

## Master List of Departments/Agencies and Prescribed Delivery Units in departments/agencies

### A. DEPARTMENTS

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

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

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

Department	Delivery Units
<p>9. Department of Finance</p> <p>a. Office of the Secretary (Proper)</p> <p>b. Bureau of Customs</p> <p>c. Bureau of Internal Revenue</p> <p>d. Bureau of Local Government Finance</p> <p>e. Bureau of the Treasury</p> <p>f. Central Board of Assessment Appeals</p> <p>g. Insurance Commission</p> <p>h. National Tax Research Center</p> <p>i. Privatization and Management Office</p> <p>j. Securities and Exchange Commission</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• Offices</li> <li>• One-Stop Shop Center</li>   <li>• Office of the Commissioner*</li> <li>• Services</li> <li>• Offices</li>   <li>• Office of the Commissioner* (including Performance Evaluation Division)</li> <li>• Services</li> <li>• Revenue Data Centers</li> <li>• Revenue Regional Offices</li>   <li>• Office of the Executive Director*</li> <li>• Services</li> <li>• Regional Offices</li>   <li>• Office of the Treasurer of the Philippines*</li> <li>• Services</li> <li>• Regional Offices</li>   <li>• Office of the Board*</li> <li>• Offices of the Hearing Officers</li>   <li>• Office of the Commissioner (including Internal Audit Division)</li> <li>• Services</li> <li>• District Offices</li>   <li>• Office of the Executive Director*</li> <li>• Branches</li>   <li>• Office of the Executive Director*</li> <li>• Services</li>   <li>• Office of the Chairperson*</li> <li>• Sectoral Offices</li> <li>• Departments</li> <li>• Extension Offices</li> </ul>
<p>10. Department of Foreign Affairs</p> <p>a. Office of the Secretary</p> <p>b. Technical Cooperation Council of the Philippines</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary* (including Technical Cooperation Council of the Philippines, UNESCO National</li> </ul>

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

Department	Delivery Units
<p>13. Department of the Interior and Local Government</p> <p>a. Office of the Secretary (Proper)</p> <p>b. Bureau of Fire Protection</p> <p>c. Bureau of Jail Management and Penology</p> <p>d. Local Government Academy</p> <p>e. National Commission on Muslim Filipinos</p> <p>f. National Police Commission</p> <p>g. National Youth Commission</p> <p>h. Philippines Commission on Women</p> <p>i. Philippine National Police</p> <p>j. Philippine Public Safety College</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Technical and Support Services</li> <li>• Bureaus</li> <li>• Regional Offices</li>   <li>• Office of the Chief of the Fire Bureau*</li> <li>• Technical and Support Services</li> <li>• Regional Fire Stations</li>   <li>• Office of the Chief of the Jail Bureau*</li> <li>• Directorates</li> <li>• Jail Units by Region</li>   <li>• Office of the Director*</li> <li>• Divisions</li>   <li>• Office of the Chairman*</li> <li>• Office of the Director*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li>   <li>• Office of the Commissioner*</li> <li>• Staff Services</li> <li>• Regional Offices</li>   <li>• Office of the Chairman* (<i>including Office of the Executive Director</i>)</li> <li>• Divisions</li>   <li>• Office of the Executive Director*</li> <li>• Divisions</li>   <li>• Office of the Chief PNP</li> <li>• Directorate</li> <li>• Support Units</li> <li>• Regional Police Operations</li>   <li>• Office of the President*</li> <li>• Functional Groups</li> <li>• Institutes</li> <li>• Academy</li> <li>• College</li> </ul>

Department	Delivery Units
<p>14. Department of Justice</p> <p>a. Office of the Secretary</p> <p>    a.1 National Prosecution Service</p> <p>b. Bureau of Corrections</p> <p>c. Bureau of Immigration</p> <p>d. Land Registration Authority</p> <p>e. National Bureau of Investigation</p> <p>f. Office of the Government Corporate Counsel</p> <p>g. Office of the Solicitor General</p> <p>h. Parole and Probation Administration</p> <p>i. Presidential Commission on Good Government</p> <p>j. Public Attorney's Office</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Technical and Support Services</li>   <li>• Prosecution Staff*</li> <li>• City Prosecutor's Offices</li> <li>• Regional Prosecution Offices</li>   <li>• Office of the Director General*</li> <li>• Directorates</li> <li>• Prison and Penal Farms</li>   <li>• Office of the Commissioner* (including board of Special Inquiry)</li> <li>• Central Office Divisions</li> <li>• Airport/Sub-port Offices</li>   <li>• Office of the Administrator*</li> <li>• Technical and Support Services</li> <li>• Regional Offices</li>   <li>• Office of the Director*</li> <li>• Services</li> <li>• Regional Offices</li>   <li>• Office of the Government Corporate Counsel*</li> <li>• Administrative Unit</li> <li>• Sectoral Teams</li>   <li>• Office of the Solicitor General*</li> <li>• Legal Divisions</li> <li>• Support Services</li>   <li>• Office of the Administrator*</li> <li>• Central Office Divisions</li> <li>• Regional Offices</li>   <li>• Office of the Commissioner*</li> <li>• Technical and Support Services</li>   <li>• Office of the Chief Public Attorney*</li> <li>• Services</li> <li>• Regional Offices</li> <li>• District Offices</li> </ul>
<p>15. Department of Labor and Employment</p> <p>a. Office of the Secretary (Proper)</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> </ul>

