
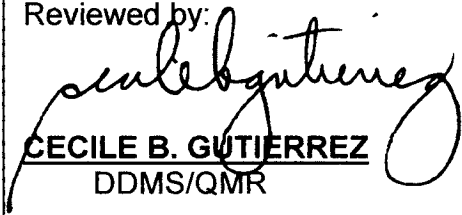



Philippine  
Commission  
on Women




**QUALITY MANUAL/  
OPERATIONS MANUAL  
ON GENDER AND  
DEVELOPMENT (GAD)  
PLAN AND BUDGET  
AND GAD  
ACCOMPLISHMENT  
REPORT SUBMISSION,  
REVIEW, AND  
ENDORSEMENT  
PROCESS**

 <p>Philippine Commission on Women</p>	<p><b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b></p>	<p>Document No. PCW-GPBQM-20161215-001</p>	
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## I. Introduction


This **Quality Manual (QM)** defines and clarifies the policies, systems, and procedures adopted to implement and continually improve the Quality Management System (QMS) and the core processes of the **Philippine Commission on Women (PCW)**.

This QM, together with the associated documents mentioned hereto, is intended to be used by all the units of PCW. Its objectives are to:

- A. Describe the basic elements of the QMS of the PCW and serve as reference in its implementation and continual improvement;
- B. Inform the relevant interested parties in order for them to better understand the QMS that the PCW is adopting; and
- C. Serve as reference and guide for newly-hired personnel when they orient and familiarize themselves on the PCW's QMS.

It is emphasized that a major part of this QM at the initial stage is the Operations Manual on Gender and Development (GAD) Plan and Budget (GPB) and GAD Accomplishment Report (GAD AR) Submission, Review, and Endorsement Process. This core process is in compliance to the mandated function of PCW under Chapter VI of RA 9710, otherwise known as the Magna Carta of Women (MCW), and Rule VI of its Implementing Rules and Regulations. The objectives and essential elements of the operations manual on this particular core process is discussed in detail in part VIII of this QM.



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## II. Definition of Terms

- A. **Discrimination Against Women** – any gender-based distinction, exclusion, or restriction which has the effect or purpose of impairing or nullifying the recognition, enjoyment, or exercise by women, irrespective of their marital status, on the basis of equality of men and women, of human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field.
- B. **GAD Focal Point System (GFPS)** – an interacting and interdependent group of people in all government instrumentalities tasked to catalyze and accelerate gender mainstreaming.

It is a mechanism established to ensure and advocate for, guide, coordinate, and monitor the development, implementation, review, and updating of their GAD plans and GAD-related programs, activities, and projects (PAPs).


- C. **GAD Perspective** – the ability to analyze the socio-economic, political, cultural, and psychological implications of an issue to understand how the difference between the sexes affects and is affected by policies, programs, and projects. It assesses how these factors relate to discrimination based on sex and how they impose obstacles to a person's opportunities and self-development.
- D. **Gender Analysis (GA)** – a framework to compare the relative advantages and disadvantages faced by women and men in various spheres of life, including the family, workplace, school, community, and political system. It also takes into account how class, age, race, ethnicity, culture, social, and other factors interact with gender to produce discriminatory results.

It is an examination of a problem or situation in order to identify gender issues within the problem/context of a project and the obstacles to the attainment of gender equality or similar goals. Gender issues may be addressed in all aspects of a program, project, or organization. This commitment is reflected in the incorporation of GAD goals, as well as in the choice of intervention strategy (HGDG Definition), in GAD planning, implementation, and monitoring and evaluation.


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- E. Gender Awareness – the ability to identify problems arising from gender inequality and discrimination, even if these are not evident on the surface and are “hidden,” or are not part of the general and commonly-accepted explanation of what and where the problem lies. Gender awareness means a high level of gender conscientization (gender dictionary).
- F. Gender and Development (GAD) – the development perspective and process that are participatory and empowering, equitable, sustainable, free from violence, respectful of human rights, supportive of self-determination, and actualization of human potentials. It seeks to achieve gender equality as a fundamental value that should be reflected in development choices and to transform society’s social, economic, and political structures, and to question the validity of the gender roles ascribed to women and men. It also contends that women are active agents of development and not just passive recipients of development assistance. It further stresses the need of women to organize themselves and participate in political processes to strengthen their legal rights.
- G. Gender Equality – the principle asserting the equality of men and women and their right to enjoy equal conditions realizing their full human potentials to contribute to and benefit from the results of development, and with the State recognizing that all human beings are free and equal in dignity and rights.
- H. Gender Gap – the gap between women and men in terms of how they benefit from education, employment, services, and so on.
- I. Gender Impacts – the specific and observed effects of plans, policies, programs, and services, such as increased income and improved skills.
- J. Gender Indicators – these measure gender-related changes over time. Gender indicators may refer to quantitative indicators based on sex-disaggregated statistical data or specific measures or targets used to assess whether gender goals are being met or not.
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- K. **Gender Issues** – the problems and concerns that arise from the unequal status of women and men, including the differential characteristics, roles, and expectations attributed by society to women and men. These societal expectations and perceptions, which are reflected in and perpetuated by laws, policies, procedures, systems, programs, projects, and activities of government, could impede women’s full development and their participation in and equal enjoyment of the fruits of development.
- L. **Gender Mainstreaming** – the strategy for making women’s, as well as men’s, concerns and experiences an integral dimension of the design, implementation, and monitoring and evaluation of policies and programs in all political, economic, and societal spheres so that women and men benefit equally and inequality is not perpetuated. It is the process of assessing the implications for women and men of any planned action, including legislation, policies, or programs in all areas and at all levels.
- M. **Gender Sensitivity** – the ability to recognize gender issues and women’s different perceptions and interests arising from their different social position and gender roles (Gender 101 GAD Dictionary).
- N. **Gender Statistics** – the data and information that provide, not only comparisons between women and men, but ensure that women’s and men’s participation in and contribution to society are correctly measured and value.
- O. **Gender-Responsiveness** – the consistent and systematic attention given to the differences between women and men in society with a view to addressing structural constraints to gender equality (Gender 101 GAD Dictionary) or the capacity of individuals, groups, or institutions to substantively address gender-related issues, presumes capacity to do gender analysis, willingness to allocate resources for these issues, and the capacity to collect and use sex-disaggregated data and gender-related information for gender analysis and tracking of results (JMC).
- P. **Sex-Disaggregated Data** – the statistical information that differentiates between women and men and allows one to see where the gaps are in their position or condition (Gender Dictionary) or statistical information that differentiates between women and men in order to allow differential impacts on men and women to be measured (GMEF).
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- Q. Women Empowerment – the provision, availability, and accessibility of opportunities and services and observance of human rights which enable women to actively participate and contribute to the political, economic, social, and cultural development of the nation, as well as those which shall provide them equal access to ownership, management, and control of production, and of material and informational resources and benefits in the family, community, and society.



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### III. Agency Profile

#### A. Background

The Philippine Commission on Women (PCW) is the government's primary policy-making and coordinating body on women and gender equality concerns. As the oversight body on women's concerns, the PCW acts as the catalyst for gender mainstreaming, authority on women's concerns, and lead advocate of women's empowerment, gender equity, and gender equality in the country.


The PCW was formerly known as the National Commission on the Role of Filipino Women (NCRFW) until August 14, 2009. This was the date that NCRFW was renamed as PCW and its mandate was expanded by the enactment of Republic Act (RA) 9710, otherwise known as the Magna Carta of Women (MCW).

The NCRFW was established on January 7, 1975, through Presidential Decree No. 633, as an advisory body to the President and the Cabinet on policies and programs for the advancement of women. It was mandated "to review, evaluate, and recommend measures, including priorities to ensure the full integration of women for economic, social, and cultural development at national, regional, and international levels, and to ensure further equality between women and men."

During the first decade of its operations, the NCRFW thrusts were on the following major programs:

- Organizing women into a nationwide movement called "Balikatan sa Kaunlaran" (shoulder-to-shoulder in development). This organization is now registered as an independent women's organization;
- Conducting policy studies and lobbying for the issuance of executive and legislative measures concerning women;
- Establishing a clearinghouse and information center on women; and
- Monitoring the implementation of the UN Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW).



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With the change of government in 1986, the NCRFW officials at that time reviewed its mandate and decided to focus agency activities on mainstreaming women's concerns in policy making, planning, and programming of all government agencies.


Women's concerns were positioned at the heart of the government agenda with the integration of the "gender equality" principle in the 1987 Philippine Constitution. It was during this period that the first Philippine Development Plan for Women (PDPW), 1989-1992, was adopted through Executive Order No. 348. Also enacted shortly thereafter was the "Women in Nation-Building Act" (RA 7192) that aimed to promote the integration of women as full and equal partners of men in development and nation-building.

Likewise, government officials and staff members were sensitized and provided with skills to make gender and development (GAD) concerns a way of life in the government. This campaign was supported by the Canadian International Development Agency (CIDA) under Phase I of its Institutional Strengthening Project.

Committed to build upon and sustain the gains of the previous administrations, the NCRFW continued to push for stronger policies and programs on gender mainstreaming through institutional strengthening and capacity building of government agencies.

As a result, the period 1992 to 1998 gave birth to the 1995-2025 Philippine Plan for Gender-Responsive Development (PPGD), a 30-year perspective plan that outlines the policies, strategies, programs, and projects that the government must adopt to enable women to participate in and benefit from national development. Under Executive Order 273, the PPGD was adopted as the country's main vehicle for implementing the 1995 Beijing Declaration and Platform for Action (BPfA) adopted at the 1995 United Nations' (UN) 4th World Conference on Women.

Another milestone achievement was the passage of the legislation on the Gender and Development (GAD) budget. The GAD budget provision mandated all government agencies and instrumentalities, including local government units (LGUs), to allocate a minimum of five percent (5%) of their total appropriations

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for GAD programs and projects. This policy has since been incorporated annually in the General Appropriations Act (GAA), though revisions have been made, through the issuance of joint circulars, to ensure effective implementation of the GAD budget policy.

To meet growing demands on its services, the NCRFW was reorganized following the issuances of Executive Order Nos. 208 and 268.

These directives strengthened the NCRFW as the coordinating body on policies affecting women by further defining its powers, functions, and organizational structure.


Through the continuing support of the Canadian International Development Agency (CIDA), the NCRFW also implemented Phase II of the Institutional Strengthening Project aimed at capacitating government agencies on gender mainstreaming and, at the same time, building NCRFW's internal capability to manage the over-all gender mainstreaming efforts in the bureaucracy.

Since 1998, the government's focus on poverty alleviation brought forth the importance of empowering women to ensure that the mainstreaming efforts of the government are contributing to the improvement of the lives of women especially at the countryside.

Thus, the NCRFW intensified its advocacy for the development of programs and projects that would not only benefit the women, but also enable them to participate in the decision-making processes.

In 2009, NCRFW, that became PCW in 2009 as mandated under the MCW, supported the administration's poverty alleviation agenda by sustaining the gains of the past in making the bureaucracy work for women under the thrusts of advancing and protecting human rights, promoting women's economic empowerment, and promoting gender-responsive governance.



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## B. Legal Mandates:

### 1. Republic Act 7192 - Women in Development and Nation-Building Act (1992)


This act provides guidance and measures to mobilize and enhance participation of women in the development process in ways equal to that of men. Concurrent with the State's mandate to ensure fundamental equality of men and women before the law, it requires that a substantial portion of foreign assistance/official development assistance (ODA) funds be allocated to support programs for women; that women benefit equally and participate in development programs funded by foreign assistance; that gender bias be removed from government regulations, circulars, issuances, and procedures; and that a GAD budget be allocated from the regular budget of national government agencies (NGAs) and local government units (LGUs).

### 2. General Appropriations Act (GAA)

The 1995 General Appropriations Act (GAA) was passed into law with Section 27, a general provision, now known as the GAD Budget Policy, mandating all departments, bureaus, offices, and agencies to set aside at least five percent (5%) of their appropriations for projects designed to address gender issues. Every year thereafter, this GAD budget provision has been retained in the General Appropriations Act.

All agencies of the government are directed to formulate a GAD Plan and Budget (GPB) designed to address gender issues within their concerned sectors or mandates and implement applicable provisions under the MCW, CEDAW, the BPfA, the Millennium Development Goals (2000-2015), the Philippine Plan for Gender-Responsive Development (1995-2025), and the Philippine Development Plan (2011-2016).

The GPB shall be integrated in the regular activities of the agencies, which shall be at least five percent (5%) of their budgets. For this purpose, activities currently being undertaken by agencies which relate to GAD or those that contribute to poverty alleviation and economic empowerment especially of marginalized women; for the protection, promotion, and fulfillment of women's human rights; and for the practice of gender-responsive governance are considered sufficient compliance with said requirement. The utilization of the

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GAD budget shall be evaluated based on the GAD performance indicators identified by said agencies.

The preparation and submission of the annual GPB and annual GAD Accomplishment Report shall be subject to the guidelines issued by the PCW.

### 3. Philippine Plan for Gender-Responsive Development (PPGD) 1995-2025

To ensure full integration of women in economic, social, and cultural development at national, regional, and international levels, the Philippine Plan for Gender-Responsive Development (PPGRD) 1995-2015, a thirty-year, long-term perspective plan, was adopted. This is the plan that carries the country's long-term vision of women's empowerment and gender equality and mandates every government administration to develop time-bound framework plans for women.


### 4. 2013-2016 Women's Empowerment, Development, and Gender Equality (Women's EDGE) Plan

The 2013–2016 Women's Empowerment, Development, and Gender Equality Plan (Women's EDGE Plan) is the gender equality guiding plan of the Philippine Development Plan 2011–2016. It is the second (2<sup>nd</sup>) Framework Plan for Women and the second (2<sup>nd</sup>) time-slice plan of the Philippine Plan for Gender-Responsive Development (PPGD 1995– 2025).

Several laws and policies intended to address gender disparities are embodied in the plan. It likewise provides the platform for implementing these laws and policies and monitoring and evaluating their implementation against the envisioned gender equality results and outcomes of the plan.

It serves as a guide to achieve gender-focused goals and objectives and defines the responses appropriate for government as the primary duty-bearer, together with civil society partners and claim-holders. Implementing the plan, alongside the PDP, ensures monitoring of the accountability of government agencies for attaining gender equality goals and carrying out gender-responsive strategies that have been mainstreamed in the sector-specific plans of the PDP.

The plan consists of five main parts or strategic goal areas that have been identified based on the priorities of the MCW, PPGD 1995–2025, and government commitments to the CEDAW. These main areas are: (1) Women's Economic Empowerment; (2) Women's Social Development Rights; (3) Gender

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in Security, Justice, and Peace; (4) Gender in Environment; and (5) Gender-Responsive Governance.

**5. Republic Act (RA) No. 9710, otherwise known as the Magna Carta of Women (MCW) 2009**

The MCW is a comprehensive women's human rights law that seeks to eliminate discrimination against women by recognizing, protecting, fulfilling, and promoting the rights of Filipino women, especially those in the marginalized sectors. Section 27 of the Implementing Rules and Regulations (IRR) mandates all government agencies, offices, bureaus, instrumentalities, SUCs, GOCCs, and LGUs to adopt gender mainstreaming as a strategy and to formulate their GAD Plans, Programs, and Budgets. The IRR further provide that a minimum of five percent (5%) of the total agency or Local Government Unit (LGU) appropriations shall correspond to activities that support GAD Plans and Programs.

**6. PCW-NEDA-DBM Joint Circular (JC) No. 2012-01 – Guidelines for the Preparation of Annual Gender and Development (GAD) Plans and Budgets and Accomplishment Reports to Implement the MCW**


The JC prescribes the guidelines and procedures for the formulation, development, submission, implementation, and monitoring and evaluation, including accounting of results, of agency annual GAD Plans and Budgets (GPBs) and GAD Accomplishment Reports (AR) and likewise provides the mechanics for the development of programs, activities, and projects (PAPs) to respect, protect, and fulfill the rights of women at the socio-cultural, economic, and political spheres. The JC provides that at least five percent (5%) of the total agency budget appropriations authorized under the annual GAA shall correspond to activities supporting GAD plans and programs. The GAD budget shall be drawn from the agency's appropriations for maintenance and other operating expenses (MOOE), capital outlay (CO), and personnel services (PS).

**7. PCW Memorandum Circular (MC) on the Preparation and Online Submission of Gender and Development (GAD) Plans and Budgets**

Also known as the GAD Budget Call, it is issued annually instructing all government agencies, offices, bureaus, instrumentalities, SUCs, GOCCs, and LGUs to prepare and submit their GPBs and GAD ARs.





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The MC provides that submission, review, and endorsement of the GPBs and GAD ARs shall be coursed through the Gender Mainstreaming Monitoring System (GMMS), the PCW online system for managing GAD profiles, GPBs, and GAD ARs, as well as for generating GAD-related reports.

### C. Vision and Mission

## VISION

To be the premier policy-making and oversight agency successfully influencing development efforts towards gender equality and the empowerment of all women and girls.

## MISSION


Create an enabling environment for government and other stakeholders to be more responsive in achieving gender equality and the empowerment of all women and girls.

