive Director</i>) • Divisions
9. Department of Finance	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> • Office of the Secretary* • Services • Offices • One-Stop Shop Center

b. Bureau of Customs	<ul style="list-style-type: none"> • Office of the Commissioner* • Services • Offices
c. Bureau of Internal Revenue	<ul style="list-style-type: none"> • Office of the Commissioner* (including Performance Evaluation Division) • Services • Revenue Data Centers • Revenue Regional Offices
d. Bureau of Local Government Finance	<ul style="list-style-type: none"> • Office of the Executive Director* • Services • Regional Offices
e. Bureau of the Treasury	<ul style="list-style-type: none"> • Office of the Treasurer of the Philippines* • Services • Regional Offices
f. Central Board of Assessment Appeals	<ul style="list-style-type: none"> • Office of the Board* • Offices of the Hearing Officers
g. Insurance Commission	<ul style="list-style-type: none"> • Office of the Commissioner (including Internal Audit Division) • Services • District Offices
h. National Tax Research Center	<ul style="list-style-type: none"> • Office of the Executive Director* • Branches
i. Privatization and Management Office	<ul style="list-style-type: none"> • Office of the Executive Director* • Services
j. Securities and Exchange Commission	<ul style="list-style-type: none"> • Office of the Chairperson* • Sectoral Offices • Departments • Extension Offices
10. Department of Foreign Affairs	
a. Office of the Secretary	
b. Technical Cooperation Council of the Philippines	<ul style="list-style-type: none"> • Office of the Secretary* (including Technical Cooperation Council of the Philippines, UNESCO National Commission of the Philippines)
c. UNESCO National Commission of the Philippines	<ul style="list-style-type: none"> • Technical and Support Offices • Embassies • Consulate General • Diplomatic Mission

d. Foreign Service Institute	<ul style="list-style-type: none"> • Office of the Director General • Divisions
11. Department of Health	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> • Office of the Secretary* • Bureaus • Services • Regional Offices
a 1 DOH-supervised Health Facilities	<ul style="list-style-type: none"> • Hospitals (including Special Hospitals, Medical Centers, and Treatment and Rehabilitation Centers)
b. National Nutrition Council	<ul style="list-style-type: none"> • Office of the Executive Director* • Central Office Divisions • Regional Nutrition Offices
c. Philippine National AIDS Council	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
12. Department of Human Settlements and Urban Development	
a. Human Settlements Adjudication Commission	<ul style="list-style-type: none"> • Office of the Secretary* • Bureaus/Services/Offices • Regional Offices
	<ul style="list-style-type: none"> • Office of the Executive Commissioner* • Services • Regional Adjudication Branches
13. Department of Information and Communications Technology	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> • Office of the Secretary* (including CIO Corps, Legislative Liaison Division, International Cooperation Division, Postal Regulation Division, and Information and Strategic Communications Division) • Services • Bureaus • Regional Offices
b. Cybercrime Investigation and Coordination Center	<ul style="list-style-type: none"> • Office of the Executive Director* (including the Legal Division) • Technical and Staff Offices
c. National Privacy Commission	<ul style="list-style-type: none"> • Office of the Commissioner* (including Office of the Director) • Technical and Staff Offices
d. National Telecommunications Commission	<ul style="list-style-type: none"> • Office of the Commissioner* (including Commission Secretariat, Broadcast Services Division, and Radio Spectrum Planning Division) • Branches

<p>14. Department of the Interior and Local Government</p> <p>a. Office of the Secretary (Proper)</p>	<ul style="list-style-type: none"> • Regional Offices • Office of the Secretary* • Technical and Support Services • Bureaus • Regional Offices
<p>b. Bureau of Fire Protection</p>	<ul style="list-style-type: none"> • Office of the Chief of the Fire Bureau* • Technical and Support Services • Regional Fire Stations
<p>c. Bureau of Jail Management and Penology</p>	<ul style="list-style-type: none"> • Office of the Chief of the Jail Bureau* • Directorates • Jail Units by Region
<p>d. Local Government Academy</p>	<ul style="list-style-type: none"> • Office of the Director* • Divisions
<p>e. National Commission on Muslim Filipinos</p>	<ul style="list-style-type: none"> • Office of the Chairman* • Office of the Director* • Bureaus • Services • Regional Offices
<p>f. National Police Commission</p>	<ul style="list-style-type: none"> • Office of the Commissioner* • Staff Services • Regional Offices
<p>g. National Youth Commission</p>	<ul style="list-style-type: none"> • Office of the Chairman* (including Office of the Executive Director) • Divisions
<p>h. Philippines Commission on Women</p>	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
<p>i. Philippine National Police</p>	<ul style="list-style-type: none"> • Office of the Chief PNP • Directorate • Support Units • Regional Police Operations
<p>j. Philippine Public Safety College</p>	<ul style="list-style-type: none"> • Office of the President* • Functional Groups • Institutes • Academy • College
<p>15. Department of Justice</p> <p>a. Office of the Secretary</p>	<ul style="list-style-type: none"> • Office of the Secretary* • Technical and Support Services

