



PROCUREMENT SERVICE – DBM

CITIZEN'S CHARTER

2019 (2nd Edition)

I. MANDATE:



Operation of a government-wide procurement system.



Price monitoring of common use supplies, materials and equipment.



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



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



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



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



II. VISION

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

III. MISSION

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

IV. SERVICE PLEDGE

The Officers and Employees of the

Procurement Service – DBM commit to:

Respond promptly, efficiently and with utmost courtesy to

Our client agencies' procurement needs and ensure

Compliance with service standards;

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

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

and

Empower the public through 24/7 access to information on our policies, programs, activities, and services through our website

(<http://ps-philgeps.gov.ph>)

All this we pledge,

Because YOU deserve no less.



QUALITY POLICY AND OBJECTIVES

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

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

V. LIST OF SERVICES

Central/Head Office

Marketing and Sales Division:

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Warehousing and Logistics Division:

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Marketing and Sales Division

Front Line Service



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

Office or Division:	Marketing and Sales Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	NGAs, SUCs, GOCCs/GFIs, LWDs and LGUs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. APR 2. APP-CSE 3. Payment (Cash, Check, LDDAP-ADA, Unutilized Funds)			www.ps-philgeps.gov.ph	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	Validate the Transaction		1 minute	Guard/Admin. Asst. On duty
2. Submit APR	Receive APR; check the validity and completeness of the documents		2 minutes	N. Simpao
	Assign APR No. and prepare the Sales Order (Pickup and/or Delivery)		10 minutes	M. Mendoza R. Humarang R. Daleja A. Bona A. Cañares R. Nacario R. Moreno A. Cadiao R. Barquilla
3. Pay the amount and received the Official Receipt	Issuance of OR if Cash/Check/LDDAP-ADA; Charge to unutilized funds	Payment will vary on the total amount in the Sales Order	10 minutes	Cash Div.
4. Wait for the copy of PS-DR and proceed to WALD for the release of CSEs ordered	Issuance of PS-Delivery Receipt		10 minutes	WALD
TOTAL:			33 minutes	



Warehousing and Logistics Division

Front Line Service



1. Delivery of Goods

Office or Division:	Warehousing and Logistic Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Client Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Notice to Deliver (NTD) 2. PS-Delivery Receipt (PS-DR)			1. Marketing and Sales Division 2. Warehousing and Logistics Division; Gate 2 - Releasing Area	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Delivery				
Submission of approved Notice to Deliver (NTD)	Prepare PS Delivery Receipt (PS-DR)	None	15 minutes per PS-DR	Inventory Management and Control Staff
	Signing of PS-DR	None	5 minutes per PS-DR	Warehousing and Logistics Assistant Division Chief and Division Chief
	Schedule and log of delivery	None	1 Hour	Logistic Staff
	Prepare picklist	None	15 minutes per PS-DR	Inventory Management and Control Staff
	Consolidate and gather stock per pick-list to staging area	None	2 hours per PS-DR	Storekeepers
	Check and load items	None	2 hours per truck	Checkers/Utility
	Deliver items	None	7 hours	Driver/Utility
TOTAL			1 day, 4 hours & 35 minutes	
B. Fastlane				
Submission of approved Notice to Deliver (NTD)	Prepare PS Delivery Receipt	None	15 minutes per PS-DR	Inventory Management and Control Staff



	Signing of PS-DR	None	5 minutes per PS-DR	Warehousing and Logistics assistant division Chief and division Chief
	Prepare picklist	None	15 minutes per PS-DR	Inventory Management and Control Staff
	Consolidate and gather stock per pick-list to staging area	None	2 hours per PS-DR	Storekeepers
	Check and load items in Releasing Area	None	2 hours per truck	Checkers/Utility
	TOTAL:	None	4 hours and 35 minutes	



Comptroller Division

Front Line Service



1.Processing of Disbursement Vouchers for Good and Services (Trade)