### D. Core Values


PCW lives by the following core values:

1. **Passion for Excellence** – the PCW establishes a culture where there is passionate commitment to bring out one’s best, characterized by high productivity, full engagement, attention to details, and inspired leadership. Excellence at Work provides a roadmap for the leaders at every level in the organization to build a dedicated and inspired workforce that is focused on achieving the vision and mission of PCW;
2. **Professionalism** – the PCW employees are competent and act with good judgment. They exhibit the appropriate behavior expected from a public servant. PCW employees conform to the ethical and technical standards of their profession or work. They are also courteous, conscientious, and act in a professional manner in the workplace;



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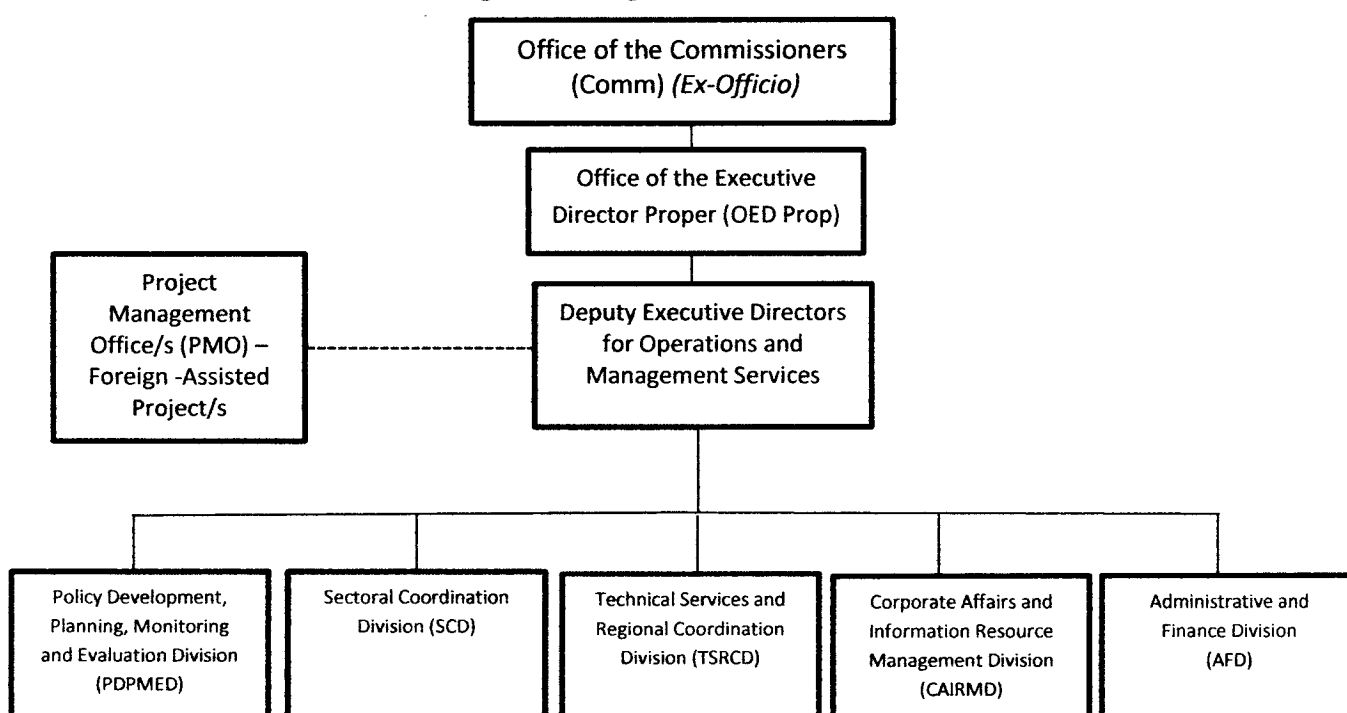
3. **Integrity** – the PCW upholds honesty and ethical behavior in the daily practice of public service, which include, among others the proper use of powers and authorities, assets, resources, and funds according to the official purpose for which they are intended;
4. **Teamwork** – the PCW employees work together with respect and harmony, cooperating with each other to fulfil the agency mandates. The combined action of the various groups within PCW facilitates effectiveness and efficiency towards the achievement of the desired goals; and
5. **Accountability** – along with transparency, accountability is one of the cornerstones of good governance. The PCW promotes a workplace culture where the employees accept responsibility for one's actions.

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#### IV. Organizational Structure and Responsibilities


##### A. Organizational Structure and Functions

**Figure 1. Organizational Chart**



The PCW's major functions are the following:

1. Institutes the gender-responsiveness of national development plans and coordinates the preparation, assessment, and updating of the National Plan for Women, ensures its implementation, and monitors the performance of government agencies in the implementation of the plan at all levels; and
2. Undertakes continuing advocacy to promote economic, social, and political empowerment of women and provides technical assistance in the setting-up and strengthening of mechanisms on gender mainstreaming; and


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Specifically, the PCW:

1. Coordinates the preparation of the Philippine development plans for women as well as their monitoring, assessment, and updating, in cooperation with the NEDA and line agencies;
2. Acts as a clearing house and data base for information relating to women;
3. Conducts gender consciousness-raising programs;
4. Conducts policy studies and reviews legislations to integrate women's concerns;
5. Provides technical services and ensures the development of institutional capabilities for GAD mainstreaming of government agencies and selected partners;
6. Monitors and assesses implementation of laws and policies on women including the implementation of international the conventions, such as the BPfA; and
7. Implements pilot projects for the delivery of services for women as bases for policy formulation and program recommendations.

The Philippine Commission on Women (PCW) is a government agency under the Office of the President. It is composed of the PCW Office of the Commissioners and the PCW Secretariat.

The Office of the Commissioners, headed by a Chairperson, sets the policies, programs/thrusts, and regulations towards the achievement of the vision and mission of the PCW. The persons comprising the body are all appointed by the President of the Philippines and they serve on an *ex-officio* basis. The Office of the Commissioners is composed of twenty-two (22) members, of which ten (10) members are from various Government Offices (GOs) and twelve (12) members are from relevant Non-Government Organizations (NGOs). The Commissioners network and establish ties with government institutions, women organizations, the private sector, etc. and encourage participation of all sectors of women in endeavors promoting their welfare and development. They advise the PCW in the formulation of policies and implementing rules and regulations of laws pertinent to women.

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On the other hand, the Executive Director (ED) heads the PCW Secretariat and oversees planning and implementation of PCW's operations. The ED is assisted by two (2) Deputy Executive Directors for Operations and Management Services and five (5) Division Chiefs.

Functions of the Office of the Executive Director:


- Administers the day-to-day operations of the PCW; and
- Oversees implementation of policies formulated by the Commission, manages the work and resources of PCW.

Functions of the Policy Development, Planning, Monitoring, and Evaluation Division (PDPMED):

- Develops Gender and Development (GAD) policies/guidelines and spearheads the preparation of a national plan on women and gender equality;
- Provides technical inputs to ensure the gender-responsiveness of the government's policies, plans, programs, and international commitments;
- Liaises with Congress and other concerned sectors for gender-responsive laws;
- Maintains a national monitoring system for gender and development indicators and targets; and
- Monitors and reports on the implementation of the Magna Carta of Women, GAD policies, and other relevant women/gender-related laws and international commitments.

Functions of the Technical Services and Regional Coordination Division (TSRCD):

- Facilitates localization of the MCW through the provision of GAD-related technical assistance to regional line agencies and LGUs;
- Coordinates and conducts GAD capacity development sessions, e.g., GFPS Assemblies, GAD Plans & Budget Fora, partnership-building in training delivery, etc.; and
- Develops and updates modules and tools for GAD-related capacity building programs of LGUs and NGAs and mainstreaming the GAD perspective in government training programs.

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Functions of the Sectoral Coordination Division (SCD):

- Manages the coordination with and provision of technical assistance to sectoral agencies on gender-responsive policy development, planning, and programming;
- Reviews and monitors the gender-responsiveness of sectoral agency development plans, including gender and development plans, and consolidate sectoral inputs and perspectives in the overall monitoring and reporting responsibility of PCW; and
- Influences the gender-responsiveness of sectoral mechanisms, frameworks, tools, and policies.

Functions of the Corporate Affairs and Information Resource Management Division (CAIRMD):

- Facilitates the preparation and management of the strategic and corporate plans of PCW;
- Provides strategic and reliable ICT infrastructure and services to facilitate access and exchange of information for GAD policy making, monitoring and planning;
- Manages the PCW's Women's Information Center which produces information and reference materials on women and GAD and provides information services to the public and to its target clients; and
- Leads in the development and management of PCW's communication strategy for greater visibility and reach.


Functions of the Administrative and Finance Division (AFD):

- Takes responsibility for the day-to-day administrative and financial support services, such as human resource management and development, budgeting, accounting, cashiering, records management, supply management, procurement, and general services.

**B. Relevant Roles in Undertaking the Core Process on the GPB and GAD AR Submission, Review, and Endorsement Process**

**1. Role of the Philippine Commission on Women**

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In consideration of the fact that PCW is the agency responsible for formally endorsing GPBs, PCW has decided that the core process on GPB and GAD AR submission, review, and endorsement would be the first one to be issued a manual and to be applied for ISO 9001 certification under PCW's Quality Management System. PCW is likewise responsible for providing technical assistance to agencies in the formulation, enhancement, and realignment of GPBs, as well as review the GPBs submitted by the different line departments, agencies, offices, state universities and colleges (SUCs), government-owned and controlled corporations (GOCCs), local government units (LGUs), and other government instrumentalities.

The related functions and roles of the various delivery units in the GPB review and endorsement process, which is supervised by the DED for Operations, are as follows:

- PDPMED – conducts policy studies and reviews legislations to integrate women's concerns into these. It participates in the definition of appropriate research and legislative agenda for gender and development concerns, in cooperation with various groups/sectors, GOs, and NGOs and likewise prepares policy papers on issues and concerns of women and develops position and policy alternatives. As part of their policy advocacy function, the division liaises with Congress and other concerned groups from GOs, NGOs, and the private sector regarding the formulation, lobbying, and passage of gender-responsive bills. Further, the PDAD maintains a national monitoring system of programs, projects, and activities essential to women's advancement. The PDAD is also responsible for coordinating, providing technical assistance, and reviewing the GPBs and GAD ARs of the priority agencies assigned to it.

Monitors and assesses the implementation of the Magna Carta of Women and other laws and policies on women including the implementation of international conventions such as the CEDAW and the BPfA. It is also the division mainly/largely in-charge of moderating the process of reviewing GPBs and ARs and of liaising with submitting agencies relative to their queries and requests for extension. The Review Moderator and Internal Reviewers are therefore both housed within the division. The MED receives all


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submitted GPBS and ARs through the GMMS and is responsible for assigning these to the reviewers for evaluation.

The division is also the repository of all the submitted hard copies of GPBs and ARs. In addition, the MED likewise does coordination work, provides technical assistance, and reviews the GPBs and GAD ARs of the priority agencies assigned to it;

- **TSRCD** – provides technical services and ensures the development of institutional capabilities for gender and development (GAD) mainstreaming of government agencies and selected partners at the national and regional levels. This includes the provision of training program packages on gender sensitivity, gender analysis and gender analysis tools, and GAD planning and budgeting. All requests for technical assistance (TA) are received and managed by the division. It further provides technical assistance to agencies (at the national and sub-national levels) on mainstreaming gender in their plans, programs, policies, and systems & processes, as well as models the integration of GAD in regional and local development planning. TSD is likewise in charge of coordinating, providing technical assistance, and reviewing the GPBs and GAD ARs of the priority agencies assigned to it;
  - **SCD** – manages the coordination with and provision of technical assistance to sectoral agencies on gender-responsive policy development, planning, and programming. Reviews and monitors the gender-responsiveness of sectoral agency development plans, including gender and development plans, and consolidate sectoral inputs and perspectives in the overall monitoring and reporting responsibility of PCW. Influences the gender-responsiveness of sectoral mechanisms, frameworks, tools, and policies.
  - **CAIRMD** – prepares and manages the corporate and strategic plans of the PCW. The division maintains and strengthens the PCW Women's Information Centers in the collection of data and information on gender issues and further produces and disseminates information and reference materials on women/GAD. IRMD likewise maintains and enhances the Computerized Information Systems, Local Area Network (LAN), and the PCW website.
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The System Administrator is charged with installing, configuring, and maintaining the Gender Mainstreaming Monitoring System (GMMS). The System Administrator ensures the uptime, stability, performance, and security concerns of the GMMS in order to meet the needs of the users. Furthermore, the System Administrator provides GMMS orientations for agencies as well as assistance to clients who experience difficulty in accessing and using the system; and

- OED – Along with administering the day-to-day operations of the PCW, the OED is responsible for implementing the policies formulated by the Board of Commissioners regarding the GPB and GAD AR review and endorsement process and approving/endorsing the GPBs which passed muster. Further, the office receives and refers all communications related to GAD planning and budgeting to the concerned divisions and reviews and approves/signs action documents accordingly.


## 2. Role of the National Government Agencies (NGAs)

All government departments, including their attached agencies, offices, bureaus, state universities and colleges (SUCs), government-owned and controlled corporations (GOCCs), and other government instrumentalities shall formulate their annual GPBs within the context of their mandates to mainstream gender perspectives in their policies, programs, and projects. GAD Planning shall be integrated in the regular activities of the agencies, the cost of implementation of which shall be at least five percent (5%) of their total budgets.

The submission, review, and endorsement of GPBs and GAD ARs of NGAs, except local government units (LGUs) shall be coursed through the Gender Mainstreaming Monitoring System (GMMS).


NGAs shall be responsible for creating and updating their GMMS user accounts for the online submission of their GPBs and GAD ARs by downloading and submitting to PCW the filled-out Registration Form (RF) (Attachment 5) found at the PCW website.

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Line departments and central offices must likewise ensure that their regional offices also create or update their GMMS accounts by including the GMMS registration form in the notice they will issue to their constituent units for the preparation of their respective GPBs and GAD ARs.




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## V. Operational Control and Supervision

As the policy-making authority of PCW, the Office of the Commissioners approves the Secretariat-recommended policies and guidelines to be issued governing the submission, review, and endorsement of GPBs and GAD ARs. Examples of these are the PCW-NEDA-DBM Joint Circular No. 2012-01 and PCW-DILG-DBM-NEDA Joint Memorandum Circular No. 2016-01 (Amendments to PCW-DILG-DBM-NEDA JMC No. 2013-01).

As the Head of the PCW Secretariat, the Executive Director III is assisted by two (2) Deputy Executive Directors III, one for Operations and the other one for Management Services (MS). The DED for Operations exercises oversight responsibility over the technical divisions - PDPMED, TSRCD, and SCD while the DED for MS oversees the operations of the CAIRMD and AFD. These three (3) top management positions are considered as CESO positions and their appointments are approved by the President of the Philippines.

Below the Director positions are the Division Chiefs (DCs) who are part of the PCW's Management Committee (ManCom). The ManCom is a body that discusses concerns and issues of the organization, reviews and approves reports and documents, and other matters that have organizational impact and effect. It is a recommendatory body that advises and submits its recommendations to the Executive Director III for final approval, decision, and/or disposition. The DCs discharge the functions, manage the operations, and supervise the personnel of their respective divisions. Currently, the three (3) technical divisions – SCD, TSRCD, and PDPMED undertake the review of the GPBs and GAD ARs submitted by the Government Agencies (GAs) except LGUs and recommend to the Executive Director those that are to be returned or to be endorsed. However, SCD serves as the focal division responsible for GPB and GAD AR review and endorsement, with the Deputy Executive Director for Operations providing oversight function.

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## VI. Statement of QMS Scope Including the Process Model

### A. QMS Scope and Model

A process-based **Quality Management System (QMS)** is adopted to continually improve the functions and services of the PCW.


The PCW's model of a process-based QMS illustrates the linkages among the management, core, and support processes, as well as the measurement, analysis, and improvement processes. The model shows that the citizens and government agencies play a significant role in defining requirements as inputs.

The PCW determines the processes needed for the QMS and their application throughout the organization and the criteria and methods needed to ensure that both the operation and control of these processes are effective; ensures the availability of resources and information necessary to support the operation and monitoring of these processes; monitors, measures, as appropriate, and analyzes these processes; and implements actions necessary to achieve planned results and continual improvement of its processes.

### B. QMS Process Map (See Attachment 1)

The QMS Process Map illustrates the interface among the management, core and support processes, as well as their corresponding sub-processes.

The management processes include planning and management review where activities provide inputs to one another. The PCW Management Committee (ManCom), composed of the Executive Director, the Deputy Executive Directors, the Division Chiefs, the Project Managers, if any, undertakes planning for both medium-term and annual operations, as embodied in the PCW's strategic plans. The ManCom also conducts review activities to determine whether the agency's goals and objectives are being achieved.

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### C. Core Process Scope

GAD planning and budgeting is an important institutional mechanism and strategy to facilitate “Gender Mainstreaming” in the Philippine Government’s systems, structures, policies, programs, processes, and, procedures.

The Operations Manual on Gender and Development (GAD) Plan and Budget and GAD AR Submission, Review, and Endorsement Process defines the necessary procedures in order to ensure that the agency GAD Plans and Budgets are in line with the PCW-NEDA-DBM JC No. 2012-01.


### D. Operations Manual Objectives

The Operations Manual on GAD Plan and Budget and GAD AR Submission, Review, and Endorsement Process aims to:

1. Provide a comprehensive description of the methodology and process employed by PCW in the review and endorsement of GAD PBs and ARs;
2. Provide GAs except LGUs with a resource on the core process of reviewing and endorsing of GPBs and ARs; and
3. Provide an easy-to-follow, step-by-step, guide to assist GAD PB and AR reviewers.

PCW officially adopts this manual to be used in conjunction with other available documents, including the PCW-NEDA-DBM Joint Circulars providing the Guidelines for the Preparation of Annual GPBs and GAD ARs to implement the MCW and the Gender Monitoring Mainstreaming System (GMMS) Quick Guide/Manual.

The manual has undergone the process of review and approval by the Management Committee. It has been internally distributed to all PCW divisions and is downloadable through the Transparency Seal and resource section of the official PCW website.

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**E. Essential Elements of GAD Planning and Budgeting and GAD Accomplishment Report Preparation**


The following are the essential elements in GAD planning and budgeting as they enable agencies to more effectively plan and implement their sectoral programs on GAD. If the following have not been established or need to be further strengthened and institutionalized, agencies shall have to include them in their GPBs.