Department	Delivery Units
<ul style="list-style-type: none"> <li>b. Institute for Labor Studies</li> <li>c. National Conciliation and Mediation Board</li> <li>d. National Labor Relations Commission</li> <li>e. National Maritime Polytechnic</li> <li>f. National Wages and Productivity Commission</li> <li>g. Overseas Workers Welfare Administration</li> <li>h. Philippine Overseas Employment Administration</li> <li>i. Professional Regulation Commission</li> </ul>	<ul style="list-style-type: none"> <li>• Bureaus</li> <li>• Regional Offices</li> <li>• Philippines Overseas Labor Offices</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Conciliation Mediation Branches</li> <li>• Office of the Chairman*</li> <li>• Office of the Executive Clerk of Court</li> <li>• Court Divisions</li> <li>• Regional Arbitration Boards/Branches</li> <li>• Sub-Regional Arbitration Boards/Branches</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Tripartite Wages and Productivity Boards</li> <li>• Office of the Administrator*</li> <li>• Technical and Staff Offices</li> <li>• Regional Welfare Offices</li> <li>• Foreign Posts</li> <li>• Office of the Administrator*</li> <li>• Branches</li> <li>• Technical and Staff Offices</li> <li>• Office of the Commissioner*</li> <li>• Services</li> <li>• Offices</li> <li>• Regional Offices/Extension Units</li> </ul>
<ul style="list-style-type: none"> <li>16. Department of National Defense <ul style="list-style-type: none"> <li>a. DND Proper (Office of the Secretary)</li> <li>b. Armed Forces of the Philippines <ul style="list-style-type: none"> <li>b.1 Philippine Army</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Support Services</li> <li>• Office of the Commanding General*</li> <li>• Commands</li> </ul>



Department	Delivery Units
<ul style="list-style-type: none"> <li>b.2 Philippine Air Force</li> <li>b.3 Philippine Navy</li> <li>b.4 General Headquarters</li> <li>c. Government Arsenal</li> <li>d. National Defense College of the Philippines</li> <li>e. Office of Civil Defense</li> <li>f. Philippine Veterans Affairs Office (Proper)</li> <li>g. Veterans Memorial Medical Center</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Commanding General*</li> <li>• Commands</li> <li>• Office of the Flag Officer in Command*</li> <li>• Commands</li> <li>• Office of the Chief of Staff*</li> <li>• Commands</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Administrator*</li> <li>• Services</li> <li>• Operation Center</li> <li>• Regional Offices</li> <li>• Office of the Administrator*</li> <li>• Services</li> <li>• Office of the Director*</li> <li>• Medical Service</li> <li>• Administrative and Support Divisions</li> </ul>
<p>17. Department of Public Works and Highways</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Unified Project Management Office</li> </ul>
<p>18. Department of Science and Technology</p> <ul style="list-style-type: none"> <li>a. Office of the Secretary</li> <li>b. Advanced Science and Technology Institute</li> <li>c. Food and Nutrition Research Institute</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Secretary* (<i>including International Technology Cooperation Unit, Science and Technology Foundation Unit, and Special Projects Division</i>)</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>

Department	Delivery Units
d. Forest Products Research and Development Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
e. Industrial Technology Development Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
f. Metals Industry Research and Development Center	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
g. National Academy of Science and Technology	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
h. National Research Council of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
i. Philippine Atmospheric, Geophysical and Astronomical Services Administration	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Divisions</li> </ul>
j. Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
k. Philippine Council for Health Research and Development	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
l. Philippine Council for Industry, Energy and Emerging Technology Research and Development	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
m. Philippine Institute of Volcanology and Seismology	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
n. Philippine Nuclear Research Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
o. Philippine Science High School	<ul style="list-style-type: none"> <li>• Office of the Executive Director* (including Technical and Staff Divisions)</li> <li>• Campuses</li> </ul>
p. Philippine Textile Research Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
q. Science Education Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>

Department	Delivery Units
<ul style="list-style-type: none"> <li>r. Science and Technology Information Institute</li> <li>s. Technology Application and Promotion Institute</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
<p>19. Department of Social Welfare and Development</p> <ul style="list-style-type: none"> <li>a. Office of the Secretary</li> <li>b. Council for the Welfare of Children</li> <li>c. Inter-Country Adoption Board</li> <li>d. Juvenile Justice and Welfare Council</li> <li>e. National Council on Disability Affairs</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• Bureaus</li> <li>• Regional Offices</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
<p>20. Department of Tourism</p> <ul style="list-style-type: none"> <li>a. Office of the Secretary</li> <li>b. Intramuros Administration</li> <li>c. National Parks Development Committee</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Offices</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Foreign Field Offices</li> <li>• Office of the Administrator*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
<p>21. Department of Trade and Industry</p> <ul style="list-style-type: none"> <li>a. Office of the Secretary</li> <li>b. Board of Investments</li> <li>c. Construction Industry Authority of the Philippines</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Office of the Governor*</li> <li>• Services</li> <li>• Office of the Executive Director*</li> <li>• Board</li> <li>• Foundation</li> </ul>

