

**ACCOMPLISHMENT REPORT**  
**ADMINISTRATIVE SERVICES DEPARTMENT**  
**3<sup>rd</sup> QUARTER 2020**  
**JULY - SEPTEMBER**



**HUMAN RESOURCE SERVICES DIVISION**

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES	STATUS
<b>I. Training Programs</b>			
<b>1. In-House Training Programs</b>			
Month	: July		
No. of programs	: 3		
Male	: 36		
Female	: 92		
Budget	: ₱ 36,000.00		
Month	: August		
No. of programs	: 2		
Male	: 31		
Female	: 73		
Budget	: ₱ 57,000.00		
Month	: September		
No. of programs	: 1		
Male	: 18		
Female	: 30		
Budget	: ₱ 60,000.00		
*Programs were conducted via video conference (MS Teams or Zoom) or held as a blended session.		<ul style="list-style-type: none"> <li>• Maintain competency proficiency levels or address competency gaps</li> <li>• Help employees learn specific knowledge or skills to improve performance in their current roles.</li> <li>• Provide regular updates from latest guidelines and/or issuances from other government agencies</li> </ul>	Successfully completed

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES		STATUS
<b>2. Outside Training Programs</b>		Same as above		Mass gathering is still discouraged, thus, no outside training request has been submitted to/approved by the Authority. The HR Services Division has drafted interim guidelines for online learning which may substitute outside training programs for the time being.
<b>II. Employees Assembly</b>				
<b>1. Flag Ceremony</b>  <b>Schedule</b> : Every Monday <b>Venue</b> : TIEZA Training Room, 3 <sup>rd</sup> Floor <b>Budget</b> : ₱ 5,000.00		This in support to Republic Act No. 8491, Heraldic Code of the Philippines and in compliance with CSC Memorandum Circular No. 19 series of 2012. This is an expression of nationalism and as a constant reminder for employees to be exemplary public servants.		Per IATF Omnibus Guidelines on Community Quarantine with Amendments as of July 03, 2020, Section 2, No. 10, "Mass gatherings such as but not limited to, movie screenings, concerts, sporting events, and other entertainment activities, <i>community assemblies</i> , religious gatherings, and non-essential work gatherings shall be prohibited".
<b>III. Office Practicum</b>				
<b>1. Main Office</b>  <b>Certificates of Completion Issued</b> <b>Male</b> : 0 <b>Female</b> : 0		In line with the Commission on Higher Education (CHED) Memorandum Order No. 23 series of 2009, "Guidelines for Student Internship Program in the Philippines (SIPP)" for all programs with practicum subject, the TIEZA practicum program aims to: <ul style="list-style-type: none"> <li>• Provide exposure to actual work related to the students/trainee's course;</li> <li>• Provide venue for familiarization of work and actual situations in the Philippine bureaucracy, particularly processes in the country's Civil Service;</li> <li>• Facilitate experience-based learning drawn from handling challenges and some complex tasks or problems;</li> <li>• Enhance the student's skills and competitiveness;</li> <li>• Develop a sense of professionalism and discipline;</li> </ul>		The program has been suspended due to the issuance of Proclamation No. 922, "Declaring a State of Public Health Emergency Throughout the Philippines" issued on 08 March 2020, and Proclamation No. 929, "Declaring A State Of Calamity Throughout The Philippines Due To Corona Virus Disease 2019", work in the Executive Branch has been suspended.

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES	STATUS
		<ul style="list-style-type: none"> <li>Give guidance to decisions that would influence future career decisions.</li> </ul>	
<b>IV. Compensation and Benefits Administration</b>			
<b>1. Preparation of Payroll for Regular Employees</b>		Prepare payment of employees' salary in exchange for the completed work for the Authority on a monthly basis.	<b>Average processing time:</b> 8.67 days  <b>Nett amount for 3<sup>rd</sup> quarter:</b> ₱ 31,490,985.78
<b>2. Preparation of Payroll for Job Orders</b>		Prepare payment of employees' salary in exchange for the completed work for the Authority on a per-day basis.	<b>Average processing time:</b> 1.80 days  <b>Nett amount for 1<sup>st</sup> quarter:</b> ₱ 10,752,116.02
<b>V. Internal Customer Satisfaction Rating</b>			
<b>1. Internal Customer Satisfaction</b>		The program aims to determine effectiveness of HRSD's service delivery.	<b>3<sup>rd</sup> Quarter 2020 Survey Results</b> <b>No. of Respondents: 108</b>  <b>Rating</b> <b>Outstanding: 92%</b>
<b>VI. Competency-based Recruitment and Selection</b>			
<b>1. TIEZA OSSP Profile as of September 30, 2020</b>			<b>Plantilla Positions:</b> Filled-up Positions - 443 Unfilled-up Positions - 84 Total Positions - 527  <b>Sex:</b> (including Cotermious with the Incumbent) Male - 193 Female - 298 Total - 491
<b>2. Personnel Selection Board Assessment and Deliberation</b>		The program aims to be able to search for candidates that can demonstrate the behaviorally defined characteristics (knowledge, skills, and attitude) that will lead to superior performance in the vacant position sought to be filled.	Appointments issued: 11