**1. Creation and/or Strengthening of the GAD Focal Point System**

As required by the MCW and following the PCW Memorandum Circular 2011-01 (Guidelines for the Creation, Strengthening, and Institutionalization of the Gender and Development (GAD) Focal Point System), all agencies shall have an institutionalized and functional GAD Focal Point System (GFPS). The GFPS is a mechanism established to catalyze and accelerate gender mainstreaming within an agency towards the promotion of gender equality and women's empowerment and is composed of the Agency Head, Executive Committee (ExeCom), and a Technical Working Group (TWG). The GFPS takes the lead in mainstreaming a gender perspective in agency/department policies, plans, and programs. Further, the GFPS technical working group (TWG) or secretariat is responsible for formulating the agency GAD Plans, Programs, and Budget in response to the gender gaps and issues faced by their clients and constituencies, and women and men employees, following the conduct of a gender audit, gender analysis, and/or review of sex-disaggregated data.

**2. Capability Building on Gender and Development**

A clear understanding and appreciation of gender and development is a pre-requisite for the successful mainstreaming of a GAD perspective in the regular PAPs of agencies. Agencies are required to regularly undertake orientations, programs/sessions, and capacity development on GAD, including GAD-related laws and commitments for their employees. Trainings, programs/sessions shall include gender mainstreaming, gender analysis, and gender-responsive planning and budgeting.

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### 3. Conduct of Gender Audit

Gender audit is an examination of the agency's level of gender mainstreaming or extent of the gender-responsiveness of its policies, programs, and projects, the level of gender awareness and competence of its personnel, and the presence or absence of enabling mechanisms that support gender mainstreaming. The result of the gender audit could be a basis of capacity development programs that must be implemented and in enhancing the gender-responsiveness of agency policies and PAPs. Gender analysis tools, such as the Harmonized Gender and Development Guidelines (HGDG), Gender Mainstreaming Evaluation Framework (GMEF), and Gender-responsive LGU (GeRL) ka ba? are used to identify gender issues that must be addressed.

### 4. Institutionalizing GAD Database/Sex-disaggregated Data (SDD), and Monitoring and Evaluation

The agency shall develop or integrate in its existing database such GAD information that include gender statistics and sex-disaggregated data that have been systematically produced or gathered as inputs or bases for planning, budgeting, programming, and policy formulation. SDD and gender statistics are essential inputs to gender analysis in order to identify gaps and differences between women and men, understanding why these gaps exist and persist which should lead to formulation of strategies to address these issues. Gender indicators must also be used to assess whether gender goals are met or not.

It is important that agency shall institutionalize monitoring and evaluation activities to regularly track the level of implementation of their GAD plan for purposes of reporting, planning, and policy development.

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**VII. Justification for the ISO 9001-2015 Requirement/s that is/are not Applicable to the Scope of the QMS**

The scope of this QM/OM initially covers the Gender and Development (GAD) Plan and Budget and GAD Accomplishment Report (AR) Submission, Review, and Endorsement Process.

It was determined that there is no ISO 9001:2015 requirement that is not applicable to the above scope of the QMS. Hence, no justification is indicated.





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## VIII. Description of the Gender and Development Plan and Budget and Accomplishment Report Submission, Review, and Endorsement Process Covered by the QMS

### A. Management Commitment

The PCW's Management Committee (ManCom) is involved in implementing the **QMS** through the dissemination of the importance of client-agencies and the legal and regulatory requirements, and provision of the necessary resources for the development and implementation of the QMS and ensuring the availability of adequate resources. The ManCom provides the strategic direction for the improvement of the PCW operations and the effectiveness of its QMS. It is committed to the continual improvement of its services through the establishment and maintenance of the QMS documentation requirements and the necessary processes of the PCW management system to ensure that the agency maintains its focus on its targets/goals considering all the requirements of the client agencies.

Changes to the QMS are planned to allow for the maintenance of the integrity of the system and achievement of any existing objective.


In maintaining and changing the QMS, legal and procedural requirements indicated in the PCW's issuances and guidelines are communicated and accommodated within the system.

### B. Customer Focus

The PCW strives to exceed current and future needs and expectations of client-agencies through the regular conduct of GAD budget fora, technical assistance, consultations, and surveys, as needed.

### C. QMS Planning

The agency conducts periodic strategic planning, annual operational planning and regular ManCom meetings to serve as venues where strategic thrusts are defined, commitments are obtained, resource requirements are determined, and objectives and targets are set at appropriate levels.

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#### D. Responsibility and Authority

Responsibilities and authorities are defined and communicated in job descriptions, PCW orders and circulars, organizational charts, policies, and procedures.

As to specific roles in the QMS, the following are the responsibilities of the PCW QMS Organization:

##### Top Management/Management Committee (ManCom)


- a. Establish, review, and maintain the quality policy;
- b. Ensure that the established quality objectives are relevant to the mandate of the agency;
- c. Ensure allocation of available resources to support the QMS;
- d. Define the responsibilities and authorities of each unit in the agency;
- e. Review and monitor the effectiveness of the QMS action plans; and
- f. Ensure that the communication mechanisms are established and implemented effectively.

##### Overall Quality Management Representative (QMR)

- a. Oversee the effective implementation, maintenance, and sustainability of the QMS;
- b. Report QMS performance and improvement areas to the top management;
- c. Ensure and promote awareness of Citizen's Charter requirements; and
- d. Communicate QMS-related matters to external parties.

##### QMS Core Team and Secretariat

- a. Coordinate QMS activities such as trainings, documentations, and audits;
- b. Assist in coordinating and communicating QMS-related activities within the various units; and
- c. Provide logistical support.

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#### Documents and Records Control Team

- a. Establish and implement procedures for the control of documents and records;
- b. Maintain the master copies and master list of QMS manuals and other related documents;
- c. Ensure the availability of relevant documents;
- d. Establish an effective system for handling obsolete files and prevent unauthorized use of relevant documents and records; and
- e. Ensure the traceability of documents and records.

#### Training and Education Team (TEM)

- a. Ensure the dissemination of the roles and responsibilities of employees concerned in the attachment of QMS goals and objectives; and
- b. Facilitate the conduct of appropriate interventions to enhance awareness and capability on QMS.


#### Workplace Organization Team

- a. Plan and coordinate the implementation of a 5S program;
- b. Develop 5S standards;
- c. Conduct 5S trainings in coordination with the TEM and Human Resource Development Section of the Administrative and Finance Division; and
- d. Conduct 5S audits.

#### IQA Team

- a. Audits quality systems and processes of PCW c/o DAP



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#### E. Internal Communication

Appropriate communication processes are established through electronic facility, conduct of regular meetings, Technical Coordination Meetings (TCMs), workshops, general assemblies, and fora, and written communications, e.g., memoranda, office orders, circulars, postings in bulletin boards, etc.

#### F. Management Review


The PCW ManCom reviews the QMS, at least annually or whenever deemed necessary, to determine continued suitability, adequacy, and effectiveness in satisfying the organization's requirements, including the statutory and regulatory requirements conforming to ISO 9001:2015 standards. This review includes assessment of performance for continual improvement to update and enhance the QMS, quality policy, and quality objectives, as needed.

##### 1. Review Input

The review includes information on the following;

- a. Results of audits, internal and external;
- b. Client agency and/or citizen feedback results;
- c. Status of Service Conformities, and Process' performance, vis-à-vis plans;
- d. Status of corrective and preventive actions;
- e. Matters arising from the management reviews conducted;
- f. Changes affecting the quality management system; and
- g. Actions taken on recommendations for improvement.



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## 2. Review Output

Output from the management review includes, but not limited to, any decisions and actions related to:

- a. Improvement of the effectiveness of the QMS and its processes;
- b. Improvement of services related to client needs; and
- c. Resource needs.

Corrective actions identified from these reviews are forwarded to the Delivery Unit's QMRs concerned for their timely implementation and evaluation of the effectiveness of planned actions.

## 3. Review Levels


The management review is done at two (2) levels, namely:

- a. ManCom-Level Management Review composed of the ED, 2 DEDs, and Division/Unit Heads; and
- b. Executive Director.

## G. Provision of Resources

The PCW determines and provides appropriate resources to ensure that the implementation of its QMS is maintained and the effectiveness of the same is continually improved, through the enhancement of various components which are not limited to the following:

1. Information Systems Management and Support, including the Knowledge Management Information System (KMIS);
  2. Various Human Resource Management and Development, such as, Personnel mechanisms (Grievance, SPMS, RAISE, RSPC)
  3. Financial Management;
  4. Procurement of Goods and Services and Consulting Services (BAC);
  5. Records Management, including the Document Tracking System (DTS); and
  6. Assets Management (Supplies, IT, Facilities, Buildings and grounds, Safety, Transportation).
-

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## H. Information Systems Management and Support


The *Information and Communications Technology Unit (ICTU)*, under the CAIRMD, supports efficient and effective implementation of programs and strategies of the PCW ICT systems, such as:

### *Internal Support Systems*

- Knowledge Management System (KMS) - The **Knowledge Management System (KMS)** is a web-based system that captures, develops, shares and effectively uses organizational knowledge. Through this system, the **Philippine Commission on Women (PCW)** can achieve organizational objectives through the best use of acquired knowledge.

### *Mission-Critical Information Systems*

- Gender Mainstreaming Monitoring System (GMMS) - The Gender Mainstreaming Monitoring System or GMMS is an online system for automating the GAD Plan and Budget (GPB) and GAD Accomplishment Report (GAD AR) submission of the government agencies except LGUs. Through the submission of the GPBs and GAD ARs, government progress in gender mainstreaming can be monitored.
- GAD Resource Pool Database – The GAD Resource Pool (GR Pool) is composed of technical assistance providers with expertise on gender and development and gender mainstreaming. Formed by the Philippine Commission on Women (PCW), the GR Pool serves as PCW's support group in the provision of technical assistance, monitoring and evaluation and conduct of gender related researches and studies. The members are selected from National Government Agencies (NGAs), Local Government Units (LGUs), academe, Civil Society Organizations (CSOs) and independent gender consultants who have the competencies and experience in the provision of technical assistance for various client groups.

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## I. Human Resource Management and Development


The *Human Resource Management and Development Section (HRMDS)* under the AFD, focuses on the proper implementation of human resource policies and procedures consistent with civil service rules and regulations. It includes human resource development programs and activities in order to maintain highly competent and motivated public servants.

### Competence, Training, and Awareness

The PCW believes that its human resources are its greatest asset. Personnel are selected based on merit and fitness and in accordance with existing civil service rules and regulations. The PCW is committed to continually address the competency needs of its workforce and address the gaps, if any.

To ensure that personnel who are performing their functions are competent, the Human Resource Management Development Section (HRMDS) maintains the records in undertaking the following functions, among others:

- a. Strategically determine the capability building needs of personnel performing work affecting service quality thru training needs survey and discussions with employees during office meetings; (TNA)
  - b. Align every employee to his/her respective competency requirements; (Training and Development Plan, 201 files, QS, etc.)
  - c. Formulate human resource management and development policies, plans, and programs, including the design, implementation, and administration of internal training programs;
  - d. Assess the added human capital to PCW trainees and scholars through training evaluation, and require re-entry plans for PCW scholars for presentation to their respective units to determine the learnings gained from the training;
  - e. Evaluate the effectiveness of the interventions and monitor the progress of the trainees; (IPCR)
  - f. Orient personnel on their roles and responsibilities as they affect achievement of objectives and targets; and (orientation on several programs)
  - g. Facilitate the recruitment and promotion of qualified personnel to meet the capacity requirements of its operation. (RSPC)
-

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The training of personnel includes both formal and informal modes, academic and non-academic. It also includes values orientation and inculcation of the importance of the role every employee plays in the achievement of the PCW's mission and vision.

Appropriate records of academic qualifications and training are maintained for all personnel by the HRMDS in its database.

**J. Financial Management**

The *Budget, Accounting, and Cashier Sections under the AFD*, ensures accountability in accordance with budgeting, accounting, and auditing rules and regulations. They continuously improve and refine financial plans through the use of appropriate accounting standards for timely, complete and accurate financial reporting. They aim for prudent and effective use of financial resources by ensuring that internal controls are applied at all levels, as well as recommending measures for management control improvement.

**K. Procurement of Goods and Services**


The procurement of goods and services advocates the principles of efficiency, effectiveness, and economy and ensures compliance with Republic Act No. 9184 (Government Procurement Reform Act).

Each PCW unit submits to the AFD its respective Project Procurement Management Plan (PPMP) for funding to ensure that all procured goods and services are within the approved budget. The AFD consolidates the PPMP and forwards the same to the PCW Bids and Awards Committee (BAC) to come up with the PCW Annual Procurement Plan (APP) to be approved by the Executive Director.

The BAC shall conduct procurement activities based on the approved APP. Delivery of goods and services are inspected by the designated Inspection Team to ensure that the delivered goods are in accordance with the requirements and specifications as per Contract/Purchase Order.





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#### L. Facilities

The PCW ensures the provision of the necessary office buildings/facilities, furniture and fixtures, as well as up-to-date office equipment, in a work-conducive environment where employees will be motivated to extend quality service.

As part of the maintenance/upkeep of the office buildings, facilities/systems and equipment, the GSS, AFD is engaging service providers for the regular preventive maintenance of the following facilities/systems and equipment:

- Aircon Preventive Maintenance; and
- Elevator Maintenance.


Similarly, the GSS staff members also attend to various job request/auxiliary services repairs of physical assets requiring urgent repairs/trouble shooting, such as, but not limited to, carpentry, painting, varnishing, plumbing works; electrical/electronic works; provision of sound system and audiovisual equipment; venue layout/tables and chairs arrangement; provision of food during meetings and conferences and other support services rendered by the GSS.

#### M. Work Environment

The PCW promotes the well-being and satisfaction of each employee to assure effectiveness and efficiency, and foster productivity and teamwork, through the provision of the following, but not limited to:

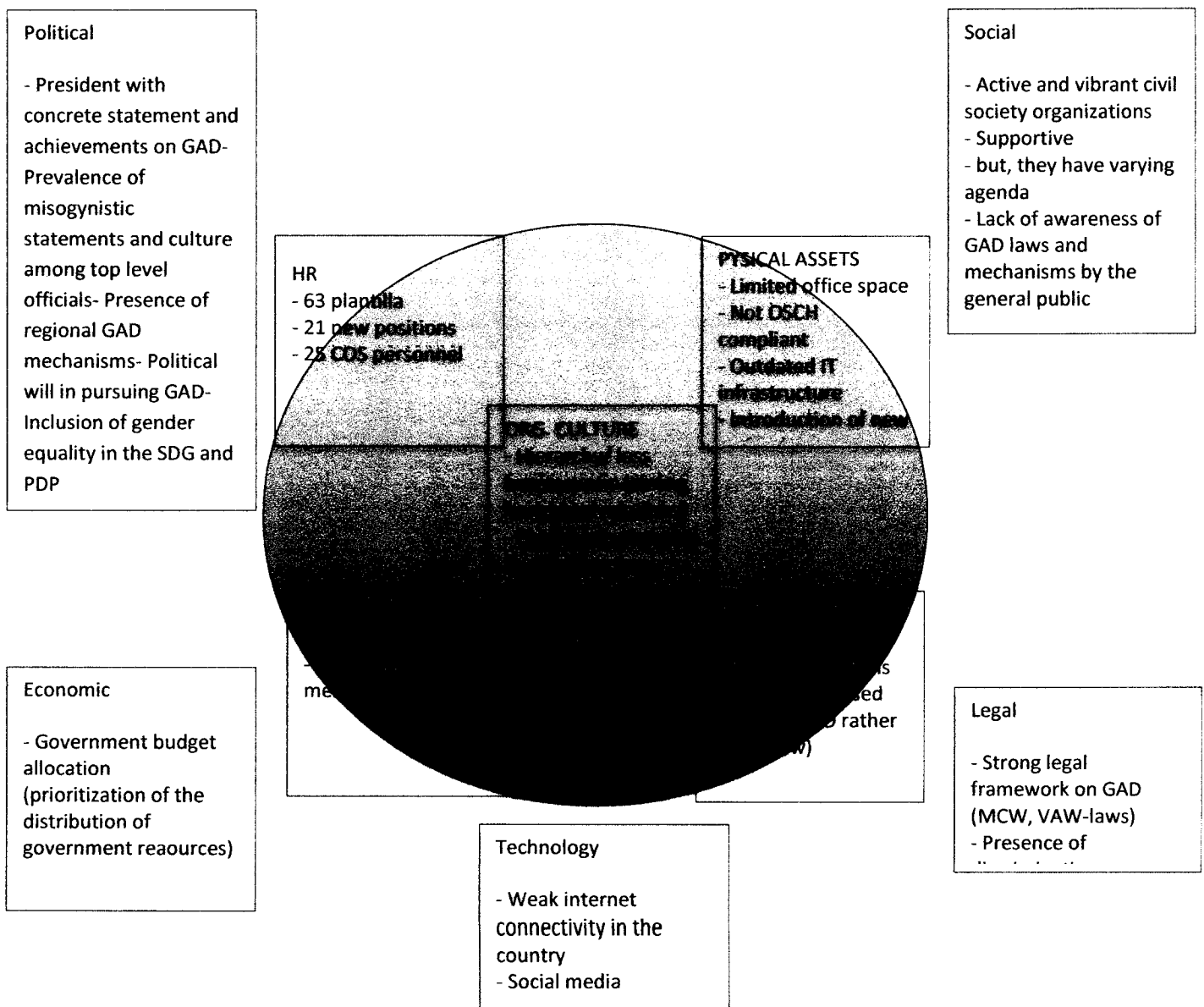
- Well-maintained and conducive work stations and associated facilities;
- Efficient office equipment and computer hardware and software;
- Support services;
- Safe and secured work environment; and
- Library


All work areas are maintained in a clean and orderly manner. Appropriate measures are installed to prevent floods and regulate the temperature and noise, among others.