Department	Delivery Units
<p>d. Cooperative Development Authority</p> <p>e. Design Center of the Philippines</p> <p>f. Intellectual Property Office</p> <p>g. Philippine Trade Training Center</p> <p>h. Technical Education and Skills Development Authority</p>	<ul style="list-style-type: none"> <li>• Office of the Chairman* (including the Office of the Executive Director, Planning Division, Finance Division, and Administrative Division)</li> <li>• Departments Extension Offices</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of Director General*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Technical and Staff Offices</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
<p>22. Department of Transportation</p> <p>a. Office of the Secretary</p> <p>a.1 Land Transportation Office**</p> <p>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>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• DOT-CAR</li> <li>• DOT-CARAGA</li> <li>• Central Office Divisions</li> <li>• Regional Offices</li> <li>• Central Office Divisions</li> <li>• Regional Franchising and Regulatory Offices</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Administrator*</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Office (e.g., STCWO)</li> <li>• Office of the Board Chairman (including Office of the Executive Director)*</li> <li>• Divisions</li> </ul>

Department	Delivery Units
<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"> <li>• Office of the Administrator*</li> <li>• Services</li>   <li>• PCG Headquarters</li> <li>• Coast Guard Districts</li>   <li>• Office of the Board of Directors* (including Office of the Executive Director)</li> <li>• Divisions</li> </ul>
<p>23. National Economic and Development Authority</p> <p>a. Office of the Director-General</p> <p>b. Commission on Population and Development</p> <p>c. Philippine National Volunteer Service Coordinating Agency</p> <p>d. Public-Private Partnership Center of the Philippines</p> <p>e. Philippine Statistical Research and Training Institute</p> <p>f. Philippine Statistics Authority</p> <p>g. Tariff Commission</p>	<ul style="list-style-type: none"> <li>• Office of the Director-General*</li> <li>• Staffs (Bureaus and Services)</li> <li>• Regional Offices</li> <li>• Secretariats (e.g., LEDAC and PFMITFS)</li>   <li>• Office of the Executive Director* (including Internal Audit Unit)</li> <li>• Central Office Divisions</li> <li>• Regional Population Offices</li>   <li>• Office of the Director*</li> <li>• Divisions</li>   <li>• Office of the Executive Director* (including Corporate Planning and Development Division)</li> <li>• Services</li>   <li>• Office of the Executive Director*</li> <li>• Divisions</li>   <li>• Office of the National Statistician*</li> <li>• Services</li> <li>• Regional Statistical Offices</li>   <li>• Office of the Chairman* (including Offices of the Service Directors)</li> <li>• Divisions</li> </ul>

Department	Delivery Units
<p>24. Presidential Communication Operations Offices</p> <p>a. Presidential Communications Operations Office (Proper)</p> <p>b. Bureau of Broadcast Services</p> <p>c. Bureau of Communications Services</p> <p>d. National Printing Office</p> <p>e. News and Information Bureau</p> <p>f. Philippine Information Agency</p> <p>g. Presidential Broadcast Staff – Radio Television Malacañang (RTVM)</p>	<ul style="list-style-type: none"> <li>• Office of the Press Secretary*</li> <li>• Services</li> <li>• Media Research and Development Staff</li> <li>• Offices (e.g., FOI-PMO)</li>   <li>• Office of the Director*</li> <li>• Divisions</li>   <li>• Office of the Director*</li> <li>• Divisions</li>   <li>• Office of the Director*</li> <li>• Divisions</li>   <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Presidential Press Staff</li> <li>• Philippine News Agency</li>   <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Regional Information Centers</li>   <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>

## B. CONSTITUTIONAL OFFICES AND OTHERS

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

<p>4. Office of the Ombudsman</p> <p>a. Office of the Ombudsman</p> <p>b. Office of the Special Prosecutor</p>	<ul style="list-style-type: none"> <li>• Office of the Ombudsman*</li> <li>• Technical and Support Offices</li> <li>• Clusters</li> <li>• Office of the Special Prosecutor*</li> <li>• Bureaus</li> </ul>
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### C. OTHER EXECUTIVE OFFICES

Agency	Delivery Units
1. Career Executive Service Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director</li> <li>• Divisions</li> </ul>
2. Climate Change Commission	<ul style="list-style-type: none"> <li>• Office of the Chairperson*</li> <li>• Divisions</li> </ul>
3. Commission on Filipinos Overseas	<ul style="list-style-type: none"> <li>• Office of the Chairman</li> <li>• Divisions</li> </ul>
4. Commission on Higher Education	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Staff</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Legal Education Board</li> <li>• UniFAST Board</li> </ul>
5. Commission on the Filipino Language	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Divisions</li> </ul>
6. Dangerous Drugs Board	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Technical and Support Offices</li> </ul>
7. Energy Regulatory Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman (<i>including the Internal Audit Division and the Office of the Executive Director</i>)*</li> <li>• General Counsel and Secretariat of the Commission</li> <li>• Services</li> </ul>
8. Fertilizer and Pesticide Authority	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
9. Film Development Council of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Chairman (<i>including the Office of the Executive Director</i>)*</li> <li>• Administrative and Finance Unit</li> <li>• Cinema Evaluation Board and Archive Unit</li> <li>• Festival and PFESO Unit</li> </ul>
10. Games and Amusement Board	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Divisions</li> <li>• Field Offices</li> </ul>
11. Governance Commission for Government-Owned or -Controlled Corporations	<ul style="list-style-type: none"> <li>• Office of the Chairman* (<i>including Strategy Management Division</i>)</li> <li>• Technical and Staff Offices</li> </ul>
12. Housing and Land Use Regulatory Board	<ul style="list-style-type: none"> <li>• Office of the Chairman and Executive Officer*</li> </ul>