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)	OBJECTIVES	STATUS
<b>VII. Competency Assessment and Framework Update</b>  <b>1. Procurement of a project consultant for the Review/Update/Development of the Authority's Competency Manual, Job Profile Description Forms, and Pre and Post-Performance Assessment Tool</b>	<p>The project aims to produce:</p> <ul style="list-style-type: none"> <li>Updated Competency Manual which includes: <ul style="list-style-type: none"> <li>Competency Framework</li> <li>Competency Catalogue</li> <li>Competency Tables</li> <li>Competency Matrices</li> </ul> </li> <li>Updated Job Profile Description Forms</li> <li>Customized Pre and Post Performance Assessment Tool based on existing competencies (for Leadership &amp; Functional Competencies)</li> <li>Customized Pre and Post Performance Assessment Tool based on new competencies (for Core, Leadership, Technical &amp; Functional Competencies) (for year 2020)</li> </ul>	<p><i>Status as of September 30, 2020</i></p> <p><i>ProfilesAsia, consultants for the project underwent the following</i></p> <ul style="list-style-type: none"> <li>Survey Data Retrieval and Analysis [Preparation/Writing of Competency-Based Job Descriptions (CBJDs) and Thematic Analysis of Qualitative Data</li> <li>Preparation/Updating of Competency Framework and Draft Competency Catalogue</li> <li>Completion of all CBJDs</li> <li>Start of CBJD Validation Sessions</li> </ul>
<b>VIII. TIEZA Rightsizing</b>  <b>1. Workforce Measurement and Reorganization Initiative</b>	<ul style="list-style-type: none"> <li>To comply with the provisions of CSC, COA and DBM Joint Circular No. 1, 2, 2017;</li> <li>To determine quantity and quality of the job orders (JOs) who can be absorbed or be part of the corporation (in whatever appropriate working arrangement); and</li> <li>To consider them in the HR processes, when some of these JOs eventually become holders of regular plantilla positions.</li> </ul>	<p><i>Status as of September 30, 2020</i></p> <p>The project was suspended indefinitely due to the Department of Budget and Management's issuance of NBC No. 580, s. 2020, "Adoption Of Economy Measures In The Government Due To The Emergency Health Situation".</p>

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES	STATUS
<b>IX. TIEZA Overall Workforce</b>			
<b>1. Workforce as of September 30, 2020</b>			<b>Overall Workforce:</b> 1,011  <b>Status of Employment:</b> Permanent (CTI, Coterra, CPOE, Temp) - 491 Job Orders - 476 Consultants - 6 Contract of Service - 28 TIEZA Regulatory Office - 10  <b>Sex:</b> Male - 505 Female - 506

#### GENERAL SERVICES DIVISION

<b>I. Property and Supply Management</b>			
1) Office/Maintenance/Soap/Supplies Withdrawal Slips (WS) attended/served	To administer properties such as supplies, materials & equipment from its acquisition to disposition.	99 withdrawal slips	
2) Inspection & Acceptance Reports (IAR) prepared		70 inspection & acceptance reports	
3) Memorandum Receipts (MR) issued/prepared		29 memorandum receipts	
4) Inventory Tags & Property Identification Stickers placed on a newly-acquired properties		40 stickers	
5) Property Clearances of Officials/Employees processed and acted upon		7 clearances	
6) Cancellation Reports made/filed		35 reports	
7) Waste Material Reports (WMR) made/filed		8 reports	

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES	STATUS
8) Registration & Insurance of Vehicles/ Properties filed/claimed			7 vehicles
9) Monitored/Supervised Contractual Ancillary Services			
a) Security Services			
b) Janitorial Services			6 monitored/ memos
II. Ancillary/ Maintenance			6 monitored/ memos
1) Number of carpentry works completed		To ensure efficient & effective service of the Ancillary services.	--
2) Number of electrical/ communication & audio serviced			
3) Number of complaints received and acted upon			
III. Carpool			--
1) Gas slip requested/approved/issued		To render transportation services.	87 gas slips
2) Trip ticket issued			
IV. Procurement			105 trip tickets
1) Number of purchase requests received and processed		To obtain resources such as supplies, materials, equipment & services required by the department/ sections of the agency.	68 purchase requests
2) Number of purchase requests processed and purchased			
a) Purchase order			
b) Job order			
c) Petty cash voucher			
3) Number of plane ticket purchased (Domestic)			
4) Number of plane ticket purchased [International]			--