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## IX. Description of the Organizational Context


### PESTEL ANALYSIS




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## SWOT ANALYSIS

STRENGTH	WEAKNESS	OPPURTUNITIES	THREATS
Presence of GAD champions in some agencies	Staff needs to (uneven capacities on GAD): - sharpen GAD analysis - deepen understanding on GAD - NGO Rep. democratically chosen - need for more GAD specialist on the field	Development of audience and sector-specific knowledge products/research	Sustained and expanded National GAD Resource Pool (NGRP)
7 top management committed to GAD/has international statures GAD fund access	Unclear M&E process tool	Computerization program c/o MITHI/GIFMIS	Polarization of political forces that hinders peace process
PCW recognized internationally	PCW staff lacks sectoral expertise	Increasing awareness of private sector on GAD	ICT used in platform for the exploitation of women
Preserve of GAD tools to help government in their GM activities	Comparatively small organization budget/no regional presence	International support (ODAGAD)	Government downsizing make PCW less influential
Presence of GAD/VAW mechanisms at the national, regional, provincial, municipal, and barangay levels	Head of agency not cabinet-level	Policy statement on GAD budget utilization in the MCW	Creation of convergence mechanisms among GOs and other stakeholders
Legal mandates	Uneven competence of GAD Focal Point of agencies	Allies from CSOs	Evolve new GAD models
Preserve of GAD experts		PCW-GO members	PCW as model on GAD of

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to assist in provision of Technical Assistance (TA)		supportive of GAD ODA for GAD	the regional and international level
		Increasing support from business groups to champion WEE and other GAD concerns	Misuse of GAD budget allocation
		GAD budget available	Misogyny and patriarchy of Philippine society
		Use of ICT in popularizing GAD advocacy	ICT used for misinformation
			Federalism


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## X. Description of type and extent of Control of External Providers

### CORE PROCESS

#### GAD Plan and Budget Review and Endorsement


Products and Services	Controls
Review of GAD Plan and GAD AR Reviewer/Contractor	Reviewer/Contractor Service Contract, TOR, Workplan and Accomplishment Reports of the Reviewers, Certificate of Acceptability of Output, Billing Statement, ORS and DV, IPCR
Food and Beverages	Reservation for Meeting, Attendance Sheet, Level of Satisfaction (LOS)
Supplies and Materials	Annual Procurement Plan (APP), Project Procurement and Management Plan (PPMP), Requisition and Issuance Slip (RIS), Purchase Request, <i>Level of Satisfaction (?)</i> , Inspection and Acceptance Report

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## MANAGEMENT

### Purchase of Products and Consultancy and Other Services

Products and Services	Controls
Mobile subscription (monthly) [monthly feedback with the service provider]	Statements of accounts, contract, ORS, DV, Certification (on Official Use)
Internet subscription (monthly)	Statements of accounts, contract, ORS, DV, Certification, PhilGEPS posting, PR
Anti-virus subscription (annual)	Statements of accounts, contract/PO/agreement, ORS, DV, Certification, Inspection and Acceptance Report, PR, PhilGEPS posting
Firewall subscription (annual)	Statements of accounts, contract/PO/agreement, ORS, DV, Certification, Inspection and Acceptance Report, PR, PhilGEPS posting
IT consultants for information systems software development	PR, PhilGEPS posting, contract of service, TOR, Activity Proposal, Billing/SOA, Certificate of Acceptance
DAP consultancy engagement for ISO training and professional guidance	PR, PhilGEPS posting, contract of service, TOR, Activity Proposal, Billing/SOA, Certificate of Acceptance
Events Management Consultancy	PR, PhilGEPS posting, contract of service, TOR, Activity Proposal, Billing/SOA, Certificate of Acceptance
Consultancy for the Strategic Planning	PhilGEPS posting, contract of service, TOR, Activity Proposal, Billing/SOA, Certificate of Acceptance
Printing of PCW publications	PR, PhilGEPS posting, Job Order, TOR, Billing/SOA, Certificate of Acceptance

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Printing of campaign collaterals	PR, PhilGEPS posting, Job Order, TOR, Billing/SOA, Certificate of Acceptance, Activity Proposal
Meals for meetings, trainings	PR, PhilGEPS posting, contract, TOR, Billing/SOA, Certificate of Acceptance, Attendance Sheet Minutes of the Meeting, Activity Proposal
Newspaper subscription	Contract, PR, Certificate of Acceptance, Delivery Receipt
Tokens /corporate giveaways	Annual Procurement Plan (APP), Project Procurement and Management Plan (PPMP), Requisition and Issuance Slip (RIS), Purchase Request, Inspection and Acceptance Report, List of Recipients
Contract of service employees [evaluation of COS employees]	Recruitment, Selection and Promotion Process, Contract of Service, TOR, Staff Assessment, Workplan and Accomplishment Report, ORS, DV
Layout artist	PhilGEPS posting, contract of service, TOR, Activity Proposal, Billing/SOA, Certificate of Acceptance
Editor	PhilGEPS posting, contract of service, TOR, Activity Proposal, Billing/SOA, Certificate of Acceptance
Documenter	PhilGEPS posting (above 50,000), contract of service, TOR, Activity Proposal, Billing/SOA, Certificate of Acceptance
Photo and video documentation	PhilGEPS posting (above 50,000), contract of service, TOR, Activity Proposal, Billing/SOA, Certificate of Acceptance
Transportation (air, land, water)	PhilGEPS posting (above 50,000), contract of service, TOR, Activity Proposal, Billing/SOA, Certificate of Acceptance
IT hardware and software	PR, PO, Inspection and Acceptance Report, ORS, DV, PhilGEPS posting (above 50,000), AOQ
Regular office supplies	Annual Procurement Plan (APP), Project Procurement

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	and Management Plan (PPMP), Requisition and Issuance Slip (RIS), Purchase Request, Inspection and Acceptance Report
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### Rental of Facilities and Equipment


Facilities and Equipment	Controls
Lights and sounds provider	PhilGEPS posting, PR, PO, AOQ, contract, ORS, DV, Certificate of Acceptance
Venue and accommodation for meetings, trainings	PhilGEPS posting, PR, PO, AOQ, contract, ORS, DV, Certificate of Acceptance

### Outsourced Processes

Processes	Controls
Janitorial Services	PhilGEPS posting, PR, PO, AOQ, contract, ORS, DV, TOR, Evaluation
Security Services	PhilGEPS posting, PR, PO, AOQ, contract, ORS, DV, TOR, Evaluation





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### Purchase of Products and Services


Processes	Controls
Mailing services	Delivery/Mailing Receipt Form, Official Receipt,
Office Supplies (Procurement Service)	APR, PPMP, APP, DR, Inspection and Acceptance Report, RIS
Furniture and Equipment	PPMP, APP, Abstract of Quotations, PhilGEPS posting (ABC above P50,000), PR, PO, DR, Inspection and Acceptance Report, Acknowledgment Receipt of Equipment (ARE), Inventory Custodian Slip (ICS)
Repair of vehicles	Request for repair, Pre and Post Inspection Report, PR, Abstract of Quotations, Job Order, Report of Waste Materials, Inspection and Acceptance Report

### Rental of Facilities and Equipment


Facilities and Equipment	Controls
Storage Room	PR, Abstract of Quotations, contract

### Outsourced Processes

Processes	Controls
Security and Janitorial services	PPMP, APP, PR, General Information Sheet, Bidding Documents, PhilGEPS posting, Invitation of observers and Auditor, Minutes of Meeting, Post-qualification and Evaluation Report, BAC Resolution, Notice of Award, Contract, Notice to Proceed, Posting of Award, Survey of Services,
Equipment maintenance (aircon, and elevator)	PR, Abstract of Quotations, contract, service maintenance report

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<p>Vehicles maintenance</p>	<p>Pre and Post Inspection Report, PR, Abstract of Quotations, Job Order, Report of Waste Materials, Inspection and Acceptance Report</p>		



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**XI. Annexes**

**A. Approved Vision, Mission, Core Values and Quality Policy**



Office of the President  
**PHILIPPINE COMMISSION ON WOMEN**  
 Malacañang, Manila

Date: 2017-12-01  
 Time: 6:26 pm  
 Control Number: IO201712004

**\*IO201712004\***

Recorded by  
 lal\_mano

PCW Circular No. 2017-117  
 Series of 2017

TO : ALL PCW PERSONNEL

FROM : *Emmeline L. Verzosa*  
**EMMELINE L. VERZOSA**  
 Executive Director

DATE : November 20, 2017

**SUBJECT: Approval of the PCW's Vision, Mission, Core Values and Quality Policy**

1.0 As part of the ongoing efforts of the PCW to obtain ISO 9001:2015 initial certification that would promote transparency and predictability through standardized processes, the following PCW's Vision, Mission, and Core Values, and Quality Policy are hereby approved.

2.0 The PCW's Quality Policy, which is anchored on the PCW's mandate, vision, and mission, embodies the overall intention and direction related to quality of the PCW. Moreover, it adheres to the continual improvement of the agency's Quality Management System consistent with ISO 9001:2015 standards.


3.0 For compliance.

**VISION**

To be the premier policy-making and oversight agency successfully influencing development efforts towards gender equality and the empowerment of all women and girls.

**MISSION**


Create an enabling environment for government and other stakeholders to be more responsive in achieving gender equality and the empowerment of all women and girls.

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## CORE VALUES

PCW lives by the following core values:

1. **Passion for Excellence** – the PCW establishes a culture where there is passionate commitment to bring out one's best, characterized by high productivity, full engagement, attention to details, and inspired leadership. Excellence at Work provides a roadmap for the leaders at every level in the organization to build a dedicated and inspired workforce that is focused on achieving the vision and mission of PCW;
2. **Professionalism** – the PCW employees are competent and act with good judgment. They exhibit the appropriate behavior expected from a public servant. PCW employees conform to the ethical and technical standards of their profession or work. They are also courteous, conscientious, and act in a professional manner in the workplace;
3. **Integrity** – the PCW upholds honesty and ethical behavior in the daily practice of public service, which include, among others the proper use of powers and authorities, assets, resources, and funds according to the official purpose for which they are intended;
4. **Teamwork** – the PCW employees work together with respect and harmony, cooperating with each other to fulfil the agency mandates. The combined action of the various groups within PCW facilitates effectiveness and efficiency towards the achievement of the desired goals; and
5. **Accountability** – along with transparency, accountability is one of the cornerstones of good governance. The PCW promotes a workplace culture where the employees accept responsibility for one's actions.

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**QUALITY POLICY STATEMENT**


PCW, a policy-making and coordinating body on gender equality and women's empowerment, commits to provide:

- Appropriate and strategic technical assistance;
- Relevant and responsive policy development, advocacy, monitoring and evaluation, and
- Sustained promotion of women's socio-cultural, economic, civil, and political rights.

As public servants working in PCW, we strive to develop competence and expertise on Gender and Development (GAD) and deliver our services through efficient, inclusive, and innovative processes.

To achieve these, we shall continually improve the effectiveness of our Quality Management System and our services to the satisfaction of our clients and relevant interested parties, in accordance with national and international mandates and requirements.

***"EQUAL AND EMPOWERED!"***

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**B. List of Internally and Externally Generated References/Documents**

These are listed in the specific discussion areas and in the attachments to this manual.


**C. Mechanisms for Determining Customer Satisfaction and Feedback**


To monitor the service outcomes in terms of meeting the client's requirements and expectations, the PCW periodically obtains client's feedback and perception through:


**1. Client Feedback**

Feedback is mainly obtained through the Feedback Mechanism in the Citizen's Charter. (As shown below)



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	<p><b>CLIENT FEEDBACK FORM</b></p>	<p>Issued by: PDPMED</p>	<p>Date: November 02, 2017</p>
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 <p><b>PHILIPPINE COMMISSION ON WOMEN (PCW)</b> Client Feedback Form (Panaw o Puna)</p>		<p>Form no. _____ Series: <u>January 2015</u></p>
<p>Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions for improvement of services. Simply check the corresponding box. (Paalam po ninyo sa amin kung paano namin kayo napagtingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi upang mapabuti pa ang serbisyo. Mangyaring I-sek lamang ang kahong naaayon.)</p>		
<input type="checkbox"/> Suggestion (Mungkahi)	<input type="checkbox"/> Compliments (Papuri)	<input type="checkbox"/> Complaints (Reklamo)
<p>Person(s) Unit/Office Concerned or Involved: _____ (Mga taopangkat/tanggapan na may kinalaman sa serbisyo, papuri, reklamo o mungkahi)</p>		
<p>Facts of Details Surrounding the Incident: (Kaganapan o detalyang bumabalot sa pangyayari)</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div> <p>(Please use additional sheet/s if necessary) (Mangyaring gumamit ng karagdagang papel kung kinakailangan)</p>		
<p>Recommendation(s)/Suggestion(s)/Desired Action from our Office (Rekomendasyon/Mungkahi/Naib na aksyon mula sa aming tanggapan)</p> <div style="border: 1px solid black; height: 80px; width: 100%;"></div> <p>(Please use additional sheet/s if necessary) (Mangyaring gumamit ng karagdagang papel kung kinakailangan)</p>		
<p>Name <sup>[optional]</sup>: _____ (Pangalan)</p>		<p>Office/Agency _____ (Tanggapan/Agensiya)</p>
<p>Address: _____ (Tirahan)</p>		
<p>Contact Number(s) (if any): _____ (Telepono)</p>		<p>E-mail Address (if any) _____</p>
<p>Signature: _____ (Lagda)</p>		<p>Date _____ (Petsa)</p>

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Feedback may also be gathered through the PCW website and social media sites, suggestion box, and comments through phone calls and text messages.

The summary of client feedbacks received by the PCW is forwarded to the IRMD and/or the HRMDS under the AFD for consolidation and presentation to the top management for information and appropriate action.


All clients/GMMS users may accomplish a feedback form available at the PCW office. Feedback and complaints may also be emailed to [review.moderator@pcw.gov.ph](mailto:review.moderator@pcw.gov.ph). All written and/ verbal complaints shall immediately be referred to the Executive Director's office for appropriate action by the concerned unit. Client feedback forms are documented and processed to serve as input to management review processes to ensure preventive and corrective action and continual improvement of service provision.

## 2. Client Satisfaction Survey

In general, survey questionnaires are issued to and answered by clients who have transactions with PCW and to the employees receiving services from other PCW Units. The survey aims to measure the satisfaction of the clients of the various organizational units to improve the delivery of the services they respectively provide.

PCW abides by its Citizens' Charter. As mandated, customer-related processes that were determined during the conduct of participatory meetings/consultations with stakeholders such as oversight agencies, national government agencies, government-owned and/or -controlled corporations (GOCCs), and local government units (LGUs), such as the conduct of the annual GPB forum. Client service requirements are defined in various documents that include joint circulars, resolutions, budget proposals/requests, among others.



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The PIs of the Major Final Outputs (MFOs) identified by the PCW under the Organizational Performance Indicator Framework (OPIF) are used in monitoring and measuring performance.

The PCW ensures the effective and efficient monitoring and measurement of the Organization's Performance Indicators (PIs) through the approved monitoring and evaluation mechanism such as the narrative accomplishment reports and actual accomplishments of the targets set in the DPUPCR Form.

The data gathered from the monitoring, evaluation, and analysis are used for the continual improvement of the systems and procedures of the PCW.

#### Analysis of Data


The PCW analyzes data as bases for improvement of quality management system. This data may include but not limited to the following: agency feedback, process monitoring reports, management reports, non-conformities and accountability reports.

As applicable, graphs and trend analysis, among others, are the tools used for data analysis.

#### Continual Improvement

Continual improvement is a permanent objective of the PCW. As such, various inputs are considered for continual improvement such as quality policy, objectives, audit findings, analysis of performance data, corrective and preventive actions and management review.