Agency	Delivery Units
	<ul style="list-style-type: none"> <li>• Divisions</li> <li>• Project Pool</li> <li>• Field Offices</li> </ul>
13. Housing and Urban Development Coordinating Council	<ul style="list-style-type: none"> <li>• Office of the Chairman</li> <li>• Divisions</li> </ul>
14. Metropolitan Manila Development Authority	<ul style="list-style-type: none"> <li>• Office of the Chairman* (<i>including Council Secretariat, Management Information Staff and Public Affairs Staff</i>)</li> <li>• Office of the General Manager*</li> <li>• Services</li> <li>• Offices</li> </ul>
15. Mindanao Development Authority	<ul style="list-style-type: none"> <li>• Office of the Chairperson* (including Offices of the Executive Director and Directors)</li> <li>• Divisions</li> <li>• Area Management Offices</li> </ul>
16. Movie and Television Review and Classification Board	<ul style="list-style-type: none"> <li>• Office of the Chairman</li> <li>• Office of the Executive Director</li> <li>• Divisions</li> </ul>
17. National Anti-Poverty Commission	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Technical and Support Services</li> </ul>
18. National Commission for Culture and the Arts (Proper)	<ul style="list-style-type: none"> <li>• Office of the Chairman (<i>including the Office of the Executive Director</i>)*</li> <li>• Divisions</li> </ul>
19. National Historical Commission of the Philippines (National Historical Institute)	<ul style="list-style-type: none"> <li>• Office of the Commission Chairman*</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
20. National Library of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
21. National Archives of the Philippines (formerly Records Management and Archives Office)	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Regional Archival Networks</li> </ul>
22. National Commission on Indigenous Peoples	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Office of the Executive Director*</li> <li>• Technical and Support Offices</li> <li>• Regional Offices</li> </ul>
23. National Intelligence Coordinating Agency	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Directorates</li> <li>• Regional Offices</li> </ul>
24. National Security Council	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Technical and Support Units</li> </ul>
25. Office of the Presidential Adviser on the Peace Process	<ul style="list-style-type: none"> <li>• Office of the Presidential Adviser*</li> <li>• Technical and Support Services</li> </ul>
26. Optical Media Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
27. Pasig River Rehabilitation Commission	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Services</li> </ul>



Agency	Delivery Units
	<ul style="list-style-type: none"> <li>• Technical Offices</li> </ul>
28. Philippine Competition Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman* (<i>including Office of the Executive Director</i>)</li> <li>• Technical and Staff Offices</li> </ul>
29. Philippine Drug Enforcement Agency	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Support Services</li> <li>• Technical Offices</li> <li>• Regional Offices</li> </ul>
30. Philippine Racing Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman* (<i>including Office of the Executive Director</i>)</li> <li>• Divisions</li> </ul>
31. Philippine Sports Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman/Commission Members*</li> <li>• Office of the Executive Director</li> <li>• Services</li> </ul>
32. Presidential Commission for the Urban Poor	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Divisions</li> </ul>
33. Presidential Legislative Liaison Office	<ul style="list-style-type: none"> <li>• Office of the Legislative Adviser*</li> <li>• Liaison Offices</li> <li>• Divisions</li> </ul>
34. Presidential Management Staff	<ul style="list-style-type: none"> <li>• Office of the PMS Head</li> <li>• Services</li> <li>• Technical and Staff Offices</li> </ul>

#### D. STATE UNIVERSITIES AND COLLEGES

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

#### 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. Naval 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 Oriental State College of Science and Technology
89. Southern Philippines Agri-Business, Marine and Aquatic School of Technology
90. University of Southeastern Philippines
91. Compostela Valley State College

### **Region XII**

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

### **CARAGA**

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

### **ARMM**

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

### **NCR**

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

*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*

**GUIDELINE ON TRANSPARENCY SEAL**

1. All agencies should maintain a Transparency Seal page accessible by clicking the TS logo on the Home page. It should be visible. **Submit the link to the website (recommended.gov.ph domain) when applying for PBB.**

2. The following are the required documents pursuant to Section 106 of the General Provisions of the FY 2019 General Appropriations Act (GAA):

**I. Agency's mandate and functions; names of its officials with their position and designation, and contact information;**

**II. Annual Financial Reports** (whole year/as of December end of the year/4th Quarter. Incomplete or non-cumulative will not be counted)

*A. For National Government Agencies (NGA)/State Universities and Colleges (SUCs)*

- 2015-2019 FAR No. 1: SAAOBDB (Statement of Statement of Appropriations, Allotments, Obligations, Disbursements and Balances as of December YEAR)
- 2015-2019 Summary Report on Disbursements
- 2015-2019 BAR No. 1 - Quarterly Physical Report of Operations/Physical Plan
- 2015-2019 FAR No. 5 - Quarterly Report on Revenue and Other Receipts
- 2015-2019 Financial Plan (Detailed Statement of Current Year's Obligations, Disbursements and Unpaid Obligations)