PROGRAMS/ACTIVITIES/PROJECTS (PAPs)		OBJECTIVES	STATUS
<b>V. Records</b>			
1) Number of documents received from other Agencies			453 documents
2) Office Orders numbered/ reproduced/ authenticated/disseminated			15 documents
3) Travel Orders numbered/ reproduced/ authenticated/disseminated			42 documents
4) Office letters mailed thru Makati Post Office			90 mails
5) Official letters mailed thru DHL (Domestic and International)		To establish and implement a records system for efficiency, effectiveness and economy.	--
6) Official letters mailed thru LBC			470 letters
7) Picked up mails from Makati Post Office			--
8) Sorted/Distributed magazines			--
9) Sorted/Distributed newspaper			66 newspapers

Prepared by:

*[Signature]*  
**GLORY HOPE M. PECCO**  
 Human Resource Management Officer III  
 Date: 12 April 2021

*[Signature]*  
**BERNADETTE M. ALVAREZ**  
 Records Management Chief  
 Date: 12 April 2021

Reviewed by:

*[Signature]*  
**JOSEFINA U. SORIANO**  
 Manager, Human Resource Services Division  
 Date: 4/26/21

*[Signature]*  
**ANA RUTH L. MATEO**  
 Manager, General Services Division  
 Date: 12 April 2021

Noted by:

*[Signature]*  
**ROSANNA M. OLCADO**  
 Manager, Administrative Services Department  
 Date: 4/26/21



## Administrative Services Department – Human Resource Services Division

### QUARTERLY SUMMARY OF TERMINAL REPORT JULY – SEPTEMBER 2020

In House Training Program	Objectives	Date	Conducting Agency/Person	Venue	Budget	Participants	
						Male	Female
1. The Strength of Our Immune System in the New Normal Thru Nutrition and a Healthy Lifestyle	1. To be able to familiarize our participants what they need to know about Immune System and its importance to be strong and healthy at this time of the New Normal 2. To be aware the different studies about COVID-19 patients and the virus mechanism of action in our Immune System, and 3. To let the participants assess and test on how their Immune System is ready for the New Normal, and to know what are the specific vitamins and minerals will increase our Immune System	July 2, 2020 *HTP 2020-005	<b>Go2Health</b>  Dr. Rolando "Oye" Balburias, MD, FPCC, IMFCP	Via Zoom	₱ 6,000.00	9	29
2. Caring for Your Mental Health: "Building Capacity to Meet Mental Health Needs During and Post COVID-19"	1. Understand the importance of mental health during COVID-19 pandemic 2. Differentiate the basic concepts of mental health and mental disorder 3. Recognize the characteristics of a mentally healthy individual	July 23, 2020 *HTP 2020-006	<b>Philippine Mental Health Association, Inc.</b>  Ms. Ayana Lei G. Apelo	Via MS Teams	₱ 15,000.00	12	30





## Administrative Services Department – Human Resource Services Division

### QUARTERLY SUMMARY OF TERMINAL REPORT JULY – SEPTEMBER 2020

In House Training Program	Objectives	Date	Conducting Agency/Person	Venue	Budget	Participants	
						Male	Female
	4. Identify the adverse effects of the COVID-19 pandemic to a person's wellbeing 5. Learn practical tips to take care of one's mental health and adjust to the new normal, and 6. Participate in the next activities and open forum to better master the concepts taught during the lecture						
3. Caring for Your Mental Health: "Managing Stress, Anxiety and Other Psychosocial Concerns Amidst the COVID-19 Pandemic"	1. Identify the effects of the COVID-19 pandemic to the wellbeing of a person 2. Understand the concept of stress and its connection to mental health 3. Recognize the red flag signs of stress, trauma and anxiety 4. Learn effective ways to manage and cope with stress, anxiety and other psychosocial issues, and 5. Participate in the activities and open forum to better master the concepts taught during the lecture	July 30, 2020 *IHTP 2020-007	Philippine Mental Health Association, Inc.  Ms. Llewelyn Issa B. De Leon	Via Zoom	₱ 15,000.00	15	33



**Administrative Services Department – Human Resource Services Division**

**QUARTERLY SUMMARY OF TERMINAL REPORT  
JULY – SEPTEMBER 2020**

<b>In House Training Program</b>	<b>Objectives</b>	<b>Date</b>	<b>Conducting Agency/Person</b>	<b>Venue</b>	<b>Budget</b>	<b>Participants</b>	
						<i>Male</i>	<i>Female</i>
4. Caring for Your Mental Health: “Effective Management of Mental Health Concerns During a Crisis Situation”	1. Understand Mental Disorders in the context of the COVID-19 pandemic 2. Identify the red flags and risk factors for mental disorders 3. Learn effective ways to address and manage beginning symptoms of mental disorders 4. Improve existing workplace mental health programs and case management process for employees at risk	August 6, 2020 *IHTP 2020-008	Philippine Mental Health Association, Inc.  Ms. Agnes Joy L. Casiño, RPh, MD, DSBPP, FPSMS	Via Zoom	₱ 15,000.00	13	43
5. 2020 Midterm Assessment & 2021 Planning	1. Conduct scan of activities and operations in relation to existing conditions and assess performance across 1 <sup>st</sup> semester FY 2020 scorecard targets (as adjusted) and the key initiatives taken 2. Verify lessons learned with the organizational response to 2020 challenges to device Business Continuity & Disaster Recovery Plan. 3. Prioritize on processes for Business Continuity and	August 26-27, 2020 *IHTP 2020-009	Francis Randy J. Hortelano	TIEZA Multi-Purpose Hall & MS Teams  (Blended Session)	₱ 42,000.00	18	30