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#### D. Operations Procedures


Table 1 GAD Planning and Budgeting Calendar

Date / Time Frame	Activity
<b>September (2 years before the budget year)</b>	PCW issues a memorandum circular on the preparation and online submission of GAD Plans and Budgets (GPBs) and GAD Accomplishment Reports (GAD ARs). This is also known as the GAD Budget Call.
<b>October 01-15</b>	Line departments and central offices, upon receipt of the memorandum circular, shall notify their attached agencies, GOCCs, bureaus, and/or regional offices of the start of the preparation and the deadline of the online submission of their GPBs and GAD ARs to the central office.
<b>October 16 – December 31</b>	<ul style="list-style-type: none"> <li>Agencies and/or their regional offices prepare their annual GPBs and GAD ARs.</li> <li>Regional offices submit their GPBs and GAD ARs to their central office for review.</li> <li>SUCs submit their GPBs and GAD ARs to the CHED regional office, for review.</li> <li>ARMM line agencies submit their GPBs and GAD ARs to the Regional Commission on Bangsamoro Women (RCBW) for review and consolidation.</li> </ul>
<b>January 01-30</b>	<ul style="list-style-type: none"> <li>Central offices review the GPBs and GAD ARs of their regional offices; transmit comments, if needed; and forward reviewed GPBs and GAD ARs to PCW.</li> <li>CHED regional offices review the GPBs and GAD ARs of SUCs; transmit comments, if needed; and forward reviewed GPBs and GAD ARs to PCW.</li> <li>RCBW reviews, consolidates, and submits the GPBs of ARMM line agencies to the Office of the Regional Governor for approval and submission to PCW.</li> </ul>
<b>January 31</b>	Deadline of submission of all GPBs and GAD ARs to PCW through the GMMS.
<b>January – March</b>	<ul style="list-style-type: none"> <li>PCW reviews submitted GPBs and GAD ARs.</li> <li>Agencies and/or their regional offices shall resubmit their GPBs if there are revisions to be made.</li> <li>PCW endorses (revised) GPBs.</li> </ul>

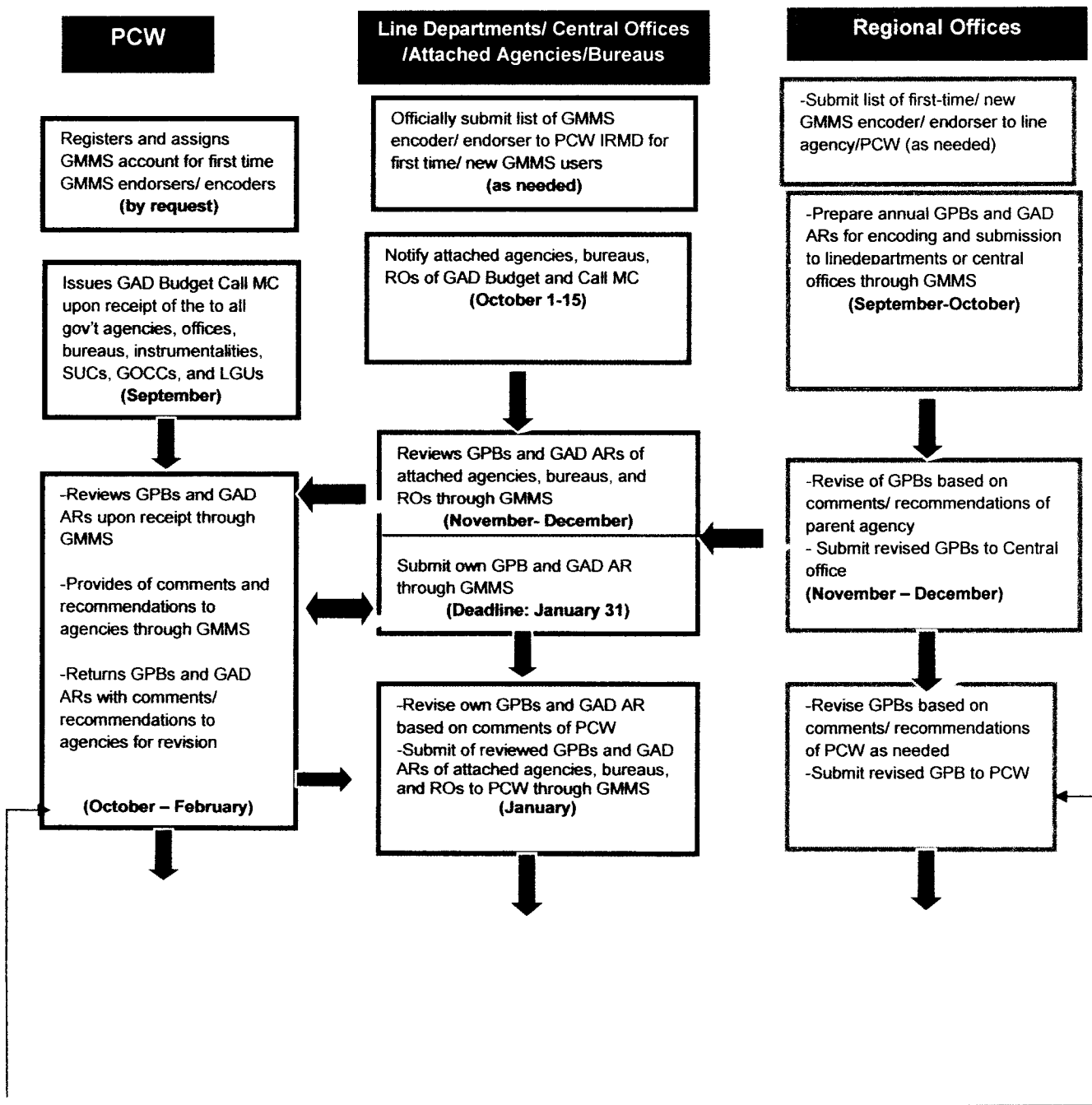
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Date / Time Frame	Activity
April	Concerned agencies submit their endorsed GPBs and GAD ARs as attachments to their agency budget proposal to DBM.

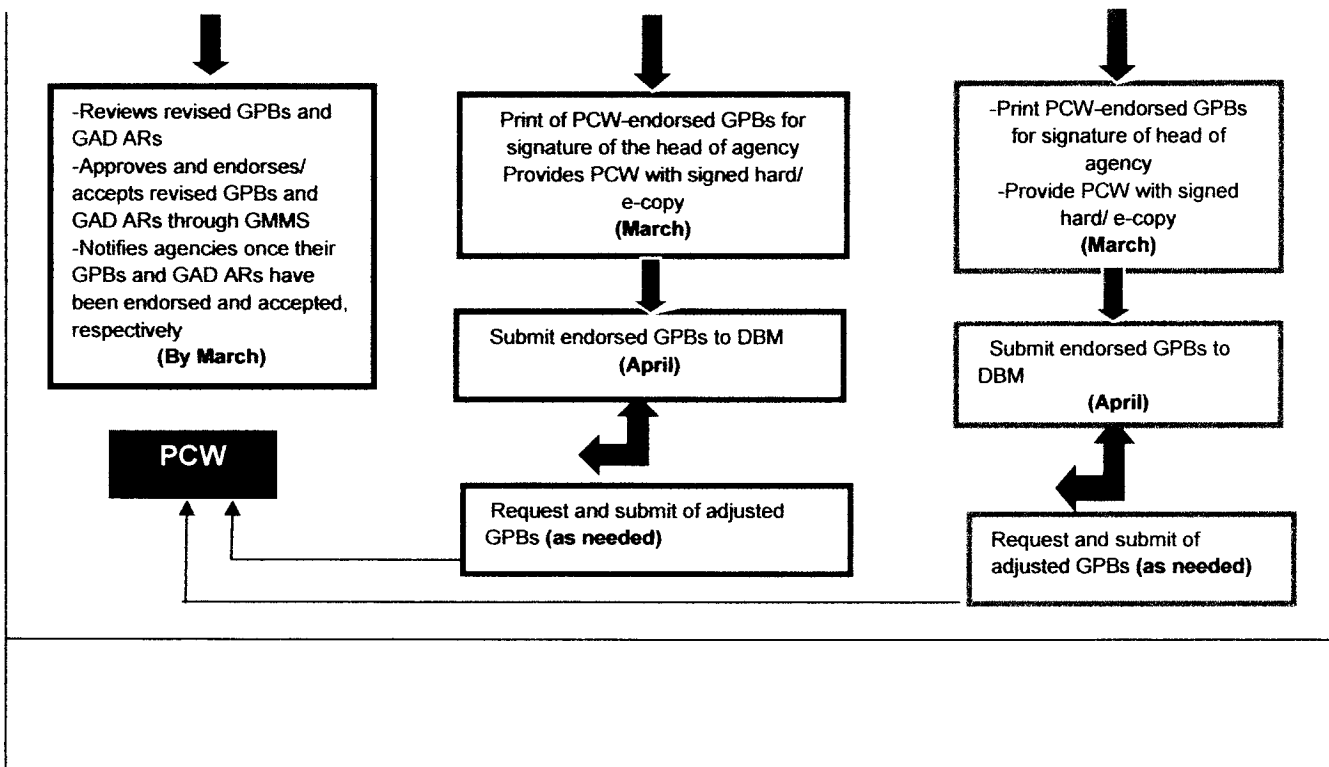


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**Figure 1. GAD Planning and Budgeting Flowchart**




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PCW's GAD planning and budgeting flowchart illustrates the steps involved in the submission, review, and endorsement of GPBs. The figure shows the roles of PCW, line and attached agencies, bureaus, as well as regional offices in the process.

#### 1. The Submission Process

Provides an introductory statement that submission of GAD PB and GAD AR is to be done through the Gender Mainstreaming Monitoring System or GMMS, an on-line system where submission, review, enhancement, and endorsement are done. For endorsed GAD PB and GAD AR, a quick response code is reflected in the endorsed plan and report as proof that it is PCW-endorsed.

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With the operationalization of the GMMS, GPB and GAD AR submission, review, and endorsement shall be through the on-line system. Each department and its bureaus, attached agencies, and regional offices shall be given an account in the system to encode its GPBs and GAD ARs.

The encoding of GPBs and GAD ARs is initiated by a user designated as the GMMS Focal Person (GMMS FP) in each organization. The GMMS FP is responsible for ensuring that the plan and report submitted through the GMMS is the official submission.


The system shall generate the GPB and GAD AR template. Computation of the 5% allocation or utilization will be done by the system based on the budget indicated in the activities in the plan. Endorsed GPBs and GAD ARs shall have a corresponding Quick Response (QR) Code which serves as authentication that the document has already been reviewed and endorsed by PCW. All submissions and transactions through the GMMS shall be considered official.

**b. Basic Requirements (authorized persons to input/ encode in the system)**

All submitting agencies shall assign a GMMS Focal Person (GMMS FP) and alternate from their organization. Once a GMMS FP had been identified, it is incumbent upon the agency to determine their GMMS submission pattern and inform the System Administrator for the appropriate configuration of their account. Organizations shall also need to assign and register other users depending on their structure and role in the GPB and GAD AR review process. Registration of the GMMS FP and other users may be done through the submission of the accomplished and duly signed standard registration form available on the PCW website. The GMMS FP and the encoders are advised to attend scheduled GMMS orientations provided by the IRMD.

**c. Submission Procedure (options – ex. NGA w/ ROs, or attached agency, SUCs, hospitals, LWD flowchart)**

To streamline the process of review and endorsement of GPBs, all line departments, constitutional bodies, judicial and legislative bodies, national government agencies, and government-owned and/or –controlled corporations (GOCCs) shall submit their GPBs and GAD ARs directly to PCW. GPBs and GAD ARs of attached agencies/bureaus/GOCCs shall also be directly submitted to PCW and shall no longer be reviewed by the Gender and Development Focal Point System (GFPS) of their respective line departments.

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Agencies may opt to submit a consolidated GPB or separate GPBs per region as provided under Section 8.4 of PCW-NEDA-DBM Joint Circular 2012-01. Plans and programs of lower constituent units (i.e., district and field offices) shall be integrated either in the agency consolidated GPB or in the regional GPB. In the case of Department of Health (DOH)-Retained Hospitals and Treatment and Rehabilitation Centers, for instance, their GAD issues and corresponding PAPs shall be integrated either in the GPB of the DOH regional office to which they are under or in the DOH consolidated GPB.


In case the agency chooses to submit separate GPBs by region, the GPBs and GAD ARs of regional offices shall first be submitted to and reviewed by the GAD Focal Point System (GFPS) of the central office. The review shall focus on the alignment of the GPB with the overall GAD agenda/framework set by the central office, as well as the correctness or alignment of entries in each column of the GPB. Once the GPB and GAD AR are found acceptable, these shall be submitted by the central office to PCW for review and endorsement.

In the case of state universities and colleges (SUCs), their GPBs shall be submitted to and reviewed by the regional offices of the Commission on Higher Education (CHED). Once the GPB and GAD AR are acceptable to the CHED regional office, these shall be submitted by the CHED regional office to PCW for review and endorsement.

In the case of line agencies under the Autonomous Region in Muslim Mindanao (ARMM), their GPBs shall be submitted to the Regional Commission on Bangsamoro Women (RCBW) for review and consolidation. Afterwards, the RCBW shall submit the GPBs to the Office of the Regional Governor for approval and submission to PCW for its endorsement to DBM.

d. **Documentary Requirements (How to Fill-Out the GPB and AR Form)**

Submitting agencies shall prepare their annual GPBs based on the prescribed form (Figure 3.). GPBs shall include approved programs, activities, and projects (PAPs) with clear objectives for addressing gender issues and appropriate strategies and activities with monitoring and evaluation indicators. Further, it shall specify the proposed budgetary allocation and source for implementing the PAPs that address identified issues.

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**Figure 2. GAD Plan and Budget Form**

ANNUAL GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET									
FY 20__									
Agency/Bureau/Office: _____					Department (Central Agency): _____				
Total GAA of Agency: _____									
Gender Issue and/or GAD Mandate (1)	Cause of Gender Issue (2)	GAD Result Statement /GAD Objectives (3)	Relevant Agency MFO/ PAP (4)	GAD Activity (5)	Output Performance Indicators and Targets (6)	GAD Budget (7)	Source of Budget (8)	Responsible Unit (9)	Attachments (10)
<b>Client Focused Activities</b>									
<b>Organization Focused Activities</b>									
<b>Attributed Programs/ Projects</b>									
<b>TOTAL</b>							XXX		
Prepared by: Chairperson, GAD FP System			Approved by: Head of Agency			Date: Day/Month/year			


### 3.a. Client-Focused

Client-focused activities are those that seek to address the gender issues of an agency's external clients and therefore contribute in responding to the specific gender issues of a particular sector.

### 3.b. Organization-Focused

Organization-focused activities focus on creating an organizational environment conducive for implementing gender-responsive policies, programs, and projects. These include activities that seek to enhance the knowledge, skills, and attitudes of



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the GFPS and all personnel on GAD and GM as well as activities that address gender-issues of internal clients in the workplace.

### 3.c. Attributed Programs

Attribution to the GAD budget of a portion or the whole of the budget of an agency's major programs is a means toward gradually increasing the gender-responsiveness of government programs and budgets. This is done through the application of the Harmonized Gender and Development Guidelines (HGDG).

For Attributed Program/ Project

#### A. For GAD PB

For GPBs, only flagship programs or projects may be attributed. Agencies must ensure that programs or projects that they intend to attribute have been assessed using the HGDG tool. HGDG results of assessment must be attached under column 11. Also, the proponent agency shall provide as attachment, the corresponding program or project concept/ design as bases in validating their assessment of the gender-responsiveness of programs and projects being attributed.

#### B. For GAD AR


Likewise, for ARS, only flagship programs or projects may be attributed. However, programs or projects that were not included in the agency's GPB for the year reported shall not be counted for attribution. For programs or projects to be attributed in the GAD AR, agencies must use the HGDG PIMME tool. The PIMME Tool is sector-specific, e.g., agriculture, environment, economic, etc., where the checklist for program planning and implementation, as well as the checklist for program monitoring and evaluation are available.

#### b.1 Use of the HGDG

The Harmonized Gender and Development Guidelines (HGDG) is a tool to ensure that programs and projects undertaken by the government in their various stages are gender-responsive. Assessing a program's gender-responsiveness shall depend on the presence of the following ten (10) elements:

1. Participation of women and men in the identification of the development problem;



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Entries in the GPBs and ARs must observe the following guidelines:

**Column 1: Gender Issue and/or GAD Mandate**

The priority gender issues identified through the agency's review of its flagship or regular programs, analysis of sex-disaggregated data or relevant information that surface the unequal situation of women and men will be listed in this column. The gender issue could be client or organization- focused.

A client-focused gender issue refers to concerns arising from the unequal status of women and men stakeholders of a particular agency, including the extent of their disparity over benefits from and contribution to a policy/program and/or project of the agency. This arises from not taking into account women's special needs during the formulation of the agency's policies, planning, and implementation of its program, projects, and services, putting women in a disadvantaged position. On the other hand, an organization-focused gender issue points to the gap/s in the capacity of the organization to integrate a gender dimension in its programs, systems or structure. Examples include lack of knowledge and skills of the management and/or employees on GAD, low participation of women or men employees in human resource development undertakings, decision-making structures, and processes within the agency, sexual harassment, and multiple burdens of women employees, among others.

Aside from the priority gender issues, the agency may directly cite specific provisions from GAD-related laws or plans (e.g., relevant provisions of the R.A. 9710 or the Magna Carta of Women) that it needs to implement.

The GAD Focal Point System (GFPS) shall prioritize in the agency's succeeding GAD plan and budget (GPB) recurring gender issues, results of the assessment of existing flagship programs using the HGDG, and those that have not been addressed in the previous years' GPB.

**Column 2: Cause of the Gender Issue**

Gender analysis proceeds from identifying the issue to explaining the issue. It is important to establish the cause or causes of the issue to ensure that the GAD program or activity will directly address the gender issue leading to its gradual or complete elimination.




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2. Collection and use of sex-disaggregated data in the analysis of the development problem;
3. Conduct of gender analysis to identify the gender issues that the proposed project must address;
4. Goals, objectives, outcomes, and outputs that include GAD statements that shall address the gender issues in (3);
5. Activities that respond to the identified gender issues, including constraints to women's participation;
6. Conduct of gender analysis of the planned project to anticipate gender-related issues arising from the implementation of the designed project;
7. Monitoring indicators and targets which include the reduction of gender gaps or improvement of women's participation;
8. Project monitoring and evaluation system that includes a sex-disaggregated database;
9. Resources and budgets for the activities in (5); and
10. Planned coordination with Agency/LGU plans.

The percentage of attribution shall depend on the final results of the HGDG assessment and shall be based on the table below:

HGDG Score	Description	Corresponding Budget for the Year of the Program that may be Attributed to the Agency GAD Budget
Below 4.0	GAD is invisible	0% or NO AMOUNT of the program/project budget for the year may be attributed to the GAD budget
4.0 – 7.9	Promising GAD prospects (conditional pass)	25% of the budget for the year of the program/project may be attributed to the GAD budget
8.0 – 14.9	Gender sensitive	50% of the budget for the year of the program/project, may be attributed to the GAD budget
15.0 – 19.9	Gender-responsive	75% of the budget for the year of the program/project may be attributed to the GAD budget
20.0	Fully gender-responsive	100% of the budget for the year of the program may be attributed to the GAD budget

Reviewers must ensure that attributed programs are supported with HGDG results and program documents that should be uploaded to the GMMS and attached in column 10.

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In the first example given in the GPB template, the agency should first surface the reason why women workers lack access to social protection services and welfare programs. Is it because women workers are not aware of the services of the government? If so, an activity that can be included in the GAD plan is informing women of available programs through means that the agency believes is most efficient and effective.

In the organization-focused issue, the agency needs to surface the reason why women have very low representation in third-level posts. A possible cause is that there is lack of training opportunities for women employees to qualify for third-level posts.


It may take more than one activity or program to address one gender issue, and some gender issues may take longer than one year to address, hence, some activities may recur or be implemented in a progressive manner until the issue is completely addressed. On the other hand, it is possible that one program may address several gender issues or causes of a gender issue.

Column 3: GAD Result Statement or GAD Objective

Both the GAD objective and the GAD activity should respond to the gender issue including its cause or should implement the specific GAD mandates relevant to the agency.