*B. Government-Owned and Controlled Corporations (GOCCs)/Local Water Districts (LWDs)*

- 2015-2019 Annual Report
- 2019 Financial Statement

**III. DBM Approved Budget and Corresponding Targets for FY 2019.**

Budget for FY 2019  
GAA targets for FY 2019

**IV. Projects, Programs and Activities, Beneficiaries, and Status of Implementation for FY 2019.** (Indicate if not applicable)

Projects, Programs 2019  
Beneficiaries 2019  
Status of Implementation 2019

- V. FY 2019 Annual Procurement Plan (FY 2019 APP non-CSE), Indicative FY 2020 APP non-CSE; and FY 2020 APP for Common-Supplies and Equipment (FY 2020 APP CSE);**
- VI. QMS Certification of at least one core process by an international certifying body (ICB)** accredited by the International Accreditation Forum (IAF) members. Preferably, the ICB is accredited by the Philippine Accreditation Board, Department of Trade and Industry, which is a member of the IAF and authorized to accredit ICBs. The QMS ISO Certification should be posted not later than December 31, 2019.
- VII. System of Ranking Delivery Units for FY 2019 PBB** should be cascaded to all employees, and posted in the TS page not later than October 1, 2019. The system should be signed and approved by the Head of Agency. The posting should also include the activities/details of cascading efforts, and the contact information that employees may coordinate with regarding cascading of System of Ranking Delivery Units.
- VIII. The Agency Review and Compliance Procedure of Statements and Financial Disclosures** should be cascaded to all employees. The scanned copy should be posted in the TS page not later than October 1, 2019.
- IX. The Final People's Freedom to Information (FOI) Manual signed by head of agency; Agency Information Inventory;** should be posted not later than October 1, 2019; and **2019 FOI Registry, and 2019 FOI Summary Report** should be posted not later than January 31, 2020.

3. The links to the documents should open in a **new tab/page for preview with option to download.**

No auto-download files. The following are the prescribed formats:

- New page/section in the website (No pdfs, xls, jpgs etc.): Items I (Mandate, directory)
- XLS. or PDF for Items II, III, IV and V. (Open in new tab for preview, please no automatic downloading of files. You can use google drive, Dropbox or any other file hosting software to let you preview the file when clicked)

4. Post the documents in the prescribed order as indicated in this guideline for easier validation and checking.

5. **There should be no nesting folders.** Post the links to the documents in a single webpage reserved for the transparency seal. If the files are hidden in folders, there is a risk that the documents might be overlooked by the validator.

MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: \_\_\_\_\_

STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES																
NAME OF SERVICE <sup>1</sup>	NUMBER OF STEPS		TURNAROUND TIME		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COSTS				SUBSTANTIVE COMPLIANCE COST		CITIZEN/CLIENT SATISFACTION RESULTS	
	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS
<b>Frontline Services</b>																
Name of Service 1																
Name of Service 2																
Name of Service 3																
<b>Non-Frontline Services</b>																
Name of Service 1																
Name of Service 2																
Name of Service 3																

Prepared by: \_\_\_\_\_

Name of Officer / Designation / Date

Approved by: \_\_\_\_\_

Department Secretary/Agency Head/ Date

<sup>1</sup> Departments/Agencies may add rows as needed.





**GUIDELINES IN ACCOMPLISHING  
FORM A – MODIFIED DEPARTMENT/AGENCY PERFORMANCE REPORT**

**I. Streamlining and Process Improvement of the Agency’s Critical Service**

1. Indicate the name of the frontline/non-frontline service.
2. Indicate the Targets in FY 2019 and FY 2019 Status of Streamlining Efforts for each service.
3. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Fees Paid for each service.
4. Indicate Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Other Transaction Fees for each service.
5. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Substantive Compliance Cost for each service.
6. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Number of Signatures for each service.
7. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Number of Required Documents for each service.
8. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Turnaround Time for each service.
9. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Citizen/Client Satisfaction Results for each service.

**II. General Administration and Support Services (GASS)**

1. Indicate the FY 2018 and FY 2019 Accomplishments for the BUR.
2. Indicate the results of agency’s compliance with COA audit findings.
3. Indicate the required dates for the Quarterly BFARs and COA Financial Reports.
4. Indicate the required dates for the compliance with the each Procurement Requirements.

**III. Good Governance Conditions**

1. Indicate the date when all requirements for TS were complied with.
2. Indicate the most recent date when PhilGEPS postings were updated.
3. Indicate the required dates for compliance with QMS Certification requirement.

**IV. Other Cross-Cutting Requirements**

4. Indicate the date when the Review and Compliance Procedure was posted in the TS page.
5. Indicate the required dates for the compliance with FOI program.
6. Indicate the date when the Agency’s System of Ranking Delivery Units was posted in the TS page.

**MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT<sup>1</sup>**

**(1) Name of Department/Agency:** \_\_\_\_\_

**(2) Name of Service:** \_\_\_\_\_

**(3) Responsible Delivery Units / Processing Units:** \_\_\_\_\_

<b>(4) Identified Client/Customer(s)</b>	<b>(5) Number of clients served in 2019</b>	<b>(6) Volume of Transactions in 2019</b>

*(Note: can be provided in a separate sheet)*

<b>CRITERIA</b>	<b>STATUS AS OF FY 2018 (7)</b>	<b>TARGET IN FY 2019 (8)</b>	<b>FY 2019 STATUS OF STREAMLINING EFFORTS (9)</b>	<b>REMARKS (10)</b>
1. Number of Steps				
2. Turnaround Time (TAT) <sup>2</sup>				
3. Number of signatures <sup>3</sup>				
4. Number of required documents <sup>4</sup>				
5. Transaction Costs				
5.1 Primary transaction costs/fees				
5.2 Other transaction costs				
6. Substantive Compliance Costs				
7. Client/Citizen Satisfaction Results				

**Prepared by:** \_\_\_\_\_

**Approved by:** \_\_\_\_\_

**Name of Officer / Designation / Date**

**Department Secretary/Agency Head/ Date**

<sup>1</sup> Departments/Agencies may reproduce this sheet for each critical service as needed.  
<sup>2</sup> Follow R.A. 11032 - 3 days (simple), 7 (complex), and 20 (highly technical) and/or lower than the FY 2018 status.  
<sup>3</sup> Follow R.A. 11032 - reduce to three (3) signatures; including initials.  
<sup>4</sup> Reduction of required documents, OR simplification of forms.

**GUIDELINES IN ACCOMPLISHING  
MODIFIED FORM A1 – DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

- Row 1. Indicate the **name of the department/agency**.
- Row 2. Indicate the **name of the critical government service**. This form is used to present each of the critical government services. Departments/agencies shall reproduce this form based on the number of critical government services that the department/agency provides. (Example: Business Enterprise Registration, Accreditation and Licencing Service, Provision of Technical Assistance, Application for Claims and Benefits, Conduct of Research for Stakeholders, Production of IEC Material, Request for Status of Reports).
- Row 3. Indicate the **bureaus/offices/delivery units/processing units** responsible in the processing, delivery, and completion of the critical government service.
- Column 4. Identify the **client/customer(s)** who avail the critical government service/s declared by the agency.
- Column 5. Report the **number of client/customer(s)** who availed the critical government service in FY 2019. If there are variations of the service, indicate the disaggregated data on the number of client/customers for FY 2019.
- Column 6. Report the **volume of transactions** for FY 2019 for the critical government service. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2019.
- Column 7. The department/agency shall indicate the status of each criterion<sup>5</sup> as of FY 2018, under each government service (frontline and non-frontline).
1. ***Number of Steps*** – required number of steps to complete the critical service.
  2. ***Turnaround Time (TAT)*** – total time required, including the waiting and processing time, to complete the government service.
  3. ***Number of Signatures*** – required number of signatures to complete each government service; including initials.

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<sup>5</sup> Definitions based on JMC No. 2019-001- Implementing Rules and Regulations (IRR) on RA #11032.

4. **Number of Required Documents** – total number of required documents to complete the government service.
5. **Transaction Costs** –
  - 5.1 Primary Transaction Costs/Fees – fees declared in the agency's Citizen's Charter to be paid to the agency by an applicant or requesting party for availing a government service.
  - 5.2 Other Transaction Costs – other fees to be paid by an applicant or requesting party to obtain supporting information from another agency in order to secure necessary primary information. Example: Transportation cost of applicant/client, photocopying cost, cost of getting other government issued documents etc.
6. **Substantive Compliance Costs** – are incremental costs, other than administrative costs, incurred by a transacting public in the course of complying with a regulation. These costs may include implementation costs, direct labor, overhead, equipment, material, and external service costs.
7. **Citizen/Client Satisfaction Results** – data on the results of conducted Citizen/Client Satisfaction survey or feedback per government service.

Column 8. Report **agency target in FY 2019** by the department/agency in each criteria of the government service (frontline and non-frontline).

Column 9. Report **FY 2019 streamlining efforts** accomplished by the department/agency in each criteria of the government service (frontline and non-frontline).

Column 10. In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the **remarks column**. The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.

**CITIZEN/CLIENT SATISFACTION REPORT**

1. All departments/agencies should measure and report the satisfaction level of citizens/clients that they served. Measuring the satisfaction level of citizens/clients shall generate verifiable data and tangible evidences that can help departments/agencies determine their effectiveness in relating with citizens/clients. These data should guide departments/agencies in identifying approaches on continuously refining their processes.
2. There are different ways to measure citizen/client satisfaction. To enable agencies adopt a measurement technique that fits the nature of their critical services, the AO 25 IATF prescribes no standard method in measuring satisfaction. This guide shall serve as reference in identifying a minimum standard, some elements and practices in conducting and reporting citizen/client satisfaction.
3. Measurement approach should have the following basic properties:
  - a. **The method should be valid.** It should exhibit a clear and measurable goal. It should be particularly crafted to gather data that shall be analyzed, interpreted and reported.
  - b. **The method should be replicable.** It should allow repeatability. The measurement should generate results that can be tracked over time. The questions should be crafted in manner that they can be repeated, and yield results that can be compared to baseline data.
  - c. **The method should have a specific timeline of measurement.** For purposes of the FY 2019 PBB, departments/agencies can set their own timeline within 2019 to implement improvement. The measurement should coincide with the department's/agency's roll out of their process improvement.
4. Since there are different critical services provided by departments/agencies, the AO 25 IATF prescribes no specific sample size. However, departments/agencies shall ensure that respondents are the citizens/clients who availed the critical service.
5. Results should reflect satisfaction ratings of citizens/clients who availed the critical services.
6. All departments/agencies should report the results of the measurement using template below. Agencies should clearly indicate the following:
  - Define the scope and period covered of the satisfaction measurement;
  - Describe the methodology;
  - Actual results of measurement and interpretation of data;
  - Results of Citizen/Client Satisfaction Survey
  - Improvement Action Plan for FY 2020