a.1 National Prosecution Service	<ul style="list-style-type: none"> • Prosecution Staff* • City Prosecutor's Offices • Regional Prosecution Offices
b. Bureau of Corrections	<ul style="list-style-type: none"> • Office of the Director General* • Directorates • Prison and Penal Farms
c. Bureau of Immigration	<ul style="list-style-type: none"> • Office of the Commissioner* (including board of Special Inquiry) • Central Office Divisions • Airport/Sub-port Offices
d. Land Registration Authority	<ul style="list-style-type: none"> • Office of the Administrator* • Technical and Support Services • Regional Offices
e. National Bureau of Investigation	<ul style="list-style-type: none"> • Office of the Director* • Services • Regional Offices
f. Office of the Government Corporate Counsel	<ul style="list-style-type: none"> • Office of the Government Corporate Counsel* • Administrative Unit • Sectoral Teams
g. Office of the Solicitor General	<ul style="list-style-type: none"> • Office of the Solicitor General* • Legal Divisions • Support Services
h. Parole and Probation Administration	<ul style="list-style-type: none"> • Office of the Administrator* • Central Office Divisions • Regional Offices
i. Presidential Commission on Good Government	<ul style="list-style-type: none"> • Office of the Commissioner* • Technical and Support Services
j. Public Attorney's Office	<ul style="list-style-type: none"> • Office of the Chief Public Attorney* • Services • Regional Offices • District Offices
16. Department of Labor and Employment	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> • Office of the Secretary* • Services • Bureaus • Regional Offices • Philippines Overseas Labor Offices
b. Institute for Labor Studies	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions

c. National Conciliation and Mediation Board	<ul style="list-style-type: none"> • Office of the Executive Director* • Central Office Divisions • Regional Conciliation Mediation Branches
d. National Labor Relations Commission	<ul style="list-style-type: none"> • Office of the Chairman* • Office of the Executive Clerk of Court • Court Divisions • Regional Arbitration Boards/Branches • Sub-Regional Arbitration Boards/Branches
e. National Maritime Polytechnic	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
f. National Wages and Productivity Commission	<ul style="list-style-type: none"> • Office of the Executive Director* • Central Office Divisions • Regional Tripartite Wages and Productivity Boards
g. Overseas Workers Welfare Administration	<ul style="list-style-type: none"> • Office of the Administrator* • Technical and Staff Offices • Regional Welfare Offices • Foreign Posts
h. Philippine Overseas Employment Administration	<ul style="list-style-type: none"> • Office of the Administrator* • Branches • Technical and Staff Offices
i. Professional Regulation Commission	<ul style="list-style-type: none"> • Office of the Commissioner* • Services • Offices • Regional Offices/Extension Units
17. Department of National Defense a. DND Proper (Office of the Secretary) b. Armed Forces of the Philippines b.1 Philippine Army b.2 Philippine Air Force b.3 Philippine Navy b.4 General Headquarters	<ul style="list-style-type: none"> • Office of the Secretary* • Support Services • Office of the Commanding General* • Commands • Office of the Commanding General* • Commands • Office of the Flag Officer in Command* • Commands • Office of the Chief of Staff* • Commands

<p>c. Government Arsenal</p> <p>d. National Defense College of the Philippines</p> <p>e. Office of Civil Defense</p> <p>f. Philippine Veterans Affairs Office (Proper)</p> <p>g. Veterans Memorial Medical Center</p>	<ul style="list-style-type: none"> ● Office of the Director* ● Divisions ● Office of the Director* ● Divisions ● Office of the Administrator* ● Services ● Operation Center ● Regional Offices ● Office of the Administrator* ● Services ● Office of the Director* ● Medical Service ● Administrative and Support Divisions
<p>18. Department of Public Works and Highways</p>	<ul style="list-style-type: none"> ● Office of the Secretary* ● Bureaus ● Services ● Regional Offices ● Unified Project Management Office
<p>19. Department of Science and Technology</p> <p>a. Office of the Secretary</p> <p>b. Advanced Science and Technology Institute</p> <p>c. Food and Nutrition Research Institute</p> <p>d. Forest Products Research and Development Institute</p> <p>e. Industrial Technology Development Institute</p> <p>f. Metals Industry Research and Development Center</p> <p>g. National Academy of Science and Technology</p> <p>h. National Research Council of the Philippines</p>	<ul style="list-style-type: none"> ● Office of the Secretary* (including International Technology Cooperation Unit, Science and Technology Foundation Unit, and Special Projects Division) ● Services ● Regional Offices ● Office of the Director* ● Divisions ● Office of the Director* ● Divisions ● Office of the Director* ● Divisions ● Office of the Executive Director* ● Divisions ● Office of the Executive Director* ● Divisions ● Office of the Executive Director* ● Divisions