Office or Division:	Comptroller Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives Purchase Order (PO) from the PD together with other pertinent documents. Evaluates completeness.(Including Performance bond or bank Guarantee)	None	1 working day	
	Receives Inspection and Certificate of Acceptance Report (ICAR) and original Delivery Receipt (DR) from the Inspection Division together with other pertinent documents <i>within 3 days from the issuance of ICAR</i> . Evaluates completeness.	None	1 working day	
	Receives sales invoice from the supplier upon determination that the PO and ICAR documents are already received by the Comptroller Division. (bank guarantee for their warranty retentions)	None	5 minutes	
	Receives the original	None	10 minutes	



	invoice with note from comptroller that the invoice is ok. Records the receipt of a validated invoice in the Document Management System (DMS); <i>(Comptroller will check if ICAR from Inspection Division is already received.)</i>			
	Receives the original invoice with note from admin. Records the receipt of a validated invoice in the Document Management System (DMS)	None	10 minutes	
	Receives the consolidated documents for payment..	None	10 minutes	
	Evaluates the completeness and accuracy of the documents for preparation of voucher.	None	3 days from receipt of Invoices/ billing	
	Compute for the amount payable net of EWT, FVAT, Warranty Retention and Liquidated Damages (if any)	None	3 days from receipt of Invoices/ billing	
	Evaluate the completeness and accuracy of the DV. Then recommend to Chief Accountant for payment.	None	1 day	
	Sign and release the DV.	None	1 day	
	Receives signed DV and release to Cashier Section (Treasury Division)	None	5 minutes	
	TOTAL:	None	8 days and 40 minutes	



PhilGEPS

Front Line Service



1. Application and Issuance of Platinum Membership

Office or Division:	Procurement Service - PhilGEPS - Customer Service Section			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Merchants / Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Registration Certificate (DTI/SEC/CDA) 2. Mayor's or Business Permit or its equivalent document 3. Tax Clearance Certificate 4. Audited Financial Statements 5. Philippine Contractors Accreditation Board (PCAB) license and registration (if applicable) 6. PhilGEPS Sworn Statement		1. To DTI / SEC / CDA Office 2. City / Municipality Hall 3. BIR / Revenue District Office 4. Auditors Independent Report and should be Stamped Received by the BIR or any affiliated Bank 5. Philippine Contractors Accreditation Board (PCAB) Office 6. PhilGEPS Website (downloadable)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Platinum Application * Merchant goes to PhilGEPS website * Click "Log In" then follow the Login instructions * In the Pending Task page, click the number across "Upgrade Platinum Registration" (Click "menu" icon on the top right portion of the screen, select "Organization" then "Upgrade to Platinum") * Fill out the Platinum Application Form * Tick the check box to certify that the information is true and accurate * Select Mode of Payment whether to	Step 2: Validation of Application *Log in to PhilGEPS website * Received Platinum Applications under Pending Task * Reviews the documents uploaded by the Merchant in their Platinum Application		5 working days (from Application, Validation of Documents to Approval / Disapproval and Payment Approval)	



pay through PhilGEPS Cashier or Oncoll Payment through an Landbank branch *Click "Submit for Approval" button				
	Step 3: Approval / Disapproval of Platinum Application * PhilGEPS Administrator approves / disapproves application of Merchant *If approved, proceed for the approval of payment. If disapproved, provide reasons for disapproval and submit			Customer Service (PMO)
	Step 4: Approval of Payment * Approve payment then submit and the system will automatically send out Email Notification of approval together with the instructions on how to view and download their Platinum Membership Certificate using their account in PhilGEPS website.	Php5,000.00 (Platinum Membership Certificate) Php25.00 or Php50.00 (Land Bank Interbranch) Inclusive of Documentary Stamp Tax of Php30.00.	5 mins. (Cashier Payment) 2 working days (Land Bank Payment and Merchant email Oncoll Payment Slip)	Customer Service (PMO)
Step 5: View / Print / Download				Customer Service (PMO)



Certificate * Once merchant received the Approval Notification, follow the instruction on how to View / Print / Download their Platinum Membership Certificate				
TOTAL:			7 days and 5 minutes	