< Department/Agency's Name and Letterhead >

**CITIZEN/CLIENT SATISFACTION REPORT**

**a. Description of the methodology of the Citizen/Client Satisfaction Survey used for each reported service.**

- i. Scope and Period Covered of the Citizen/Client Satisfaction Survey
- ii. Methodology of the Citizen/Client Satisfaction Survey

**b. Results of the Citizen/Client Satisfaction Survey for FY 2019**  
*(include a sample of the Citizen/Client Satisfaction feedback/survey form)*

**c. Results of their action plan reported in the FY 2018 PBB**

**d. Continuous improvement plan for FY 2020**

Prepared by: \_\_\_\_\_  
Name of Officer / Designation / Date

Approved by: \_\_\_\_\_  
Department Secretary/Agency Head / Date

**MODIFIED FORM A - FOR STATE UNIVERSITIES AND COLLEGES  
BUREAUS/OFFICE PERFORMANCE REPORT**

NAME OF SUC: \_\_\_\_\_

FY 2019 PREXC Performance Indicators (1)	FY 2019 Target (2)	FY 2019 Actual Accomplishment (3)	Accomplishment Rate (4)	Remarks (5)
<b>I. Higher Education Program</b>				
Output 1				
Output 2				
Outcome 1				
Outcome 2				
<b>II. Advance Higher Education Program</b>				
Output 1				
Output 2				
Outcome				
<b>III. Research Program</b>				
Output 1				
Output 2				
Outcome				
<b>IV. Extension Program</b>				
Output 1				
Output 2				
Output 3				
Outcome				



V. Custodial Care Program				
Output 1				
Output 2				
Outcome				
VI. Hospital Care Program				
Output 1				
Output 2				

*\* SUCs may add rows as needed*

Prepared By:

\_\_\_\_\_

Planning Officer

\_\_\_\_\_

Date

Reviewed and Endorsed for Approval:

\_\_\_\_\_

Vice President

\_\_\_\_\_

Date

\_\_\_\_\_

Budget Officer

\_\_\_\_\_

Date

Approved By:

\_\_\_\_\_

President

\_\_\_\_\_

Date

**MODIFIED FORM A - 1 FOR STATE UNIVERSITIES AND COLLEGES  
BUREAUS/OFFICE PERFORMANCE REPORT**

**NAME OF SUC:** \_\_\_\_\_

PREXC Performance Indicators (1)	Responsible Bureaus / Delivery Units (2)	FY 2019 Target (3)	FY 2019 Accomplishment (4)	Remarks (5)
<b>I. Higher Education Program</b>				
Output 1	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Output 2	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Outcome 1	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Outcome 2	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
<b>II. Advance Higher Education Program</b>				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
<b>III. Research Program</b>				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
<b>IV. Extension Program</b>				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Output 3	Delivery Unit n			
Outcome	Delivery Unit n			

V. Custodial Care Program				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
VI. Hospital Care Program				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			

*\* SUCs may add rows as needed*

Prepared By:

Reviewed and Endorsed for Approval:

\_\_\_\_\_

Planning Officer

\_\_\_\_\_

Date

\_\_\_\_\_

Vice President

\_\_\_\_\_

Date

\_\_\_\_\_

Budget Officer

\_\_\_\_\_

Date

Approved By:

\_\_\_\_\_

President

\_\_\_\_\_

Date

## GUIDELINE ON PHILGEPS POSTING

**Maintain/Update the PhilGEPS posting of all Invitations to Bids and awarded contracts** pursuant to the Government Procurement Reform Act, Republic Act No. 9184, for transactions from January 1, 2019 to December 31, 2019, including the Early Procurement of FY 2020 Non-CSE items. Certificate of compliance to PhilGEPS is no longer necessary.

Agencies should track their status through PhilGEPS microsite: <http://data.philgeps.gov.ph/directory/pbb.aspx>.

Departments/agencies should ensure that the status of notices in the PhilGEPS System for all transactions for the period January 1, 2019 to December 31, 2019, including the Early Procurement of FY 2020 Non-CSE items, is **updated** on or before **January 31, 2020**. *Failed or cancelled bid status should still be updated in PhilGEPS.*

If the agency is unable to update the system or post the BAC Resolution, Notices of Award/Bid Results, Actual Approved/Awarded Contracts and Notices to Proceed/Purchase Orders for transactions above one million (P1,000,000) in the PhilGEPS due to factors that are outside the control of the agency, the agency should submit a letter to or inform PhilGEPS and submit a letter of explanation addressed to the AO25 IATF on or before January 31, 2020. Acceptance of explanation/justification shall be subject to the recommendation of PhilGEPS.