<p>i. Philippine Atmospheric, Geophysical and Astronomical Services Administration</p> <p>j. Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development</p> <p>k. Philippine Council for Health Research and Development</p> <p>l. Philippine Council for Industry, Energy and Emerging Technology Research and Development</p> <p>m. Philippine Institute of Volcanology and Seismology</p> <p>n. Philippine Nuclear Research Institute</p> <p>o. Philippine Science High School</p> <p>p. Philippine Textile Research Institute</p> <p>q. Science Education Institute</p> <p>r. Science and Technology Information Institute</p> <p>s. Technology Application and Promotion Institute</p>	<ul style="list-style-type: none"> • Office of the Administrator* • Divisions <ul style="list-style-type: none"> • Office of the Executive Director* • Divisions <ul style="list-style-type: none"> • Office of the Executive Director* • Divisions <ul style="list-style-type: none"> • Office of the Executive Director* • Divisions <ul style="list-style-type: none"> • Office of the Director* • Divisions <ul style="list-style-type: none"> • Office of the Director* • Divisions <ul style="list-style-type: none"> • Office of the Executive Director* (including Technical and Staff Divisions) • Campuses <ul style="list-style-type: none"> • Office of the Director* • Divisions <ul style="list-style-type: none"> • Office of the Director* • Divisions <ul style="list-style-type: none"> • Office of the Director* • Divisions
<p>20. Department of Social Welfare and Development</p> <p>a. Office of the Secretary</p> <p>b. Council for the Welfare of Children</p>	<ul style="list-style-type: none"> • Office of the Secretary* • Services • Bureaus • Regional Offices <ul style="list-style-type: none"> • Office of the Executive Director* • Divisions

c. Inter-Country Adoption Board	<ul style="list-style-type: none"> • Office of the Director* • Divisions
d. Juvenile Justice and Welfare Council	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
e. National Council on Disability Affairs	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
21. Department of Tourism	
a. Office of the Secretary	<ul style="list-style-type: none"> • Office of the Secretary* • Offices • Services • Regional Offices • Foreign Field Offices
b. Intramuros Administration	<ul style="list-style-type: none"> • Office of the Administrator* • Divisions
c. National Parks Development Committee	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
22. Department of Trade and Industry	
a. Office of the Secretary	<ul style="list-style-type: none"> • Office of the Secretary* • Bureaus • Services • Regional Offices
b. Board of Investments	<ul style="list-style-type: none"> • Office of the Governor* • Services
c. Construction Industry Authority of the Philippines	<ul style="list-style-type: none"> • Office of the Executive Director* • Board • Foundation
d. Cooperative Development Authority	<ul style="list-style-type: none"> • Office of the Chairman* (including the Office of the Executive Director, Planning Division, Finance Division, and Administrative Division) • Departments • Extension Offices
e. Design Center of the Philippines	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
f. Intellectual Property Office	<ul style="list-style-type: none"> • Office of Director General* • Bureaus • Services
g. Philippine Trade Training Center	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
	<ul style="list-style-type: none"> • Office of the Executive Director*

<p>h. Technical Education and Skills Development Authority</p>	<ul style="list-style-type: none"> • Technical and Staff Offices • Services • Regional Offices
<p>23. Department of Transportation</p> <p>a. Office of the Secretary</p> <p style="padding-left: 20px;">a.1 Land Transportation Office**</p> <p style="padding-left: 20px;">a.2 Land Transportation Franchising and Regulatory Board**</p> <p>b. Civil Aeronautics Board</p> <p>c. Maritime Industry Authority</p> <p>d. Office of Transportation Cooperatives</p> <p>e. Office for Transportation Security</p> <p>f. Philippine Coast Guard</p> <p>g. Toll Regulatory Board</p>	<ul style="list-style-type: none"> • Office of the Secretary* • Services • DOT-CAR • DOT-CARAGA • Central Office Divisions • Regional Offices • Central Office Divisions • Regional Franchising and Regulatory Offices • Office of the Executive Director* • Divisions • Office of the Administrator* • Services • Regional Offices • Office (e.g., STCWO) • Office of the Board Chairman (including Office of the Executive Director)* • Divisions • Office of the Administrator* • Services • PCG Headquarters • Coast Guard Districts • Office of the Board of Directors* (including Office of the Executive Director) • Divisions
<p>24. National Economic and Development Authority</p> <p>a. Office of the Secretary</p> <p style="padding-left: 20px;">b. Commission on Population and Development</p>	<ul style="list-style-type: none"> • Office of the Secretary* • Staffs (Bureaus and Services) • Regional Offices • Secretariats (e.g., LEDAC Secretariat and PFMITF Secretariat) • Office of the Executive Director* (including Internal Audit Unit) • Central Office Divisions • Regional Population Offices