The GAD Result Statement/Objective Column clarifies and spells out the result (outcome) that the agency intends to achieve. It may also be the intended outcome of the GAD mandate the agency intends to implement (e.g., increased knowledge and skills of the technical staff on GAD planning and budgeting, or improved provision of gender-responsive PAPs for the clients of the organization). The objective must be specific, measurable, attainable, realistic, and time-bound. In addressing a gender issue, it is possible that the GAD objective could not be realized in one planning period. Thus, the agency may plan related GAD activities to achieve the same objective over several planning periods until the GAD objective or targeted result is achieved.

In the first example, the short-term GAD objective or result could be the increased awareness of women workers on social protection services and welfare programs of the government, the attainment of which would increase their access to services, thus the issue of lack of access will be addressed. If the agency covers a wide geographic area, it may plan its information and technical assistance programs so that certain areas are covered each year.

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In the organization-focused example, the GAD objectives on availability of equal training opportunities for women and men employees, which is expected to increase the training opportunities for women employees and capacitating them to be more qualified for third-level posts (and thus address the issue of low representation). Since increasing women's representation in third-level posts cannot be achieved in one year, the agency may plan related activities (e.g., inclusion of women employees in trainings/programs, especially on management and leadership skills, and profiling qualified women) until such time that the targeted percentage is achieved.

**Column 4: Relevant Agency MFO/ PAP**

This column indicates the major final output of the agency that can be integrated with a gender perspective to respond to the gender issues and/or implement the specific GAD mandate/s identified in Column 1. This ensures that a gender perspective is mainstreamed and sustained in the agency's mandates and regular programs.

For example, the conduct of purposive information dissemination of government services on social protection services and welfare programs should fall under the

Social Protection and Welfare Service of the agency, while inclusion of women employees in trainings/programs could fall under the HRD programs or services of the agency.


**Column 5: GAD Activity**

The proposed GAD activity, which can either be client- or organization-focused, should be stated as clearly and specifically as possible to facilitate budgeting.

Client-focused GAD activities are activities that seek to address the gender issues of the agency's clients or contribute in responding to the gender issues of the sector.

Organization-focused activities may seek to: a) create the organizational environment for implementing gender-responsive policies, programs, and projects; b) address the gap in knowledge, skills, and attitudes of key personnel on gender mainstreaming; and c) address the gender issues of employees in the workplace, subject to the mandate of the organization.



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Agencies shall give priority to client-focused GAD activities. However, agencies which are in the early stages of gender mainstreaming shall give premium in capacitating their employees on GAD concepts and principles (e.g., Gender Sensitivity Trainings/Programs (GSTs), orientation seminars on GAD-related laws, institutionalization of GAD in the organization through policies, and establishment/strengthening of the GFPS).

#### Column 6: Output Performance Indicators and Targets

The output indicators are quantitative or qualitative means to measure achievement of the results of the proposed activity and how they contribute to the realization of the GAD objective. For one year planning, indicators are at the output level to measure the direct results of implementing the GAD activities.

Quantitative indicators are measures or evidence that can be counted such as, but not limited to, number, frequency, percentile, and ratio.


Qualitative indicators are measures of an individual's or group's judgment and/or perception of congruence of established standards, the presence or absence of specific conditions, the quality of something, or the opinion about something (e.g., the client's opinion of the timeliness of service) (Source: RBM Tools at CIDA).

The target is an important consideration in budgeting that specifies what the agency's GAD plan and budget intends to achieve within one year in relation to the GAD result or objective. The target should be realistic and attainable within the implementation period. Monitoring and evaluating the GAD plan and budget will largely be based on attainment of targets and performance indicators.

#### Column 7: GAD Budget

The GAD budget is the cost of implementing the GAD plan. For more realistic budgeting, the cost of implementing each activity should be estimated by object of expenditure.

For example, if the agency conducts one GST program, it should cost the board and lodging (if training is live-in) or food for x number of persons for x number of days, professional fee for resource persons, supplies and materials, travel expenses, communication costs for coordinating the training, among others. It is possible that certain activities, such as nomination of women to third level posts, do not have direct cost implications.

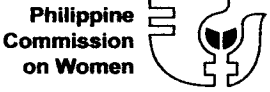
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The GAD budget may be drawn from the agency's maintenance and other operating expenses (MOOE), capital outlay (CO), and/or personnel services (PS) based on the agency's approved general appropriations. All agencies shall allocate at least five percent (5%) of their annual appropriations to support their respective GAD PAPs. This "allocation" shall not act as a budget ceiling for GAD PAPs but shall be utilized to influence the remaining 95% of the agency's budget.

In determining what can be or cannot be charged to the GAD budget, the primary consideration is the gender issue being addressed by the expense or activity. If the gender issue is clear, the expense may be charged to the GAD budget.

Examples of expenses that CAN be charged to the GAD budget:

- a. PAPs included in the PCW-endorsed GAD plan, including relevant expenses such as supplies, travel, food, board and lodging, professional fees, among others;
- b. Capacity development on GAD;
- c. Activities related to the establishment and strengthening of enabling mechanisms that support the GAD efforts of agencies (e.g., GAD Focal Point System, VAW desks, among others);
- d. Salaries of agency personnel assigned to plan, implement, and monitor GAD PAPs on a full-time basis, following government rules in hiring and creating positions;
- e. Time spent by GFPS members and of agency personnel doing GAD-related work (e.g., auditors doing audit of GAD funds) and charge this to the GAD budget. Overtime work rendered in doing GAD-related PAPs may be compensated through a compensatory time off (CTO), following government accounting and auditing rules and regulations;
- f. Salaries of women police and men assigned to women's desks;
- g. Agency programs to address women's practical and strategic needs (e.g., daycare center, breastfeeding rooms, crisis or counseling rooms for abused women, halfway houses for trafficked women and children, gender-responsive family planning program, among others);

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- h. Consultations conducted by agencies to gather inputs for and/or to disseminate the GAD plan and budget;
- i. Payment of professional fees, honoraria, and other services for gender experts or gender specialists engaged by agencies for GAD-related trainings/programs and activities; and
- j. Information, Education and Communication (IEC) activities (development, printing, and dissemination) that support the GAD PAPs and objectives of the agency.


The agency, through the GFPS, shall regularly assess or monitor if the GAD budget is being spent for what it was intended for and check on the extent and actual cost of implementing the GAD activities.

Examples of expenses that CANNOT be charged to the GAD budget:

- a. PAPs that are not in the agency's PCW-endorsed GAD plan;
- b. Personal services of women employees UNLESS they are working full time or part time on GAD PAPs;
- c. Honoraria for agency GAD Focal Point System members or other employees working on their agency GAD programs and activities;
- d. Salaries of casual or emergency employees UNLESS they are hired to assist in GAD related PAPs;
- e. Provision for contingency funds or "other services" of PAPs;
- f. Car-pooling, gas masks for traffic/ environment enforcers, among others;
- g. The following expenses may NOT be charged to the GAD budget UNLESS they are justified as clearly addressing a specific gender issue:
  - i. Physical, mental, and health fitness, including purchase of equipment and information dissemination materials;
  - ii. Social, rest, and recreation activities;
  - iii. Religious activities and implementation of cultural projects; and





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iv. Construction expenses; and

h. Purchase of supplies, materials, equipment, and vehicles for the general use of the agency.

To be able to impute the cost of gender mainstreaming in a flagship or regular program of an agency, it may assess the program or project using the Harmonized GAD Guidelines. The program or project should be assessed at two levels: 1) the design of the project or program, using the original/ revised design documents; and 2) at the project/program implementation, management, and monitoring and evaluation (PIMME). For guidance in the assessment of the design, the agency can use the generic checklist (Box 7a) or a relevant sector-specific checklist. For the PIMME, use Boxes 16 and 17 found in the “GAD Checklists for Project Implementation and Management, and Monitoring and Evaluation.” Depending on the HGDG score, the agency may use the rating in Table 1 of the JC 2012-01 to estimate the cost that may be attributed to the GAD budget.

#### Column 8: Source of the GAD Budget

This column indicates whether the activities are sourced from the following:


1. General Appropriations Act (GAA) of the agency;
2. Complementation with LGUs and other government offices;
3. Official Development Assistance (ODA);
4. Corporate Operating Budget (COB); and
5. Partnership with the private sector, NGOs, and CSOs, among others.

#### Column 9: Responsible Unit/Office

This column specifies the unit or office tasked to implement a particular GAD activity. The responsible unit shall have direct knowledge or involvement in GAD PAPs and shall periodically report the progress of implementing its assigned tasks to the agency's GFPS.

#### Column 10: Attachments

This column provides the submitting agency the option to attach documents to support their GPB and GAD AR entries. Attachments may include the breakdown of budgetary amounts, activity designs, reports, and other means of verification that the reviewers may require. Column 10 is especially important for attributed programs as

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this is the column where the HGDG results and program documents must be provided.

## 2. The Review Process

### a. Roles and Responsibilities

#### i.a System Administrator

The System Administrator oversees the GMMS registration of agencies ensuring that the GMMS Focal Persons and other system users are provided appropriate GMMS accounts. Once organizations have determined their submission pattern, the System Administrator handles the appropriate configuration of their account based on their structure and role in the review process.

#### i.b. Review Moderator


##### i.b.1 Assigning reviewers

The Review Moderator, through the GMMS, assigns agencies to specific reviewers. Assignments are based on a pre-approved list and reviewers are informed beforehand of their assigned agencies. Majority of agencies are assigned to MED technical officers and in-house reviewers. However, PCW also contracts the services of external reviewers as the need arises.

##### i.b.2 Approval of extension requests

All requests for extensions must be through an official letter addressed to the Executive Director. Requests are then forwarded to the Review Moderator. The assigned reviewer is consulted on the status of the GPB or AR for revision to determine whether the request shall be granted. The number of days to be extended is likewise decided on by the reviewer. Once approved, the Review Moderator then emails the System Administrator to configure the requesting agency's GMMS account based on the agreed length of extension. It is the responsibility of the Review Moderator to inform the requesting agency through email of their granted extension and

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new deadline for submission. Agencies must also be informed when their requests have been denied.

#### i.c. Reviewers


Reviewers are responsible for examining the GPB and AR submissions of line departments, agencies, offices, state universities and colleges (SUCs), government-owned and controlled corporations (GOCCs), local government units (LGUs), and other government instrumentalities assigned to them. Reviewers must ensure that submitted GPBs and ARs are in line with JMC 2012-01, otherwise, the Reviewer provides comments and inputs to guide the submitting agency in enhancing their GPBs and ARs. It is likewise the role of the Reviewer to coordinate and communicate with their respective agencies to relay comments and provide technical assistance in the revision and enhancement of GPBs and ARs. This may be done through phone conversations, email correspondence, and face-to-face meetings. It is suggested that aside from providing generic comments/ guide, reviewers also need to provide specific comments/suggestions on how to improve the statement in some entries for the proponent to see and follow.

#### i. Parameters for GPB and AR Review

##### Direct GAD Activities

- a. The GMMS Dashboard will prompt the reviewer once a GPB and AR is submitted to their account. Using the review function of the GMMS, reviewers will examine each entry per row in the submitted GPBs and ARs. The three tabs, the Public, Group, and Private tabs are used for providing comments.


Once a comment as been posted, indicators (purple for public and pink for group) appear to mark the particular comment or comments in each entry of the GAD PB template. Comments by the Reviewers are recommended to be posted as Public or posted in the Public tab. Division Chief/endorsers are encouraged to discuss, amend, and agree on their final comments via the Group tab. The Private tab may be used by the reviewer for noting down his or her comments before sharing in the Group tab or posting them as Public.

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- b. For column 1, Reviewers must assess whether the entry is a valid and correctly stated gender issue or GAD mandate. A gender issue refers to concerns arising from the disparity between women's and men's access to, participation in, and benefits from program and services.

Also, this may include absence/lack of programs/ services and lack to knowledge/skills among women. Agencies may also directly cite provisions from GAD-related laws or plans. The Reviewer must ensure that the complete GAD mandate – title, section, and specific provisions are provided.

- c. For column 2, Reviewers must ensure that the cause or reason why the gender issue exists or persists is provided. If entry in column 1 is a GAD mandate, the agency must provide information/data as basis for prioritizing the particular mandate. Reviewers must remember that determining the cause of the gender issue is essential to ensure that the GAD activity will directly address it.
- d. For column 3, Reviewers must ensure that the GAD objective/ result statement is in line with the entries in the entries in columns 1 and 2. Although the GAD objectives are acceptable for Column 3, reviewers may encourage agencies to providing a GAD result statement. The GAD result statement/objective column must clearly indicate the result/outcome that the agency intends to achieve or the intended outcome of the GAD mandate the agency wants to implement.
- e. For column 4, Reviewers shall check if an appropriate MFO/PAP related to the GAD activity is provided.
- f. For column 5, Reviewers shall ensure that a clear and specific GAD activity that directly addresses the gender issue and its cause or implements the specific GAD mandate relevant to the agency. Activities are meant to ensure that GAD Objectives are met and results are translated into measurable outputs which shall be reflected in column 6.
- g. For column 6, reviewers must be reminded that performance indicators are qualitative or quantitative means to measure achievement of the results of the proposed activity and is an important consideration in budgeting. Agencies must provide basic details of their targets and specific activity/ies to be conducted, the number of times these are conducted and the, target
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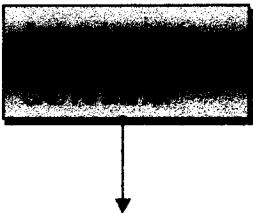
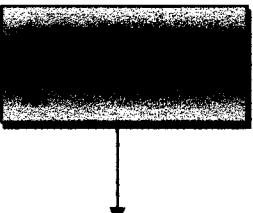
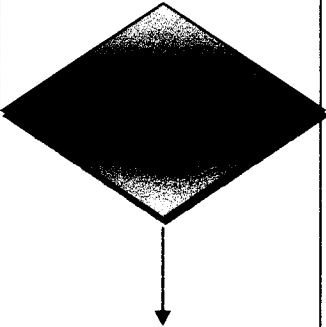

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participants per activity especially in the provision of training as bases for the proposed budget.

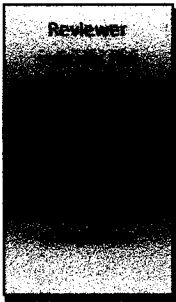

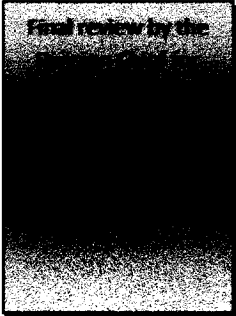

- h. For column 7, Reviewers must ensure that a budget allocation is appropriate for the GAD activity. Reviewers may also request for the breakdown of large budgetary requirements
- i. For column 8, Reviewers must ensure that the correct budget source is provided.
- j. Overall, the Reviewer must assess whether there is a logical alignment of entries in each row.


Table 2. Review and Endorsement Procedures

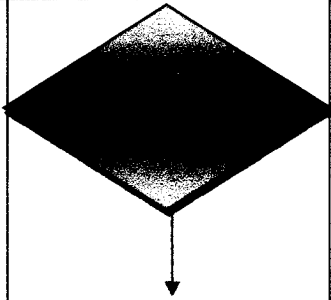
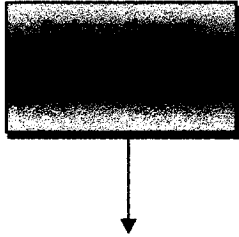
Ref. No.	Key Activities		Responsible Division/s and Person/s	Time Frame
1	↓	The Review Moderator pre-assigns agencies to Reviewers through the GMMS. GPB and AR submissions are automatically forwarded to the account of the assigned reviewer.	Review Moderator - MED	

Ref. No.	Key Activities	Responsible Division/s and Person/s	Time Frame
2		Reviewer – MED, PDAD, TSD	
3		Reviewer – MED, PDAD, TSD	
4		Reviewers – MED, PDAD, and TSD	
5.1		Reviewers – MED, PDAD and TSD	

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Ref. No.	Key Activities	Responsible Division/s and Person/s	Time Frame
5.2	 	Reviewers – MED, PDAD and TSD  GPBs and ARs that have undergone the review process and have been enhanced based on the comments of the assigned Reviewer are forwarded to the Division Chief/ Endorser.	
6	 	The Division Chief/ Endorser checks the correctness and completeness of the GPBs and ARs. She/He must examines whether all comments have been addressed and if entries, attachments, and supporting documents, especially in cases where an agency has attributed programs/ projects, are complete.	Division Chief /Endorser – MED, PDAD, TDS

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Ref. No.	Key Activities	Responsible Division/s and Person/s	Time Frame
7		DC/Endorser reviews for approval of comments and returns to agency for revision and enhancement	Division Chief /Endorser – MED, PDAD, TDS  Within 15 day
8		DC/Endorser reviews enhanced GPB and endorses through GMMS	Division Chief /Endorser – MED, PDAD, TDS  Within 30 days