## Administrative Services Department – Human Resource Services Division

### QUARTERLY SUMMARY OF TERMINAL REPORT JULY – SEPTEMBER 2020

In House Training Program	Objectives	Date	Conducting Agency/Person	Venue	Budget	Participants	
						Male	Female
	Disaster Recovery Plan to come up with 2021 / accountabilities and commitments and initiatives.						
6. ISO 9001:2015 IQA Refresher Course	<ol style="list-style-type: none"> <li>1. Identify basic concepts involved in auditing management systems</li> <li>2. Demonstrate appropriately the auditing principles based on selected scenarios</li> <li>3. Develop an audit programme based on actual audit scenario</li> <li>4. Identify competence and methods of evaluation of internal auditors based existing implementation of a company's quality management system</li> <li>5. Perform QMS auditing with the skills and methodology acquired</li> <li>6. Demonstrate the process risk and performance based approach in auditing, and</li> <li>7. Understand how to collect evidences and generate the finding</li> </ol>	September 8-9, 2020 *HTP 2020-010	Mr. Ioverlee C. Pudan, Ph.D	Via Zoom	₱ 60,000.00	18	30



Administrative Services Department – Human Resource Services Division

QUARTERLY SUMMARY OF TERMINAL REPORT  
JULY – SEPTEMBER 2020

In House Training Program	Objectives	Date	Conducting Agency/Person	Venue	Budget	Participants	
						Male	Female
TOTAL					₱ 153,000.00	85	195

Prepared by:

  
MARY JANE M. REYES  
HRMO I

Reviewed by:

  
GLORIFLOR M. PECO  
HRMO III 08 08 2020

Noted by:

  
JOSEFINA U. SORIANO  
Manager, Human Resource Services Division



**TOURISM  
INFRASTRUCTURE AND  
ENTERPRISE  
ZONE  
AUTHORITY**

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Bay Area, Pasay City 1302  
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compben@tieza.gov.ph  
www.tieza.gov.ph

**MEMO TO :** The Manager  
Accounting Division

**FROM :** The Manager  
Human Resource Services Division

**DATE :** June 23, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of ₱10,486,047.92 representing Regular Payroll for the month of July 2020.

JOSEFINA U. SORIANO  
MP

©2019/ payroll.doc  
MEMOS/Transmittal memo



TIEZAWORKS



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www.tieza.gov.ph

**MEMO TO :** The Manager  
Accounting Division

**FROM :** The Manager  
Human Resource Services Division

**DATE :** July 27, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of ₱10,476,908.20 representing Regular Payroll for the month of August 2020.

JOSEFINA U. SORIANO  
MP

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MEMOS/Transmittal memo

Flora 7/27/20

TIEZAWORKS



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payroll@tieza.gov.ph  
www.tieza.gov.ph

**MEMO TO :** The Manager  
Accounting Division

**FROM :** The Manager  
Human Resource Services Division

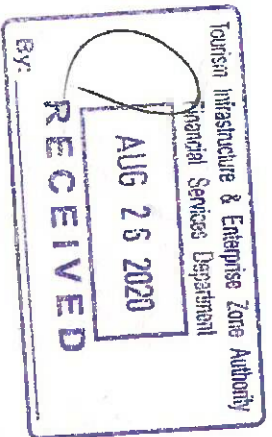
**DATE :** August 25, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of **#10,528,029.66** representing **Regular Payroll** for the month of **September 2020**.

**JOSEFINA U. SORIANO**

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MEMO5/Transmittal.doc

RP





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**MEMO TO :** The Manager  
Treasury Division

**FROM :** The Manager  
Administrative Services Department

**DATE :** July 15, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of P1,343,071.27 representing Job Order Payroll for the period July 03-15, 2020.

ROSANNA M. OLIGADO

02/06/2020  
A02/KC/Account/Account

TIEZAWORKS

**MEMORANDUM**  
**TO :** The Manager  
Accounting Division

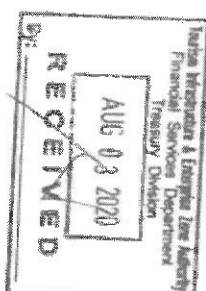
**FROM :** The Manager  
Administrative Services Department

**DATE :** July 29, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of P2,262,299.92 representing Job Order Payroll for the period July 16-31, 2020.

ROSANNA M. OLIGADO

02/06/2020  
A02/KC/Account/Account



Received  
By: 02/06/2020



**TOLENTINO  
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[www.teza.gov.ph](http://www.teza.gov.ph)

**MEMO TO :** The Manager  
Accounting Division

**FROM :** The Manager  
Administrative Services Department

**DATE :** August 20, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of ₱1,790,925.73 representing Job Order Payroll for the period August 01-15, 2020.