c. Philippine National Volunteer Service Coordinating Agency	<ul style="list-style-type: none"> • Office of the Director* • Divisions
d. Public-Private Partnership Center of the Philippines	<ul style="list-style-type: none"> • Office of the Executive Director* (including Corporate Planning and Development Division) • Services
e. Philippine Statistical Research and Training Institute	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
f. Philippine Statistics Authority	<ul style="list-style-type: none"> • Office of the National Statistician* • Services • Regional Statistical Offices
g. Tariff Commission	<ul style="list-style-type: none"> • Office of the Chairman* (including Offices of the Service Directors) • Divisions
25. Presidential Communication Operations Offices	
a. Presidential Communications Operations Office (Proper)	<ul style="list-style-type: none"> • Office of the Press Secretary* • Services • Media Research and Development Staff • Offices (e.g., FOI-PMO)
b. Bureau of Broadcast Services	<ul style="list-style-type: none"> • Office of the Director* • Divisions
c. Bureau of Communications Services	<ul style="list-style-type: none"> • Office of the Director* • Divisions
d. National Printing Office	<ul style="list-style-type: none"> • Office of the Director* • Divisions
e. News and Information Bureau	<ul style="list-style-type: none"> • Office of the Director* • Divisions • Presidential Press Staff • Philippine News Agency
f. Philippine Information Agency	<ul style="list-style-type: none"> • Office of the Director* • Divisions • Regional Information Centers
g. Presidential Broadcast Staff – Radio Television Malacañang (RTVM)	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions

B. CONSTITUTIONAL OFFICES AND OTHERS

Agency	Delivery Units
1. Civil Service Commission	<ul style="list-style-type: none"> • Office of the Chairperson* • Technical and Staff Offices • Services • Regional Offices
2. Commission on Audit	<ul style="list-style-type: none"> • Office of the Chairperson* • Technical and Staff Offices • Clusters • Services • Regional Offices
3. Commission on Human Rights	<ul style="list-style-type: none"> • Office of the Chairman* • Technical and Support Services • Field Operations • Field Units
4. Office of the Ombudsman	
a. Office of the Ombudsman	<ul style="list-style-type: none"> • Office of the Ombudsman* • Technical and Support Offices • Clusters
b. Office of the Special Prosecutor	<ul style="list-style-type: none"> • Office of the Special Prosecutor* • Bureaus

C. OTHER EXECUTIVE OFFICES

Agency	Delivery Units
1. Anti-Red Tape Authority	<ul style="list-style-type: none"> • Office of the Director General* • Offices • Regional Field Offices
2. Career Executive Service Board	<ul style="list-style-type: none"> • Office of the Executive Director • Divisions
3. Climate Change Commission	<ul style="list-style-type: none"> • Office of the Chairperson* • Divisions
4. Commission on Filipinos Overseas	<ul style="list-style-type: none"> • Office of the Chairman • Divisions
5. Commission on Higher Education	<ul style="list-style-type: none"> • Office of the Chairperson and the Commissioners* • Office of the Executive Director • Staff • Bureaus/Services/Offices • Regional Offices • Legal Education Board • UniFAST Board
6. Commission on the Filipino Language	<ul style="list-style-type: none"> • Office of the Chairman* • Divisions
7. Dangerous Drugs Board	<ul style="list-style-type: none"> • Office of the Chairman* • Technical and Support Offices

8. Energy Regulatory Commission	<ul style="list-style-type: none"> • Office of the Chairman (<i>including the Internal Audit Division and the Office of the Executive Director</i>)* • General Counsel and Secretariat of the Commission • Services
9. Fertilizer and Pesticide Authority	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
10. Film Development Council of the Philippines	<ul style="list-style-type: none"> • Office of the Chairman (<i>including the Office of the Executive Director</i>)* • Administrative and Finance Unit • Cinema Evaluation Board and Archive Unit • Festival and PFESO Unit
11. Games and Amusement Board	<ul style="list-style-type: none"> • Office of the Chairman* • Divisions • Field Offices
12. Governance Commission for Government-Owned or -Controlled Corporations	<ul style="list-style-type: none"> • Office of the Chairman* (<i>including Strategy Management Division</i>) • Technical and Staff Offices
13. Metropolitan Manila Development Authority	<ul style="list-style-type: none"> • Office of the Chairman* (<i>including Council Secretariat, Management Information Staff and Public Affairs Staff</i>) • Office of the General Manager* • Services • Offices
14. Mindanao Development Authority	<ul style="list-style-type: none"> • Office of the Chairperson* (<i>including Offices of the Executive Director and Directors</i>) • Divisions • Area Management Offices
15. Movie and Television Review and Classification Board	<ul style="list-style-type: none"> • Office of the Chairman • Office of the Executive Director • Divisions
16. National Anti-Poverty Commission	<ul style="list-style-type: none"> • Office of the Director General* • Technical and Support Services
17. National Commission for Culture and the Arts (Proper)	<ul style="list-style-type: none"> • Office of the Chairman (<i>including the Office of the Executive Director</i>)* • Divisions
18. National Historical Commission of the Philippines (National Historical Institute)	<ul style="list-style-type: none"> • Office of the Commission Chairman* • Office of the Executive Director* • Divisions
19. National Library of the Philippines	<ul style="list-style-type: none"> • Office of the Director* • Divisions
20. National Archives of the Philippines (formerly Records Management and Archives Office)	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions • Regional Archival Networks
21. National Commission on Indigenous Peoples	<ul style="list-style-type: none"> • Office of the Chairman* • Office of the Executive Director* • Technical and Support Offices