VI. Feedback and Complaints

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



VII. List of Offices

Office	Address	Contact Information
Head Office:		
PS-DBM	RR Road, Cristobal St., Madrigal Compound, Paco, Manila	8290-6300 8290-6400
PhilGEPS	Arcache Bldg. Gen. Solano St. Corner Nepomuceno St. San Miguel Manila	8640 6906 to 09
Regional Offices:		
BAGUIO	PS-DBM-CAR NO.8 Gen. F. Segundo St. Brgy. Legarda-Burnham Baguio City	(074) 443-4702 (074) 443-3461 (074) 446-8139 F
LA UNION	PS-DBM RO I Government Center Sevilla San Fernando , La Union	(072) 888-3352 (072) 888-3038 (072) 888-5887 F
TUGUEGARAO	PS-DBM-RO II Regional Government, Center Carig, Tuguegarao City	(078) 844-1338 (078) 304-245 (078) 396-0633 F
PAMPANGA	PS-DBM-RO III Regional Government Center Maimpis, San Fernando City Pampanga	(045) 455-2486 (045) 455-2486 (045) 455-2485F
LEGAZPI	PS-DBM-RO V Lakandula Drive, Cogon, Legazpi City	(052) 482-0173 (052) 482-0677F
CEBU	PS-DBM- RO VII	(032) 236-4643 (032) 236-2597



	Sudlon (Near Eco-Tech Ctr.) Lahug , Cebu City	(032) 414-8204 F
TACLOBAN	PS-DBM RO VIII Brgy. 77 , Villa Ruiz Marasbaras , Tacloban City	(053) 321-2327 (053) 523-1067 (053) 325-7848 F
CAGAYAN DE ORO	PS-DMB-RO X Zone I, National Highway Bulua, Cagayan De Oro City	(088) 350-1794 (088) 856-3719 loc. 202 (088) 880-6144 (088)856-3719 loc. 205
DAVAO	PS-DBM-RO XI Km. 3, Mac Arthur Highway Matina, Davao City	(082) 297-4321 (082) 297-3323 (082) 285-0727 F
KORONADAL	PS-DBM-RO XII Brgy. Morales , Koronadal City	(083) 228-9788 (083) 228-9788 (083) 228-8357F
BUTUAN	PS-DBM-RO XIII JP Rosales Avenue, Butuan City	(085) 342-1227 (085) 342-1258 (085) 341-4878
Sub-Depots:		
BONTOC	BONTOC PROVINCIAL HOSPITAL Bontoc, Mt. Province	CP# 0949-7956614
PUERTO PRINCESA	CITY COLISEUM Barangay San Pedro Puerto Princesa City	(048) 434-0548 CP # 09151962595 CP# 09151777739
BACOLOD	PROCUREMENT SERVICE DEPOT-Negros Occidental Cottage Road, Barangay 9, Bacolod City	(034) 433-7138 CP#: 09150528584
BILIRAN	PROVINCIAL CAPITOL General Services Office Calumpang , Naval , Biliran	(053) 500-4116



BORONGAN	CAPITOL BUILDING Barangay Alang-Alang , Borongon City	(055) 560-9352
CALBAYOG	CALBAYOG CITY NEW PUBLIC MARKET Barangay Bagacay , Calbayog City	(055) 301-1338
CATARMAN	New Provincial Capitol Compound Barangay Dalakit, Catarman Northern Samar	CP # 09278411146 (055) 251-8100F (055) 500-9553
MAASIN	Provincial Engineering Office Capitol Compound Maasin City	CP # 09179595891 (053) 570-8680
ZAMBOANGA CITY	Legionaire St. Zone 4 Zamboanga City (Near LTO) In front of Brgy Hall of Zone 4	(062) 991-2185 (062) 992-4315
ZAMBOANGA SIBUGAY	Provincial Government of Ipil Brgy. Sanito, Zamboanga Sibugay	CP # 09176760004 (062) 333-5469
BUKIDNON	New Valencia City Integrated Bus Terminal Bus Terminal Complex Hagkol Valencia City	(088) 828-2031
CAMIGUIN	PROVINCIAL CAPITOL Mambajao , Camiguin	(088) 387-0162 (088) 387-0575
MISAMIS OCC. OROQUIETA	PROVINCIAL CAPITOL Oroquieta City	(088) 531-0135 (088) 531-0609



MISAMIS ORIENTAL	PROVINCIAL CAPITOL Prov'l Booking Center Capitol Compound, Luna St. Cagayan De Oro City	(088) 22-726-584
SURIGAO DEL NORTE	CAPITOL COMPOUND Capitol Surigao City	(086) 231-6714 (086) 231-6714
MINDANAO HUB	Piaping Itum, Macabalan, Cagayan de Oro City	(088) 859-0003 CP# 09972802628