ROSANNA M. OLIGADO

Checked by:   
MEO/ASD/ASD/ASD

430  
8/24

**TEZAMARKS**



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Email: [compt@teza.gov.ph](mailto:compt@teza.gov.ph)  
[www.teza.gov.ph](http://www.teza.gov.ph)

**MEMO TO :** The Manager  
Accounting Division

**FROM :** The Manager  
Administrative Services Department

**DATE :** September 02, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of ₱1,721,230.03 representing Job Order Payroll for the period August 16-31, 2020.

ROSANNA M. OLIGADO

Checked by:   
MEO/ASD/ASD/ASD

**TEZAMARKS**





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Fax: (02) 8246-5900  
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MEMO TO :

The Manager  
Accounting Division

FROM :

The Manager  
Administrative Services Department

DATE :

September 17, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of ₱1,815,337.31 representing

Job Order Payroll for the period September 01-15, 2020.

ROSANNA M. OLGADO

*[Signature]*



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Fax: (02) 8246-5900  
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MEMO TO :

The Manager  
Accounting Division

FROM :

The Manager  
Administrative Services Department

DATE :

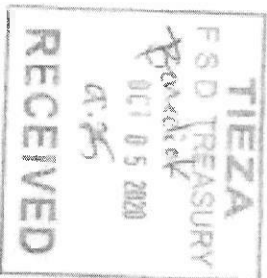
October 05, 2020

Please prepare transmittal letter to the Development Bank of the Philippines, Manila Branch the total amount of ₱1,819,151.71 representing

Job Order Payroll for the period September 16-30, 2020.

ROSANNA M. OLGADO

*[Signature]*



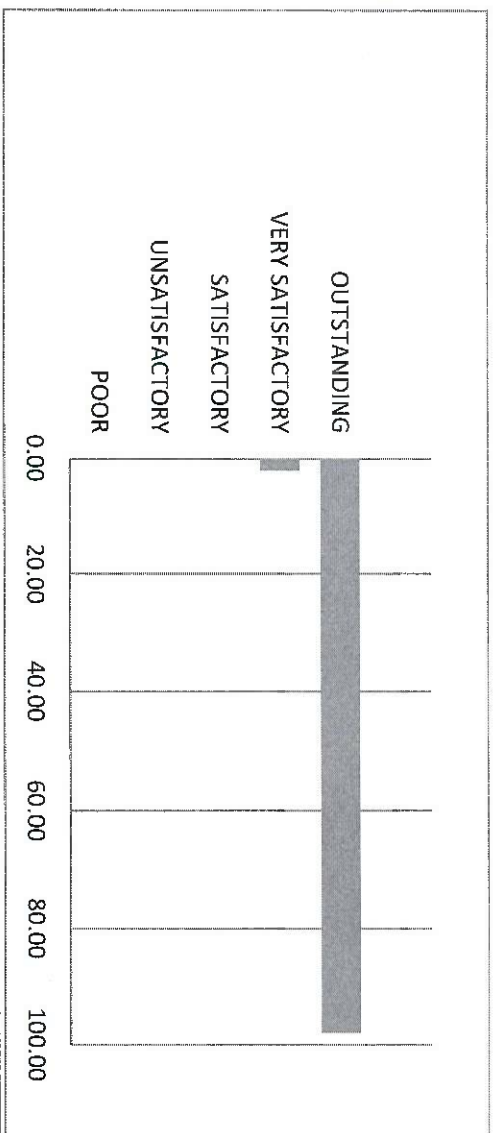
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TIEZAWORKS

TIEZAWORKS

## HRSD CUSTOMER SATISFACTION RATING FOR THE MONTH OF JULY 2020

For July 2020, the Human Resource Services Division (HRSD) processed 59 documents requested by 55 TIEZA employees. Out of the 55 employees, 54 or 98% gave an outstanding rating and 1 or 2 % gave a very satisfactory rating.



Prepared by:

*Lory May S. Paz*  
**LORY MAY S. PAZ**  
Payroll Processor

Noted by:

*Rosanna M. Olgado*  
**ROSANNA M. OLGADO**  
Manager, Administrative Services Department

July 2020

**PURPOSE**

No Purpose  
For Bonding  
For VISA Application/Travel  
For Personal Use  
For Housing Loan  
For School Requirement  
For Attachment to Office Order  
For Certification of Remittance  
For GSIS  
For Claiming of Benefits  
For Employment

**TOTAL 55**

**NO. OF REQUEST**

0  
42  
1  
4  
1  
2  
0  
0  
2  
3  
0

**STATUS OF PERSONNEL WHO REQUESTED  
THE DOCUMENTS AND NUMBER OF EMPLOYEES**

Permanent 51  
Job Order 3  
Resigned Contract of Service 0  
Resigned Permanent Employee 0  
Resigned Job Order Hiree 1  
Contract of Service 0