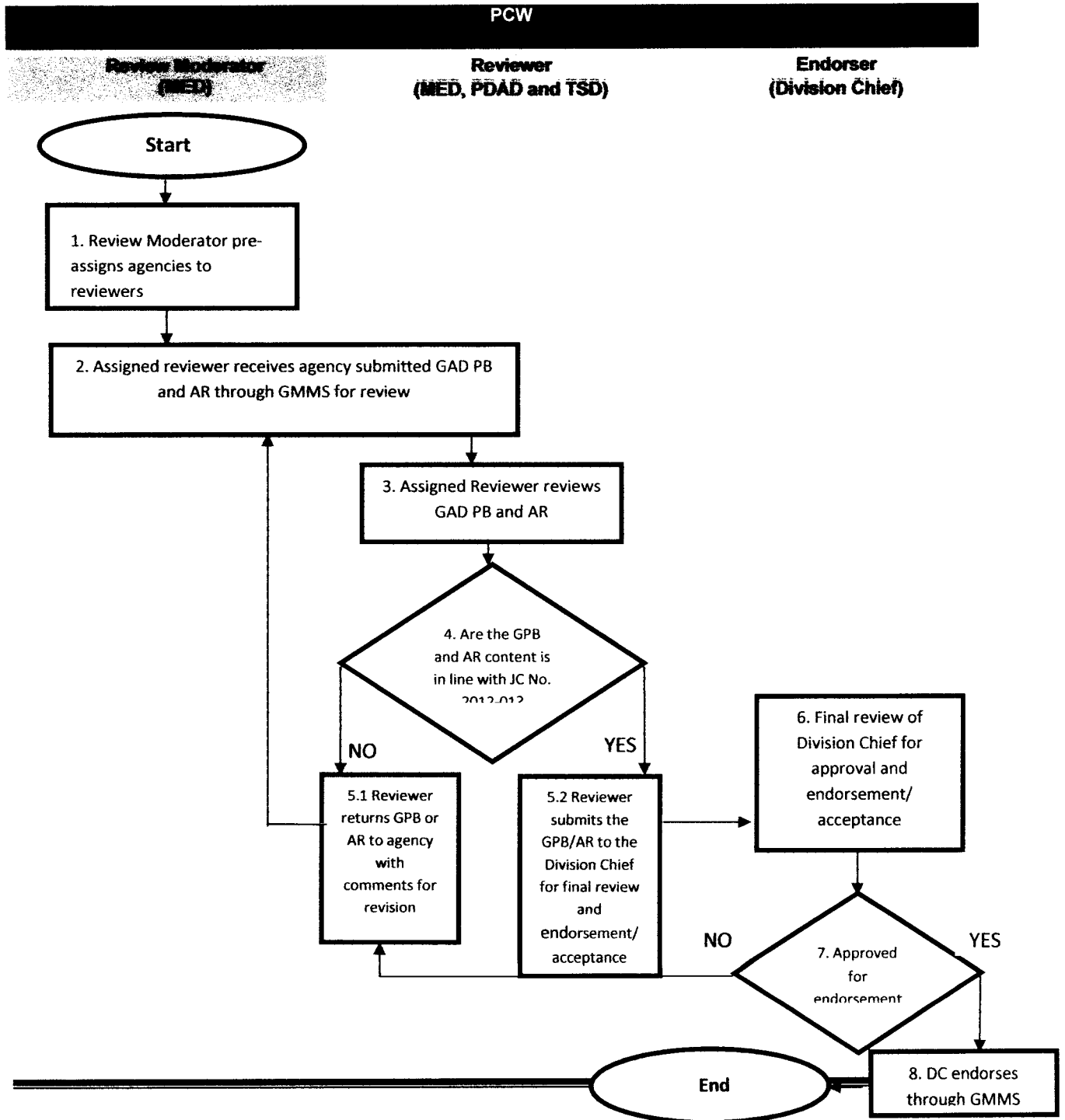

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Figure 3. Flowchart of GPB and GAD AR Review and Endorsement



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### 3. The Endorsement Process (PCW)

#### a. Endorsement Procedures

a.1. GPBs and ARs that have undergone the review process and have been enhanced based on the comments of the assigned Reviewer are forwarded to the Division Chief/ Endorser.

a.2 The Division Chief/Endorser checks the correctness and completeness of the GPBs and ARs. She/He must examine whether all comments have been addressed and if entries, attachments and supporting documents, especially in cases where an agency has attributed programs/ projects, are complete.

a.3 If the Division Chief/Endorser has additional comments, she/he will return the GPB or AR to the reviewer to be sent back to the agency for revision.

a.4. If upon final review of the Division Chief/Endorser, the GPB and AR are both found to be acceptable, she/he will use the endorsement function of the GMMS.


a.5. Once endorsed, the agency must be informed of the endorsement of their GPB and/or acceptance of their AR. Agencies will be instructed to print the document and have it signed by the GFPS Chairperson/head of agency. Agencies must then scan the signed document and email it to PCW.

#### b. Roles and Responsibilities of the Endorser

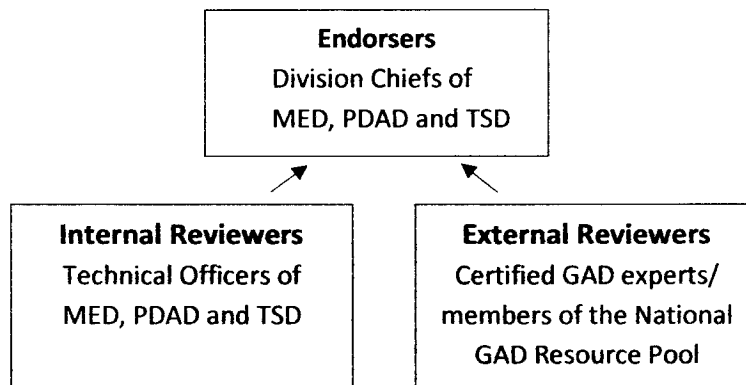
Division Chiefs as Endorsers are responsible for approving comments provided by the Reviewers under their supervision. She/He shall inform Reviewers when their assigned GPBs and ARs have been endorsed/accepted and instruct them to inform the agencies by sending a standard customized message.

\*Flowchart of GPB and GAD AR Review and Endorsement (Diagram and matrix)

\*Complete Flowchart and Calendar in GAD Planning and Budgeting (Diagram)

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**Figure 4. Hierarchy of Approval of GPBs**



**Technical Assistance and Troubleshooting**


**a. Role of the Monitoring and Evaluation Division (MED)**

As the primary division in charge of reviewing GPBs and ARs, MED shall handle the inquiries from agencies. However, letters, emails, and calls of agencies will be forwarded and referred to the assigned division. All requests for extensions of deadlines for submission of GPBs and ARs shall be coursed through the Review Moderator under the MED. The Review Moderator is responsible for coordinating with the System Administrator to configure the access of agencies to their accounts.

**b. Role of the Information Resource Management Division (IRMD)**

IRMD is in charge of organizing orientations/programs for GMMS users, schedules of which shall be posted on the PCW website and shall be on “reservations only” basis. Agencies with more than 25 participants may request for a separate orientation at their respective offices or at any suitable venue. Resource person for these sessions will come from IRMD. Letters, emails, and calls regarding difficulties in accessing and actual use of the GMMS will be handled by the System Administrator.



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**c. Role of the Technical Services Division (TSD)**

All requests for technical assistance and resource persons for training on GAD planning and budgeting will be coursed through TSD. In cases when the request is from a priority agency, the assigned division will coordinate with the TSD in the provision of technical assistance.

Depending on the availability of technical officers, the TSD and/or the assigned division may take on the provision of technical assistance, otherwise, requesting agencies may be referred to the National GAD Resource Pool (NGRP). A GAD Budget Forum aimed at providing further guidance to agencies on the GAD planning and budgeting process is likewise organized annually by the TSD.

**Monitoring Mechanism of the GPB Review and Endorsement**


The regular monitoring will be conducted by MED through the use of the tracking/report generation function of the GMMS. Monthly, quarterly, and annual reports on the number of received, under review, for revision, and already endorsed GPBs and ARs shall be generated and presented during division updates every first Monday of the month and during MANCOM meetings.

**E. Guidelines for the Control of Documents and Records, Internal Audit, Control of Nonconformity, Corrective and Preventive Action, Monitoring and Measurement of Client Satisfaction, and Management Review**

**1. Control of Document**

The PCW shall implement procedures for the creation, revision, approval, and issuance of the documents, regardless of form (soft or hard copy), which include the Quality Manual, Quality Procedures, Orders, Circulars, and Guidelines. Likewise, the procedures provide for an effective monitoring, distribution, maintenance, and updating of procedures and instructions within the said manuals.



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A documented Control of Documents procedures shall be established to define the controls needed to:


- a. Approve documents for adequacy prior to issue;
- b. Review and update as necessary and re-approve documents;
- c. Identify the current revision status of documents and changes;
- d. Ensure that relevant versions of applicable documents are available at points of use;
- e. Ensure that documents remain legible and readily identifiable;
- f. Ensure that documents of external origin determined by the PCW to be necessary for the planning and operation of the QMS are identified and their distribution controlled; and
- g. Prevent the unintended use of obsolete documents, and apply suitable identification to them if they are retained for any purpose.

#### Documentation Requirements

#### QMS Documentation

The QMS is aimed to ensure consistency in meeting the client needs and expectations through the actual performance of documented policies, guidelines, and procedures.



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The PCW's documentation is structured as follows:



This QM defines and clarifies policies, systems, and procedures adopted to implement and continually improve the PCW's QMS. Likewise, it serves as reference and guide for PCW's personnel to make them familiar with and appreciate the PCW's QMS.

Introduction of new procedures or services may necessitate amendments to the existing QM and relevant procedures. Requests or suggestions are made in writing to the Quality Management Representative for his/her consideration to ensure that such changes are reflected in the QM.



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Controlled copies of this QM are issued to copy holders identified by the PCW's Records Officer who is responsible for safekeeping and prompt updating of necessary revisions.

It is the responsibility of the Records Officer to distribute and keep a list of authorized copy holders of the Quality Manual, which will be indicated in the Control of Documents procedures still to be prepared.

PCW ensures that internally-generated documents and documents of external origin both in hard or electronic form which are essential for the effective implementation of the QMS are controlled. All endorsed GPBs and accepted GAD ARs are maintained in the GMMS database managed by the System Administrator. The GMMS assigns a unique Quick Response (QR) Code to each document which when scanned provides the name of the owner agency, the sequence code and the year of submission. Hard copies of signed endorsed GPBs, accepted GAD ARs and GMMS-generated reports are managed and maintained by the Review Moderator. The Review Moderator ensures that:


- Draft GPBs and GAD ARs submitted through the GMMS are assigned to a review in order to undergo the review process;
- Hard copies of signed endorsed GPBs and accepted GAD ARs with unique QR codes submitted by agencies are properly filed in their respective agency binders;
- A master list of the controlled documents is generated through the GMMS for regular monitoring and reporting.

## 2. Control of Records

The PCW shall implement a documented Control of Records procedures for the identification, collection, indexing, access, filing, storage, maintenance, and disposition of QMS records. Records are ensured to be legible, then stored and retained in such a way that they are readily retrievable in storage facilities that provide a suitable environment to prevent damage, deterioration or loss.

The Records Officer or the Process Owners, as the case may be, shall maintain records to demonstrate achievement of the QMS requirements, which includes the GPB and GAD AR Submission, Review, and Endorsement Process and its interfacing sub-processes.

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Retention periods of QMS records, regardless of form (soft or hard copy), are established, recorded, and maintained in accordance with the Records Retention and Disposition Schedule.

The Review Moderator tracks GPB and GAD AR submission of agencies through the tracking function of the GMMS. The GMMS is able maintain records and generate master lists and summary reports on the following:

- Annual GPBs
- GAD ARs
- Comments on the agency GPB
- GAD allocation and expenditure
- Directory of organizations
- Directory of GFP contact persons
- Status of GPB and GAD AR submissions
- Track GPBs and GAD ARs report

A master list of all submitted hard copies of GPBs and GAD ARs before the inception / establishment of the GMMS is also maintained to ensure control. The scanning of these documents are currently being conducted for electronic documents and records retention. This ensures that records remain legible and easily retrievable.

Retention periods of QMS records, both hard and electronic copies are recorded and maintained in accordance with the Records Retention and Disposition Schedule.


### 3. Internal Quality Audit

The Internal Quality Audit Committee is created to conduct the periodic internal quality audit in accordance with the audit guidelines.

### 4. Control of Non-Conformity

The PCW recognizes that non-compliance may occur within any phase of the core process.



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The PCW shall establish a documented procedure that identifies, controls and prevents non-conformities.

When non-conforming services are corrected, they are subject for review in accordance with applicable documented procedures/standards.

Agency GPBs and GAD ARs encoded and submitted through the GMMS that do not conform to the PCW-NEDA-DBM Joint Circular (JC) No. 2012-01 Guidelines for the Preparation of Annual Gender and Development (GAD) Plans and Budgets and Accomplishment Reports to Implement the Magna Carta of Women are controlled and remain in the system. These likewise include GPBs and GAD ARs that include activities that are illegal, irregular, extravagant, excessive, unnecessary and unconscionable. Non-conforming GPBs and ARs are identified through the review process using the review parameters. Assigned reviewers provide comments to guide agencies in the enhancement of their GPBs and GAD ARs. If agencies are unable to address the required enhancements within the provided time period, documents will remain in the system and shall be marked as unendorsed.


#### 5. Corrective Action

The PCW determines and applies appropriate corrective and preventive actions to eliminate the causes of non-conformities to avoid recurrence as detailed in documented procedures.

PCW reviewers provide comments to non-conforming GPBs and ARs submitted through the GMMS and closely coordinates with the owner agencies. Reviewers regularly provide technical assistance, through phone, online correspondence and face-to-face sessions. Agencies that experience difficulty accessing, encoding and submitting their GPBs and GAD ARs through the online system are referred to the GMMS Helpdesk and will be assisted by the System Administrator.

#### 6. Preventive Action

PCW implements preventive action to eliminate/ reduce the submission of non-conforming GPBs and ARs through the conduct of the annual GAD forum. The forum serves as a venue to:

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(1) re-orient national line agencies, attached offices, bureaus and GOCCs on the Revised Guidelines on the Preparation of the Annual GPB and GAD AR including the supplemental guidelines on the procedure of GPB submission through the use of the GMMS;


(2) clarify issues and concerns encountered by agencies in the preparation and implementation of their GPBs; and (3) present the guidelines in the audit of GAD Funds and activities in government agencies.

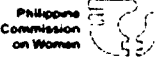
PCW annually issues a Memorandum Circular on the Preparation and Online Submission of Gender and Development (GAD) Plans and Budgets also known as known as the GAD Budget Call. The issuance instructs all government agencies, offices, bureaus, instrumentalities, SUCs, GOCCs, and LGUs to prepare and submit their GPBs and GAD ARs and reiterates important guidelines.

Another initiative is the conduct of learning sessions with agency GFPS members and concerned staff on the formulation of the GPB and use of GMMS.

#### 7. Monitoring and Measurement of Client Satisfaction

For the GPB and AR Submission, Review, and Endorsement Process, an Evaluation Form has been developed and administered to all the national government agencies whose 2018 GPBs have been endorsed by PCW. Shown below are the Office Memorandum dated October 20, 2017 with Document Number PCW-GPBReview-20171030-001:

	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>	Document No. PCW-GPBQM-20161215-001	
		Issued by: PDPMED	Date: November 02, 2017
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	<b>OFFICE MEMORANDUM ON MONITORING AND MEASUREMENT OF CUSTOMER SATISFACTION ON THE GAD PB REVIEW AND ENDORSEMENT PROCESS FOR AGENCIES WITH ENDORSED GPBs</b>	Document No. PCW-GPBReview-20171030-001
		Issued by: CRD      Date: October 30, 2017
		Revision No: 000      Page: 1 of 2

TO **ALL CONCERNED PCW PERSONNEL** I201710301-A  
 FROM **MS. EMMELINE L. VERZOSA**  
 EXECUTIVE DIRECTOR  
 SUBJECT **MONITORING AND MEASUREMENT OF CUSTOMER  
SATISFACTION ON THE GAD PLAN AND BUDGET REVIEW AND  
ENDORSEMENT PROCESS FOR NGAs WITH ENDORSED GPBs**  
 DATE **OCTOBER 30, 2017**


In order to systematize the generation and processing of feedback data related to the "level of satisfaction" of agencies on the review and endorsement process of PCW on the GAD Plans and Budgets, the following procedures shall be observed.