22. National Intelligence Coordinating Agency	<ul style="list-style-type: none"> • Regional Offices • Office of the Director General* • Directorates • Regional Offices
23. National Security Council	<ul style="list-style-type: none"> • Office of the Director General* • Technical and Support Units
24. Office of the Presidential Adviser on the Peace Process	<ul style="list-style-type: none"> • Office of the Presidential Adviser* • Technical and Support Services
25. Optical Media Board	<ul style="list-style-type: none"> • Office of the Executive Director* • Divisions
26. Philippine Competition Commission	<ul style="list-style-type: none"> • Office of the Chairman* (including Office of the Executive Director) • Technical and Staff Offices
27. Philippine Drug Enforcement Agency	<ul style="list-style-type: none"> • Office of the Director General* • Support Services • Technical Offices • Regional Offices
28. Philippine Racing Commission	<ul style="list-style-type: none"> • Office of the Chairman* (including Office of the Executive Director) • Divisions
29. Philippine Space Agency	<ul style="list-style-type: none"> • Office of the Director General* • Bureaus/Service
30. Philippine Sports Commission	<ul style="list-style-type: none"> • Office of the Chairman/Commission Members* • Office of the Executive Director • Services
31. Presidential Commission for the Urban Poor	<ul style="list-style-type: none"> • Office of the Chairman* • Divisions
32. Presidential Legislative Liaison Office	<ul style="list-style-type: none"> • Office of the Legislative Adviser* • Liaison Offices • Divisions
33. Presidential Management Staff	<ul style="list-style-type: none"> • Office of the PMS Head • Services • Technical and Staff Offices

D. STATE UNIVERSITIES AND COLLEGES

Agency	Delivery Units
1. Colleges	<ul style="list-style-type: none"> • Office of the President* • Services • Campuses (with Charter) • Colleges (with CHED accreditation)
2. Universities	<ul style="list-style-type: none"> • Offices of the President* • Services • Campuses (with Charter) • Colleges (with CHED accreditation)

CAR

1. Abra Institute of Science and Technology
2. Apayao State College

3. Benguet State University
4. Ifugao State University
5. Kalinga State University (Kalinga-Apayao State College)
6. Mountain Province State University (Mt. Province State Polytechnic College)

Region I

7. Ilocos Sur Polytechnic State College
8. Don Mariano Marcos Memorial State University
9. Mariano Marcos State University
10. North Luzon Philippines State College
11. Pangasinan State University
12. University of Northern Philippines

Region II

13. Batanes State College
14. Cagayan State University
15. Isabela State University
16. Nueva Vizcaya State University
17. Quirino State College

Region III

18. Aurora State College of Technology
19. Bataan Peninsula State University
20. Bulacan Agricultural State College
21. Bulacan State University
22. Central Luzon State University
23. Don Honorio Ventura Technological State University
24. Nueva Ecija University of Science and Technology
25. Pampanga State Agricultural University (Pampanga Agricultural College)
26. Philippine Merchant Marine Academy
27. Ramon Magsaysay Technological University
28. Tarlac College of Agriculture
29. Tarlac State University

Region IV-A

30. Laguna State Polytechnic University
31. Southern Luzon State University
32. Batangas State University
33. University of Rizal System
34. Cavite State University

Region IV-B

35. Marinduque State College
36. Mindoro State University (Mindoro State College of Agriculture and Technology)
37. Occidental Mindoro State College
38. Palawan State University
39. Romblon State University
40. Western Philippines University

Region V

- 41. Bicol University
- 42. Bicol State College of Applied Sciences and Technology
- 43. Camarines Norte State College
- 44. Camarines Sur Polytechnic College
- 45. Catanduanes State College
- 46. Central Bicol State University of Agriculture
- 47. Dr. Emilio B. Espinosa, Sr. Memorial State College of Agriculture and Technology
- 48. Partido State University
- 49. Sorsogon State College