See the required actions for each status of Notice in PhilGEPS:

Status of Notice in PhilGEPS	Status of Award in PhilGEPS	Required Action
Closed / Closed – Pending Opening	Null	Identify specific bid result and explain the status of each line item.  The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to <a href="mailto:ao25secretariat@dap.edu.ph">ao25secretariat@dap.edu.ph</a> .
Closed / Closed – Pending Opening	Posted	Identify specific bid result for each line item and post the Notice to Proceed and Approved Contract in PhilGEPS  In the event that the agency cannot post the NTP and Approved Contract in PhilGEPS, a justification for each item should be submitted. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to <a href="mailto:ao25secretariat@dap.edu.ph">ao25secretariat@dap.edu.ph</a> .
Awarded	Null	Identify specific bid result for each line item and post the Award Notice, Notice to Proceed, Approved Contract and BAC Resolution in PhilGEPS  In the event that the agency cannot post the Award Notice, Notice to Proceed, Approved Contract and BAC Resolution in PhilGEPS, a justification for each item should be submitted. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to <a href="mailto:ao25secretariat@dap.edu.ph">ao25secretariat@dap.edu.ph</a> .
Awarded	Posted	Post the Notice to Proceed and Approved Contract in PhilGEPS.  In the event that the agency cannot post the Notice to Proceed and Approved Contract in PhilGEPS, a justification for each item should be submitted. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to <a href="mailto:ao25secretariat@dap.edu.ph">ao25secretariat@dap.edu.ph</a> .

If departments/agencies are unable to post, they must provide a justification signed by the Head of Procuring Entity and by the BAC Chair and submit to [ao25secretariat@dap.edu.ph](mailto:ao25secretariat@dap.edu.ph). Kindly follow the format below:

(Department/Agency's Letterhead)

The justification/s being issued in response to the non-compliance of posting of the following items on the PhilGEPS website:

Reference No.	Notice Title	Line Item ID	Notice Status	Award Status	Remarks/ Explanation

**IN WITNESS WHEREOF**, we have hereunto affixed our signatures on the \_\_\_\_ day of \_\_\_\_ 2019 at **(City/Municipality)**, Philippines.

**Signed by:**

**Noted by:**

\_\_\_\_\_  
**BAC Chair**

\_\_\_\_\_  
**Head of Procuring Entity**

**Date:**

**Date:**

**Form 1.0 REPORT ON RANKING OF OFFICES/DELIVERY UNITS**

Department/Agency \_\_\_\_\_

**I. SUMMARY OF INFORMATION REQUIRED**

1.1 Total No. of Bureau/Offices/Attached Agencies/Delivery Units _____
1.2 Total No. of Bureaus/Attached Agencies/Delivery Units that achieved their performance targets _____
1.3 Total No. of Filled Positions as of December 31, 2019 _____
1.4 Total No. of Officials and Employees Entitled to PBB _____
1.5 Total Amount Required for Payment of PBB PHP _____

**II. REPORT ON RANKING OF OFFICES/DELIVERY UNITS**

Department/Agency: \_\_\_\_\_

Details for Head of Agency				
Name	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2019	Amount of PBB

Ranking	Names of Bureaus/ Offices/Attached Agencies/ Delivery Units	Rate of Accomplishment of Targets (in %)	List of Employees				
			Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2019	Amount of PBB
2.1 Best (10%)	Delivery Unit 1						
	Delivery Unit 2						
<b>TOTAL BEST</b>							

<b>2.2 Better (25%)</b>	Delivery Unit 1						
	Delivery Unit 2						
			<b>TOTAL BETTER</b>				
<b>Ranking</b>	<b>Names of Bureaus/ Offices/Attached Agencies/ Delivery Units</b>	<b>Rate of Accomplishment of Targets (in %)</b>	<b>List of Employees</b>				
			<b>Names of Employee</b>	<b>Salary Grade (and Step Increment)</b>	<b>Monthly Basic Salary</b>	<b>Months in service in 2019</b>	<b>Amount of PBB</b>
<b>2.3 Good (65%)</b>	Delivery Unit 1						
	Delivery Unit 2						
			<b>TOTAL GOOD</b>				
<b>2.4 Did not meet Targets (No PBB)</b>	Delivery Unit 1						
	Delivery Unit 2						
				<b>TOTAL POOR</b>			



<b>2.5 Did not submit SALN</b>	Delivery Unit 1					
	Delivery Unit 2					
	<b>TOTAL</b>					
<b>2.6 Did not liquidate Cash Advance within reglementary period</b>	Delivery Unit 1					
	Delivery Unit 2					
	<b>TOTAL</b>					
<b>2.7 Did not submit SPMS Forms</b>	Delivery Unit 1					
	Delivery Unit 2					
	<b>TOTAL</b>					

\_\_\_\_\_  
Head of HR

Date:

\_\_\_\_\_  
Department Agency Head

Date:

**GUIDELINE/MECHANICS IN RANKING OFFICES/DELIVERY UNITS  
FOR THE GRANT OF FY 2019 PERFORMANCE-BASED BONUS (PBB)\***

**Department/Agency** \_\_\_\_\_

*(Agency should provide the guidelines and process in determining and evaluating the performance ranking of offices / delivery units within the department/agency.)*

\_\_\_\_\_  
**Head of HR**

**Date:**

\_\_\_\_\_  
**Department Agency Head**

**Date:**

*\* Departments/Agencies shall cascade to their employees the procedures in ranking offices/delivery units.  
This document shall be posted on the agency TS page on or before October 1, 2019.*