**TOTAL 55**

**DOCUMENT REQUESTED**

Certificate of Employment  
Certificate of Employment with Remuneration  
Service Record  
201 File (SALN/NBI Clearance/Medical Result)  
List of Trainings Attended  
Others

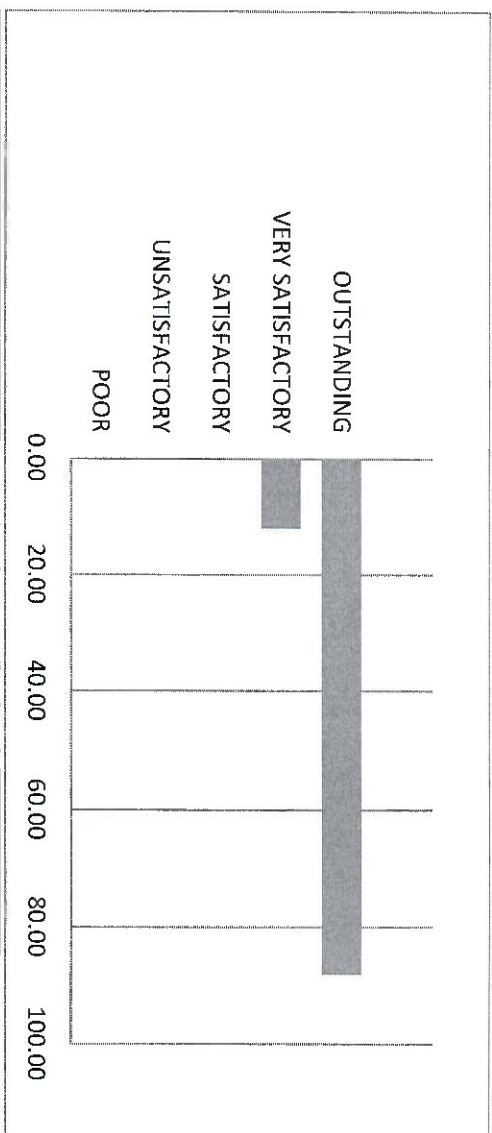
**TOTAL 59**

**FREQUENCY OF REQUEST**

3  
6  
3  
42  
0  
5

## HRSD CUSTOMER SATISFACTION RATING FOR THE MONTH OF AUGUST 2020

For August 2020, the Human Resource Services Division (HRSD) processed 33 documents requested by 32 TIEZA employees. Out of the 32 employees, 28 or 88% gave an outstanding rating and 4 or 12 % gave a very satisfactory rating.



Prepared by:

*Lory May S. Paz*  
**LORY MAY S. PAZ**  
Payroll Processor

Noted by:

*Rosanna M. Olgado*  
**ROSANNA M. OLGADO**  
Manager, Administrative Services Department

**August 2020**

**PURPOSE**

No Purpose  
For Bonding  
For VISA Application/Travel  
For Personal Use  
For Housing Loan  
For School Requirement  
For Attachment to Office Order  
For Certification of Remittance  
For GSIS  
For Claiming of Benefits  
For Employment

**TOTAL 21**

**NO. OF REQUEST**

2  
8  
0  
1  
6  
1  
0  
0  
2  
1  
0

**STATUS OF PERSONNEL WHO REQUESTED  
THE DOCUMENTS AND NUMBER OF EMPLOYEES**

Permanent 19  
Job Order 2  
Resigned Contract of Service 0  
Resigned Permanent Employee 0  
Resigned Job Order Hiree 0  
Contract of Service 0

**TOTAL 21**

**DOCUMENT REQUESTED**

Certificate of Employment  
Certificate of Employment with Remuneration  
Service Record  
201 File (SALN/NBI Clearance/Medical Result)  
List of Trainings Attended  
Others