Region VI

- 50. Aklan State University
- 51. Capiz State University
- 52. Carlos Hilado Memorial State College
- 53. Guimaras State College
- 54. Iloilo State University of Science and Technology (Iloilo State College of Fisheries)
- 55. Central Philippines State University
- 56. Northern Iloilo State University (Northern Iloilo Polytechnic State College)
- 57. Northern Negros State College of Science and Technology
- 58. University of Antique
- 59. West Visayas State University
- 60. Iloilo Science and Technology University (Western Visayas College of Science and Technology)

Region VII

- 61. Bohol Island State University
- 62. Cebu Normal University
- 63. Cebu Technological University
- 64. Negros Oriental State University
- 65. Siquijor State College

Region VIII

- 66. Eastern Samar State University
- 67. Eastern Visayas State University
- 68. Leyte Normal University
- 69. Biliran Province State University
- 70. Northwest Samar State University
- 71. Palompon Polytechnic State University (Palompon Institute of Technology)
- 72. Samar State University
- 73. Southern Leyte State University
- 74. University of Eastern Philippines
- 75. Visayas State University

Region IX

- 76. JH Cerilles State College

77. Jose Rizal Memorial State University
78. Western Mindanao State University
79. Zamboanga City State Polytechnic College
80. Zamboanga State College of Marine Sciences and Technology

Region X

81. Northwestern Mindanao State College of Science and Technology
82. Bukidnon State University
83. Camiguin Polytechnic State College
84. Central Mindanao University
85. Mindanao University of Science and Technology
86. Misamis Oriental State College of Agriculture and Technology

Region XI

87. Davao del Norte State College
88. Davao del Sur State College
89. Davao Oriental State College of Science and Technology
90. Southern Philippines Agri-Business, Marine and Aquatic School of Technology
91. University of Southeastern Philippines
92. Compostela Valley State College

Region XII

93. Cotabato State University (Cotabato City State Polytechnic College)
94. Cotabato Foundation College of Science and Technology
95. Sultan Kudarat State University
96. University of Southern Mindanao

CARAGA

97. Agusan Del Sur State College of Agriculture and Technology
98. Caraga State University
99. Surigao Del Sur State University
100. Surigao State College of Technology

BARMM

101. Basilan State College
102. Mindanao State University System
103. Sulu State College
104. Tawi-Tawi Regional Agricultural College
105. Adiong Memorial Polytechnic College

NCR

106. Marikina Polytechnic College (Marikina Polytechnic State College)
107. Eulogio "Amang" Rodriguez Institute of Science and Technology
108. Philippine Normal University
109. Philippine State College of Aeronautics
110. Polytechnic University of the Philippines
111. Rizal Technological University
112. Technological University of the Philippines

113. University of the Philippines System (UP)

E. Government-Owned and Controlled Corporations (GOCCs) under DBM

1. Lung Center of the Philippines
2. National Kidney and Transplant Institute
3. Philippine Center for Economic Development
4. Philippine Children's Medical Center
5. Philippine Heart Center
6. Philippine Institute of Traditional and Alternative Health Care
7. Philippine Institute for Development Studies
8. Philippine Rice Research Institute
9. Aurora Pacific Economic and Freeport Zone Authority
10. Authority of Freeport Area of Bataan
11. Cagayan Economic Zone Authority
12. Philippine Economic Zone Authority
13. PHIVIDEC Industrial Authority
14. Subic Bay Metropolitan Authority
15. Zamboanga City Special Economic Zone Authority

Note:

**Including the Office(s) of the Deputy Head(s) and immediate support staff.*

*** Agencies to be treated separately from their mother departments for the purpose of rating and ranking*



MALACAÑAN PALACE
MANILA

BY THE PRESIDENT OF THE PHILIPPINES

EXECUTIVE ORDER NO. 06

**INSTITUTIONALIZING THE 8888 CITIZENS' COMPLAINT HOTLINE AND
ESTABLISHING THE 8888 CITIZENS' COMPLAINT CENTER**

WHEREAS, Article II, Section 27 of the Constitution provides that the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption;

WHEREAS, Republic Act (RA) No. 9485, otherwise known as the Anti-Red Tape Act of 2007, provides that the State shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in government;

WHEREAS, Administrative Order (AO) No. 241 (s. 2008), enjoined all agencies to establish a public hotline to effectively receive feedback and monitor customer satisfaction in conformity with RA No. 9485;

WHEREAS, Section 2 of AO 241 mandated agencies to interconnect their current and future public assistance systems with the government-wide citizen's helpline once the same is established;

WHEREAS, the Civil Service Commission (CSC) collaborated with the National Computer Center (NCC) of the Department of Science and Technology (DOST) to establish the Contact Center ng Bayan (CCB) Project, to serve as a public feedback mechanism for the Government to link the public and certain frontline agencies;

WHEREAS, there is a need to institutionalize a public complaints hotline involving all agencies of the government, and build on existing public feedback mechanisms for the realization of the Government's policy to eradicate red tape and corruption;

WHEREAS, Executive Order No. 1 dated 30 June 2016 placed certain agencies under the supervision of the Office of the Cabinet Secretary (OCS) to develop programs and projects that promote social education to enable people's participation in effecting real change by keeping watch of the affairs of the government, and listen to people's feedback;

WHEREAS, Article VII, Section 17 of the Constitution provides that the President shall ensure that the laws are faithfully executed;

NOW, THEREFORE, I, RODRIGO ROA DUTERTE, President of the Republic of the Philippines, by the powers vested in me by law, do hereby order:

SECTION 1. Institutionalization of the 8888 Citizens' Complaint Hotline. The hotline number "8888" is hereby institutionalized as the Citizens' Complaint Hotline number.

THE PRESIDENT OF THE PHILIPPINES

SECTION 2. Establishment of the 8888 Citizens' Complaint Center. There is hereby established an 8888 Citizens' Complaint Center which shall serve as a mechanism where citizens may report their complaints and grievances on acts of red tape, as defined under RA No. 9485 and other relevant laws, and/or corruption of any national government agency, government-owned or -controlled corporation (GOCC) / government financial institution (GFI), and other instrumentalities of the government.

SECTION 3. Lead Agency. The 8888 Citizens' Complaint Center shall be under the direction and supervision of the OCS.

SECTION 4. Collaboration with Government Agencies and Integration of Existing Public Feedback Mechanisms. The OCS, in coordination with the Office of the Special Assistant to the President (OSAP), is hereby directed to collaborate with other government agencies, in the operation of the 8888 Citizens' Complaint Center, and enter into such arrangements necessary for the possible interconnection and integration of existing public feedback mechanisms, such as the CCB Project of the CSC.

Concerned government agencies and offices shall designate their respective focal and technical officers who shall assist the OCS in its collaboration efforts, and interconnection and integration of public feedback mechanisms.

SECTION 5. Minimum Operating Standards. The 8888 Citizens' Complaint Center shall have the following minimum operating standards:

- a. **Communication Channels.** In addition to the "8888" telephone hotline, the 8888 Citizens' Complaint Center shall provide other communication channels which may include:
 - Short message service (SMS)/Text access;
 - Electronic mail (E-mail);
 - Website/Webpage; and
 - Social media, as well as any other emerging communication medium;
- b. **Operating Hours.** The 8888 Citizens' Complaint Center shall operate, through any of its communication channels, twenty-four (24) hours a day, seven (7) days a week, from Mondays to Sundays, excluding national holidays and work suspensions. As far as practicable, live agents shall respond to calls made through the telephone hotline facility;
- c. **Process Flow.** A citizen's concern received through any of the communication channels shall immediately be referred, directly or indirectly, to the concerned government agency, office or instrumentality for appropriate action. As much as the circumstances permit, the complainant shall be given advice or feedback on the status of the concern until its resolution; and
- d. **Period to Take Action.** A citizen's concern lodged through any of the communication channels shall have a concrete and specific action within seventy-two (72) hours from receipt of the concern by the proper government agency or instrumentality.

SECTION 6. Cooperation of Other Government Agencies. To ensure that the general public is served efficiently and expeditiously, all national government agencies, GOCCs/GFIs, and other instrumentalities of the government are enjoined to cooperate with the OCS to ensure prompt action on the public's concerns received through the 8888 Citizens' Complaint Center.

SECTION 7. Funding. The initial funding requirements for the implementation of the 8888 Citizens' Complaint Center shall be determined by the Department of Budget and Management, subject to compliance with applicable laws, rules and regulations. Appropriations for the succeeding years shall be incorporated in the budget proposals of the OCS and other concerned government agencies, offices and instrumentalities.

SECTION 8. Implementing Rules and Operational Guidelines. The OCS, with the assistance of the OSAP and other concerned government agencies, offices, and instrumentalities, shall formulate and issue rules and operational guidelines for the implementation of this Order.

SECTION 9. Reports. The OCS shall submit, within six (6) months from the effectivity of this Order, a report to the President on the implementation hereof.

Thereafter, the OCS shall submit quarterly reports to the President, through the OSAP, on the activities and accomplishments of the 8888 Citizens' Complaint Center.


SECTION 10. Administrative Sanctions. Without prejudice to the appropriate criminal liability, failure on the part of a government agency or employee to timely respond to the public's concerns received through the 8888 Citizens' Complaint Center, or any other violation of the provisions of this Order, shall be a ground for administrative sanctions under existing laws and regulations.

SECTION 11. Separability. If any provision of this Executive Order is declared invalid or unconstitutional, the other provisions not affected thereby shall remain valid and subsisting.