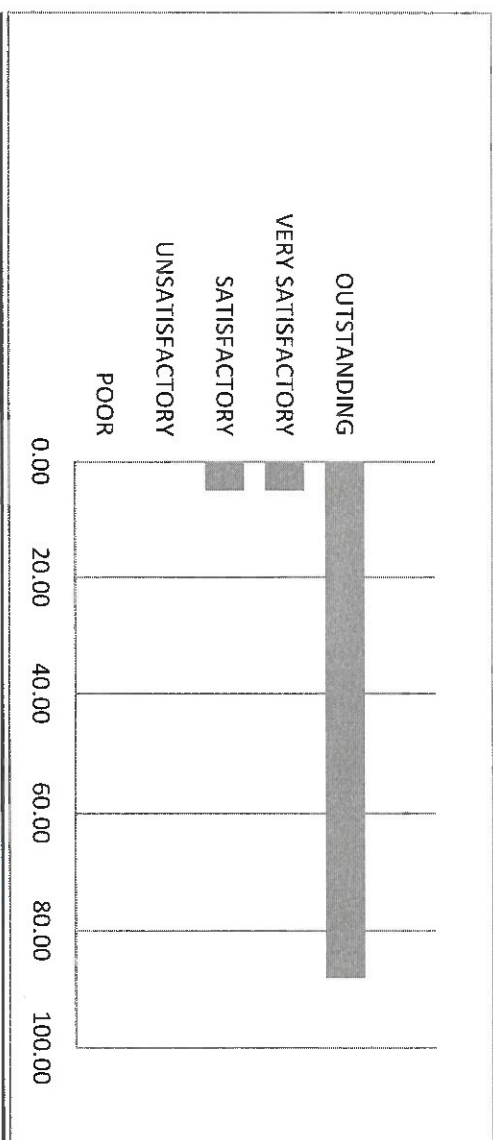
**TOTAL 24**

**FREQUENCY OF REQUEST**

2  
6  
3  
11  
0  
2

## HRSD CUSTOMER SATISFACTION RATING FOR THE MONTH OF SEPTEMBER 2020

For September 2020, the Human Resource Services Division (HRSD) processed 24 documents requested by 21 TIEZA employees. Out of the 21 employees, 19 or 90% gave an outstanding rating, 1 or 5% gave a very satisfactory rating and 1 or 5% gave a satisfactory rating.



Prepared by:

*L. Paz*  
**LORY MAY S. PAZ**  
Payroll Processor

Noted by:

*R. Olgado*  
**ROSANNA M. OLGADO**  
Manager, Administrative Services Department

## September 2020

<u>PURPOSE</u>	<u>NO. OF REQUEST</u>	<u>STATUS OF PERSONNEL WHO REQUESTED THE DOCUMENTS AND NUMBER OF EMPLOYEES</u>
No Purpose	2	Permanent 19
For Bonding	8	Job Order 2
For VISA Application/Travel	0	Resigned Contract of Service 0
For Personal Use	1	Resigned Permanent Employee 0
For Housing Loan	6	Resigned Job Order Hiree 0
For School Requirement	1	Contract of Service 0
For Attachment to Office Order	0	
For Certification of Remittance	0	
For GSIS	2	
For Claiming of Benefits	1	
For Employment	0	
<b>TOTAL 21</b>		<b>TOTAL 21</b>

<u>DOCUMENT REQUESTED</u>	<u>FREQUENCY OF REQUEST</u>
Certificate of Employment	2
Certificate of Employment with Remuneration	6
Service Record	3
201 File (SALN/NBI Clearance/Medical Result)	11
List of Trainings Attended	0
Others	2
<b>TOTAL 24</b>	

# WORKFORCE PROFILE AS OF SEPTEMBER 30, 2020

## Plantilla Items

Plantilla Items	Number of Items
Filled Positions	443
Unfilled Positions	84
No. Of Existing Plantilla	527

Sex	Number of Employees
Male	505
Female	506
Total	1,011

## Overall Workforce

Status of Employment	Number of Employees	Sex	
		Male	Female
Permanent (Cotermious with the Official being Served, Cotermious with the Privatization of the Operating Entity, Temporary, Cotermious with the Incumbent)	491	193	298
Job Order	476	287	189
Consultant	6	5	1
Contract of Service	28	15	13
TIEZA Regulatory Office (Permanent)	10	5	5
Total	1,011	505	506

## Appointments Issued from July to September 2020

Name	Position	Office/Department
1. Ancheta, Lileah D.	Travel Tax Officer C	Travel Tax Department
2. Bunsoy, Rosanna S.	Secretary A	Management Information Systems Department
3. Cano, Rachel Ann C.	Sr. Travel Tax Officer A	Travel Tax Department
4. Dela Cruz, Donna D.	Sr. Travel Tax Officer B	Travel Tax Department
5. Inaba, Mark Lileah L.	Travel Tax Officer C	Travel Tax Department
6. Macatangay, Dorothy D.	Travel Tax Officer C	Travel Tax Department
7. Peralta, Biechelle Lyka H.	Secretary A	Corporate Planning Department
8. Pundavela, Delmar S.	Driver Mechanic B	Management Information Systems Department
9. Rollo, Jose R.	Driver Mechanic B	Corporate Planning Department
10. Susi, Alex Murphy C.	Sr. Travel Tax Officer B	Travel Tax Department
11. Tuazon, Jayson C.	Travel Tax Officer C	Travel Tax Department

Certified Correct:



**JOSEFINA U. SORIANO**

Manager, Human Resource Services Division



# SUMMARY REPORT ON CUSTOMER SATISFACTION SURVEY

## GENERAL SERVICES DIVISION - RECORDS SECTION

July - September 2020

SN	Request No.	Requesting Employee	Department	Document / Service Requested	No of Documents	Ratings	Date	Filed	Received	Timeliness Score
01	ADSD-GSD-2020-0033	Angelica A. Marabe	PEPD	Travel Order 2020-02-0263	1	Outstanding	14-Sep-20	2:00 PM	2:00 PM	5
02	ADSD-GSD-2020-0034	Abigail Parcela	ADSD	Office Order 131-2016	1	Outstanding	21-Sep-21	1:15 PM	1:58 PM	5
03	ADSD-GSD-2020-0035	Maricar Azores	ADSD	Office Order 068-2020	1	Very Satisfactory	23-Sep-20	10:00 AM	10:05 AM	5
TOTAL DOCUMENTS					3	AVERAGE SCORE		5		