SECTION 12. Repeal. All issuances, orders, rules and regulations or parts thereof which are inconsistent with the provisions of this Executive Order are hereby repealed or modified accordingly.

SECTION 11. Effectivity. This Executive Order shall take effect upon publication in a newspaper of general circulation.

DONE, in the City of Manila, this ~~14th~~ day of **October** in the year of Our Lord, Two Thousand and Sixteen.

Roberto


By the President:


SALVADOR C. MEDIALDEA
Executive Secretary



CERTIFIED COPY:


MARIANITO M. DIMAANDAL
DIRECTOR IV
MALACANANG RECORDS OFFICE

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10-11-2016



Republika ng Pilipinas

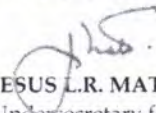
Department of Education

OFFICE OF THE UNDERSECRETARY

PLANNING, HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-PHROD-2021-0165

TO : Undersecretaries
Assistant Secretaries
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

FROM : 
JESUS L.R. MATEO
Undersecretary for Planning, and Human Resource and
Organizational Development

SUBJECT : *Implementation of the Standardized Citizen/Client Satisfaction
Survey (CCSS) Form in the Department of Education*

DATE : 04 March 2021

To ensure continuous government improvement towards seamless public delivery, all government agencies are required to submit a report on the result of their client satisfaction survey every fiscal year (FY). Such requirement is anchored in **Republic Act (RA) No. 11032** or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* and **Memorandum Circular (MC) No. 2019-002** dated August 13, 2019, entitled, *Guidelines on the Implementation of the Citizen's Charter in Compliance to RA 11032*. In addition, streamlining of activities and the establishment of a harmonized client/citizen satisfaction survey is an **eligibility criterion for the grant of the Performance-Based Bonus (PBB)** specified in **MC No. 2020-1** issued by the Inter-Agency Task Force (AO25 IATF) on the Harmonization of the National Government Performance Monitoring, Information and Reporting System.

Fortunately, units in the Department of Education (DepEd) have been in collaboration to achieve favorable ratings on client satisfaction (CSAT) since 2019. This is in cognizance of the importance of client feedback in the assessment of the quality of our service delivery. Data collected from surveys recognized the areas with satisfactory service delivery and identified those needing improvement and intervention.

This year, to further improve the Department's efforts in gathering feedback on our services, the Bureau of Human Resource and Organizational Development - Organization

Effectiveness Division (BHROD-OED) shall implement the use of a **Standardized DepEd Citizen/Client Satisfaction Survey (CCSS) Form**.

In view of this, all DepEd units with services declared in the 2020 Citizen's Charter are requested to use the following templates and references **effective immediately**:

DOCUMENT	LINK
1. CCSS Form (Annex A)	bit.ly/DepEdCCSSMaterials
2. Quick Guide in Conducting the CCSS (Annex B)	
3. Sample online CCSS Form - Google Form used in the DepEd Central Office (Annex C)	bit.ly/DepEdCOFeedback
4. List of services included in the DepEd Citizen's Charter 2020 (1st Edition)	www.deped.gov.ph/about-deped/citizenscharter

The prescribed survey form may be modified, given that all these conditions are adhered to:

- Survey forms should state the privacy notice (verbatim), in observance of the Data Privacy Act of 2012.

"The personal information included in this document shall only be used for the purposes of administering the survey. Any personal information included herein may not be used for other purposes aside from those stated above."

- The client satisfaction rating matrix should include the parameters below.
 - 5-point Likert scale with 5 as the highest satisfaction rating and 1 as the lowest;
 - Rating criteria (as defined in MC 2020-1).

Service Quality Dimension	Description
Responsiveness	willingness to help, assist, and provide prompt service to clients and/or businesses
Reliability	provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate
Access & Facilities	convenience of location, ample amenities for a comfortable transaction, and the use of clear signage and modes of technology
Communication	act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback

Costs	satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service
Integrity	assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses
Assurance	capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships
Outcome	rate in terms of achieving outcomes or realizing the intended benefits of government services

**Note that DepEd units are only allowed to remove a criterion if it is not applicable to the service/s being provided.*

- Survey forms should be available/translated in the language widely-used in the locale of the survey.

BHROD-OED conveys its gratitude to all DepEd units for the ardent support to CSAT - related activities and requirements. This office requests the same, if not intensified, cooperation on the adoption of the standardized CCSS Form. Further, an issuance regarding the institutionalization of a CSAT mechanism in the Department will be released separately.

For inquiries and/or clarifications, please contact **Ms. Rose Albo** or **Mr. Kean Alicante** of BHROD-OED at bhrod.oed@deped.gov.ph, using the subject line: (Name of office)-CCSS.

For your appropriate and immediate action.

[BHROD-OED/SAIbo]