Comments:

Note: the above data is for AMET and  
IPCR purposes

Prepared by:

KC Crisostomo  
Records Officer C

Certified True & Correct:

Evangeline R. Dy  
Records Officer A

Bernadette M. Alvarez  
Records Management Chief

Ana Ruth L. Mateo  
Manager - General Services Division

Noted by:

ROSANNA M. OLGADO

Manager - Administrative Services Department

Total Documents Processed	3	100.00%
Travel Order	1	33.33%
Office Order	2	66.67%



# ACCOMPLISHMENT REPORT

Administrative Services Department - General Services Division  
for the 3rd Quarter of 2020

SN	PROGRAM/ ACTIVITY/ PROJECT	OBJECTIVES	JULY	AUGUST	SEPTEMBER	TOTAL
1	Office/Maintenance/Soap/ Supplies Withdrawal Slips (WS) attended/served	<b>Property and Supply Management Section: To administer properties such as supplies, materials &amp; equipment from its acquisition to disposition.</b>	9	43	47	99 Withdrawal Slips
2	Inspection & Acceptance Reports (IAR) prepared		13	23	34	70 Inspection & Acceptance
3	Memorandum Receipts (MR) issued/prepared		19	4	6	29 Memorandum Receipt
4	Inventory Tags & Property Identification Stickers placed on a newly-acquired properties		9	5	26	40 Stickers
5	Clearances of Officials/Employees processed and acted upon		3	2	2	7 Clearances
6	Cancellation Reports made/filed		6	2	27	35 Reports
7	Waste Material Reports (WMR) made/filed		0	4	4	8 Reports
8	Registration & Insurance of Vehicles/Properties filed/claimed.		1	4	2	7 Vehicles
9	Monitored/Supervised Contractual Ancillary Services					
	a. Security Services		2	2	2	6 monitored/memos
	b. Janitorial Services	Ancillary & Maintenance	2	2	2	6 monitored/memos
10	Number of Carpentry Works done		0	0	0	0



## ACCOMPLISHMENT REPORT

### Administrative Services Department - General Services Division for the 3rd Quarter of 2020

SN	PROGRAM/ ACTIVITY/ PROJECT	OBJECTIVES	JULY	AUGUST	SEPTEMBER	TOTAL
11	Number of Electrical/ Communication & Audio serviced	Section: To ensure efficient & effective service of the Ancillary services.	2	5	3	10
12	Number of complaints received and acted upon		0	0	0	0
13	Gas Slip requested/approved/issued	Carpool Section: To render transportation services.	34	18	35	87
14	Trip Ticket issued		25	32	48	105
15	Number of Purchase Request received and processed	Procurement Section: To obtain resources such as supplies, materials, equipment & services required by the department/section of the agency.	18	20	30	68
16	Number of Purchase Request processed and purchased		14	15	21	--
	a. Purchase Order		Php 82,519.00	Php 47,760.00	Php 4,768,387.20	4,898,666.20
	b. Job Order		Php 41,441.37	Php 484,656.67	Php 245,284.00	771,382.04
	c. Petty Cash Voucher		Php -	Php 31,827.53	Php 63,708.35	95,535.88
17	Number of Plane Ticket purchased (Domestic)		0	0	0	--
18	Number of Plane Ticket purchased (International)		0	0	0	--



# ACCOMPLISHMENT REPORT

Administrative Services Department - General Services Division  
for the 3rd Quarter of 2020

SN	PROGRAM/ ACTIVITY/ PROJECT	OBJECTIVES	JULY	AUGUST	SEPTEMBER	TOTAL
19	Number of documents received from other Agencies	Records Section: To establish and implement a records system for efficiency, effectiveness and economy.	85	135	233	453 documents
20	Office Orders					
20	Numbered/ Reproduced/ Authenticated/ Disseminated.		5	4	6	15 documents
21	Travel Orders					
21	Numbered/ Reproduced/ Authenticated/ Disseminated.		1	12	29	42 documents
22	Office Letters Mailed thru Makati Post Office		0	0	90	90 mails
23	Official Letters Mailed thru PL/2GO (Domestic and International)		0	0	0	--
24	Official Letters Mailed thru LBC		34	311	125	470 letters
25	Picked Up Mails from Makati Post Office		0	0	0	0 mails
26	Sorted/ Distributed Newspaper		0	0	0	0 newspaper

Prepared by:

Bernadette M. Alvarez

Reviewed By:

ANA RUTH L. MATEO  
Manager, General Services Division

Noted By:

ROSANNA M. OLGADO  
Manager, Administrative Services Department