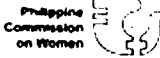
1. The attached PCW-GPBCS-20171106-001 – GPB Review and Endorsement Evaluation Form will be used to assess the level of satisfaction of national government agencies on the service provided by PCW. The tool will assess the clarity and consistency of content, as well as the timeliness of PCW's review and endorsement of GPBs. It will also look into the response time to inquiry and user-friendliness of the interface of the GMMS. The tool will assess the level of satisfaction of respondents based on the following scales:

- 5 - Average level of satisfaction of all respondent/s is 5
- 4 - Average level of satisfaction of all respondent/s is 4 to 4.99
- 3 - Average level of satisfaction of all respondent/s is 3 to 3.99
- 2 - Average level of satisfaction of all respondent/s is 2 to 2.99
- 1 - Average level of satisfaction of all respondent/s is 1 to 1.99

An average rating of 3 or higher would be considered as satisfactory or better

2. The PCW-GPBCS-20171106-001 form will be sent **ONLY** to agencies with endorsed GPBs. This is to ensure that the full cycle of GPB review and endorsement process is assessed and feedback data are gathered from concerned agencies. Thus, the evaluation form will be administered only once after the endorsement or re-endorsement of GPBs.
3. For FY 2018 GPB, the Sectoral Coordination Division (SCD) as the main process owner of the GPB review and endorsement service, will be the lead division in the distribution of the attached PCW-GPBCS-20171106-001 form. The administration of the GPB evaluation tool will be guided by the following process:


	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>	<b>Document No.</b> PCW-GPBQM-20161215-001	
		<b>Issued by:</b> PDPMED	<b>Date:</b> November 02, 2017
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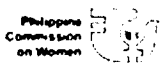
	<b>OFFICE MEMORANDUM ON MONITORING AND MEASUREMENT OF CUSTOMER SATISFACTION ON THE GAD PB REVIEW AND ENDORSEMENT PROCESS FOR AGENCIES WITH ENDORSED GPBs</b>	<b>Document No.</b> PCW-GPBReview-20171130-001
		<b>Issued by:</b> OED <b>Date:</b> October 31, 2017
		<b>Revision No.:</b> 000 <b>Page:</b> 2 of 2

- 3 1 The PCW-GPBCS-20171106-001 form will be forwarded to agencies with endorsed GPBs within 5 days after the date of the official endorsement reflected in the GMMS. It will be attached to an official communication requesting the agencies to respond to the tool and submit the same within 15 days upon receipt of the letter
- 3 2 SCD will follow up the submission of completed PCW-GPBCS-20171106-001 form from the agencies through their GAD Focal Point System
- 3 3 Once received, SCD will officially inform agencies of the receipt of completed PCW-GPBCS-20171106-001 forms
- 3 4 The completed PCW-GPBCS-20171106-001 forms will be forwarded to the Human Resource Management and Development Section, Administrative and Finance Division every end of the quarter for processing
  
- 4 The results of the processed completed PCW-GPBCS-20171106-001 forms will be reported by the SCD Division Chief during the regular MANCOM meetings. The report shall highlight the areas for improvement in the GPB review and endorsement process as well as any commendations or comments reflected in the completed PCW-GPBCS-20171106-001 forms
  
- 5 Ratings on the completed evaluation PCW-GPBCS-20171106-001 forms will be reflected in the Individual Performance Commitment Ratings of PCW staff member/s that reviewed the GPB of the responding agencies

For your compliance



	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>	<b>Document No.</b> PCW-GPBQM-20161215-001	
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	<b>GAD PLAN AND BUDGET ENDORSEMENT PROCESS EVALUATION FORM</b>	<b>Document No.</b> PCW-GPBQM-20161215-001
		<b>Date:</b> 03-04-2017 <b>Page:</b> 1 of 2


Thank you for helping the Philippine Commission on Women (PCW) to assess the quality and effectiveness of the GAD Plan and Budget Review and Endorsement Process. We value your comments to improve our processes. Kindly take a moment to answer the following items:

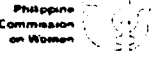
<b>Name of Agency</b>	
<b>Name/s of respondent/s</b>	
<b>Position/s in the Organization/ GFPS</b>	
<b>Contact Information</b>	
<b>Date Accomplished</b>	
<b>Name of PCW Reviewer</b>	
<b>Division</b>	

**A. GAD Plan and Budget Review and Endorsement Process**

On a scale of 1 to 5, 5 being the highest, please rate your level of agreement based on the following points:

Criterion	Rating	Remarks
<b>1. Clarity of Comments:</b> PCW reviewer provided clear comments and guidance to enhance the GAD Plan and Budget and GAD Accomplishment Report.	5	
<b>2. Consistency of the Review Process:</b> PCW reviewer provided consistent comments on similar entries in the GAD Plan and Budget and GAD Accomplishment Report.	5	
<b>3. Prompt Response to Inquiries:</b> PCW reviewer promptly responded to requests for assistance on GFB enhancement, or was able to refer the agency to the appropriate PCW unit (e.g. ICTD for GMMIS concerns).	5	
<b>4. Prompt Review Time:</b> PCW reviewer was able to return the GAD Plan and Budget and GAD Accomplishment Report within 30 working days.	5	

	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>	Document No. PCW-GPBQM-20161215-001	
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	<b>GAD PLAN AND BUDGET ENDORSEMENT PROCESS EVALUATION FORM</b>	Document No. PCW-GPBQM-20161215-001
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\_\_\_\_\_ days to the agency and that has provided updates on the return of the same in date of \_\_\_\_\_ day.

**B. The Gender Mainstreaming Monitoring System**

On a scale of 1 to 5 being the highest, rate the agency's performance based on the following points:


Criterion	Rating	Remarks
<b>1. Prompt Response Time:</b> GAMS Help Desk Officer promptly provides assistance to resolve GAMS related concerns or queries to facilitate the GFB review and endorsement process.	1 2 3 4 5 N/A	
<b>2. User-friendly Interface:</b> the features of the GAMS are easy to understand and use in encoding and revising the agency's GAD Plan and Budget and GAD Accomplishment Report.	1 2 3 4 5	

**Additional Comments:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please submit completed form to the Office of the Executive Director  
Philippine Commission on Women via fax at 7344449 or email edo@pcw.gov.ph

Thank you for your time!

	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>	Document No. PCW-GPBQM-20161215-001	
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## 8. Management Review

As a result of the Internal Quality Audit, the IQA Committee Head and the QMR are expected to present and discuss the conformities/non-conformities/opportunities for improvement in the processes to the Top Management headed by the Executive Director.


### F. List of Identified Risks and Opportunities with Corresponding Action Plans

For the GPB and AR Submission, Review, and Endorsement Process, a CSS Form has been developed and administered to all the national government agencies whose 2018 GPBs have been endorsed by PCW. Shown below are the Office Memorandum dated October 20, 2017 with Document Number PCW-GPBReview-20171030-001:

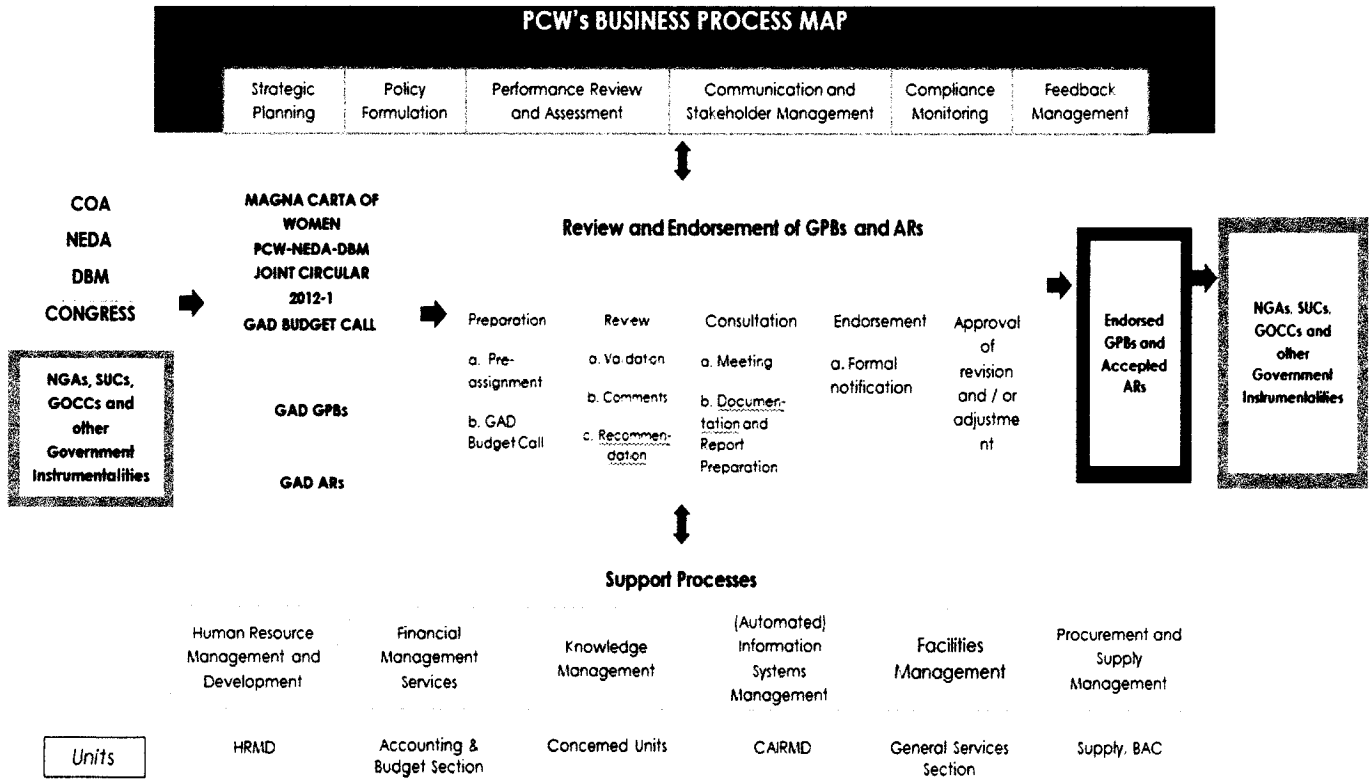
### G. Risk Registry and Action Plan (See Attachment 2)

### H. List of Relevant Interested Parties and their Requirements (See Attachment 3)




	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>	Document No. PCW-GPBQM-20161215-001	
	<b>PROCESS MAP</b>	Issued by: PDPMED	Date: November 02, 2017
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### Attachment 1: Process Map





	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>		Document No. PCW-GPBQM-20161215-001	
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## Attachment 2:

### MANAGEMENT

Process	Potential Failure Mode	Potential Failure Effect	SEV	Potential Causes	OCC	Current Process Controls	DET	RPN	Action Recommended	Person In-Charge	Agreem
Strategic Management	Delays in decisions and service delivery	Actions are delayed, Demoralized employees, pending decisions	4	Absence of deciding authority due to frequent international engagements, long consultation process	4	Designation of OIC, deadline and reminders	1	16	Mentoring and Coaching to manage the office  Include a provision in the PCW Circular designating the specific power	ED, DDMS, DDO	
Policy Formulation	Insufficient data to back up conclusions on the quality of the policy formulated	Noncompliance	4	Respondents not able to give feedback on time	1	Letters	1	4	Frequent reminders by DDO and concerned Mancom members  Respondents are targeted  Early dissemination of survey forms	PDPMED, DDO, ED, Chairpers on, Mancom	



**QUALITY MANUAL/OPERATIONS MANUAL ON  
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Process	Potential Failure Mode	Potential Failure Effect	SEV	Potential Causes	OCC	Current Process Controls	DET	RPN	Action Recommended	Person In-Charge	Agreement
	Policies not reviewed and approved by all Commissioners	Inconsistent with the respective position of the Commissioners	5	Time constraints	5	Email and inclusion in the Board Meeting agenda  Setting of policy agenda	1	25	Coordination of Board staff office and the PDPMED to align the schedule of activities  Clarify and set criteria for policies to be acted upon by the Commissioners  Constant follow-up by the Board staff	PDPMED, ED, Chairpersons, Commissioners, Mancom	
Performance Review and Assessment	No PBB incentive	Demoralization of PCW staffers	4	Target commitments not met	3	Frequent periodic monitoring and reminders	1	12	Realistic targeting during the planning	ED, DDMS, DDO	
(Internal) Communication and Stakeholder Management	Unclear [general operational (internal) guidelines]	Delay in the processing of documents	4	Differing interpretation of the existing guidelines (GAM)	4	Government Accounting Manual	1	16	Finalization of Admin and Finance manual	DDMS	
Feedback Management	Feedback data not analyzed	Unsatisfied external	4	Lack of attention given to the	3	Discussion during Mancom meeting	2	24	Institutionalize a reporting	ED, DDMS,	

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Process	Potential Failure Mode	Potential Failure Effect	SEV	Potential Causes	OCC	Current Process Controls	DET	RPN	Action Recommended	Person In-Charge	Agreem
		stakeholders  Actions not taken, no mechanism to process feedback		feedback  Reported and summarized but not acted upon					process to Mancom and Mancom decision making	DDO, Mancom	

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### Operations

Process	Potential Failure Mode	Potential Failure Effect	SEV	Potential Causes	OCC	Current Process Controls	DET	RPN	Action Recommended	Person In-Charge	Agreement
<b>Preparation</b>											
a. Pre-assignment	Limited number of reviewers Non-receipt of Agency GPB and AR	Delay in the review	4	Delay in hiring/training of reviewers;  Limited budget of the PCW to hire additional reviewers	4	Hiring of external reviewers	1	16	Push for the approval of the complete AIMWIDE composition  Enhanced GMMS to put in reminder mechanism	PDPMED, Commissioners, ManCom	
b. GAD Budget Call	Delayed issuance of GAD budget call	Delayed preparation and submission by agencies  Delayed prompting of access of agencies to GMMS	3	Delayed preparation by concerned unit,  Delayed approval by approving authority	2	Inclusion of DPCR and IPCR of staffers in the concerned unit	1	6	Prepare earlier;  Intensify dissemination to agencies; GFPS and other mechanisms  Inclusion in the ManCom agenda  Initiate notification system to alert	PDPMED, OED  All PCW technical divisions	



**QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS**

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Process	Potential Failure Mode	Potential Failure Effect	SEV	Potential Causes	OCC	Current Process Controls	DET	RPN	Action Recommended	Person In-Charge	Agreement
									agency of incomplete or non-submission		
<b>Review of GPB</b>											
a) Validation	Limited knowledge of reviewers (i.e. agency mandate, sectoral issues, parameters, GPB policies/guidelines)	Delay in endorsement	5	Newly hired, no experience,	4	Rate of GPB Review Return	1	20	Evaluation of GPB reviewers	PDPMED, SCD	
b) Comments		Number of consultation requests				Orientation, coaching, cap dev,			Continuous capacity building and coaching, (Leveling off on the understanding on some nuances of the GPB review process)		
c) Recommendations		Lack of substance and clarity of comments	TOR for GPB Reviewer	Update and standardize parameters for review and for the reviewers							
		Recommendation of reviewer not accepted or adopted by agencies	5			IPCR					



**QUALITY MANUAL/OPERATIONS MANUAL ON  
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Process	Potential Failure Mode	Potential Failure Effect	SEV	Potential Causes	OCC	Current Process Controls	DET	RPN	Action Recommended	Person In-Charge	Agreeme
<b>Consultation</b>  a) Consultation - phone -meeting  b) documentation/ report preparation	Increased number of consultation requests  Agencies not attended right away	Delayed submission of revised GPB	3	Lack of substance and clarity of comments;  Fast turn over of GFPS/GPB focal person of agencies;  Difficulty in using the GMMS	5	Accommodate request for consultations; extensions  Provision of training on the use of GMMS	2	30	Provide list of acceptable PAPs;  Issue FAQs on GPB	PDPMED; SCD  TSRCD	
<b>Endorsement</b>  a) formal notification	Delayed endorsement/ non-endorsement  Complaint against PCW	Loss of goodwill, negative feedback, non-attainment of the PCW vision	3	Delayed submission of revised GPB;  Inaction on PCW's comments clarifications from concerned agencies	4	Continuous follow-up;  Extension of deadlines;  Still implement the GAD program even if GPB is unendorsed	3	36	Continuous follow-up;  Dialogue with agency top management;  Presentation in meetings  Reward mechanisms to recognize agencies	PDPMED; SCD  OED  OED	



**QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS**

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Process	Potential Failure Mode	Potential Failure Effect	SEV	Potential Causes	OCC	Current Process Controls	DET	RPN	Action Recommended	Person In-Charge	Agreeme
Approval of Revision and or adjustments to endorsed GPB	Proposed revisions or adjustments are not acceptable  Political and other pressures from agencies	Deferred endorsement  Make accommodation  Endorsement of non-fully acceptable GAD plans	3	Proposed PAPs are not acceptable	2	Review of adjusted GPBs  Policy-based discussions in the mancom level	3	18	Revert to endorsed GPB	PDPMED, SCD	

**SEV – severity of impact of failure event; 1 as lowest, 5 as highest**

**OCC – frequency of occurrence; 1 as lowest, 5 as highest**

**DET – ability of process control to detect failure; 1 as lowest, 5 as highest (low score if it can be easily detected)**

**RPN – Risk Priority Number, overall score multiplying SEV, OCC and DET. High RPN means more attention should be given.**

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## SUPPORT

Process	Potential Failure Mode	Potential Failure Effect	SEV	Potential Causes	OC C	Current Process Controls	DET	RPN	Action Recommended	Person In-Charge	Discussion Points/Agreed
Payment of Salaries	Wrong computation of deduction	Irate Employee	5	Human error,	1	Cross-checking Adjustment	2	10	Make necessary Adjustment, Automation of HR Process Double-checking	HRMDS	
Messengerial services	Wrong delivery/ mailing address	Undelivered documents	3	Human error	1	Verifying the mailing/ delivery address	1	3	To determine the complete address  Document Tracking System	Records	
Transportation services	No available vehicle	Employee unable to reach the meeting on time	3	No more available driver and vehicle  Absent drivers Late request for reservation Unserviceable	3	Alternative transport services	3	27	Booking for Transport Vehicle Networks (TVNs) such as Uber, Grab, U-Hop  Preventive maintenance, hiring of additional drivers	GSS	
Procurement of Meals for meeting	Delayed services "Abono System- from the	Unsatisfied units/divisions concerned	3	No available Cash from Custodian due to	4	Borrowing of Cash	3	36	Enforced early liquidation from requestor	SUPPLY	





**QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS**

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Process	Potential Failure Mode	Potential Failure Effect	SEV	Potential Causes	OC C	Current Process Controls	DET	RPN	Action Recommended	Person In-Charge	Discussion Points/Agreer
	employees	Irate employees and clients		liquidated cash advance from requestor/employees Late request					Issue memo/reminder to staff or division head. Include on time liquidation in the IPCR/DPUCR  End user should be the one to get the cash advance  Create guidelines and procedures		
Payment of Obligation	Delay in processing of payment	Unsatisfied Supplier/customer	2	Human error by supplier or end-user  Erroneous Payee's Account or Account Name, lack of supporting documents	1	Cancel Check/ACIC, prepare NORSA, revised ORS, DV, and prepare new check and ACIC Checklist, email verification,	4	8	Retrieve/revise billing and prepare necessary adjustment  Issue memo or letter if issue is highly relevant / formal communication relative the error	BUDGET ACCTG CASHIER	AFD problems made agenda mancom meet [re CAO's appointment w CSC]



**QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS**

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Process	Potential Failure Mode	Potential Failure Effect	SEV	Potential Causes	OCC	Current Process Controls	DET	RPN	Action Recommended	Person In-Charge	Discussion Points/Agreement
									Add number of bonded officials  Arrive at a common interpretation of policy on employee bonding		
	Unavailability of signatories	Irate clients	3	Signatories are: On leave, on travel, on official meeting and bonded officials are unavailable	2	Bring documents for signature if the signatories are within Metro Manila	2	12	Assignment of OIC to act on behalf of the signatories.	BUDGET ACCTG CASHIER	

**SEV – severity of impact of failure event; 1 as lowest, 5 as highest**

**OCC – frequency of occurrence; 1 as lowest, 5 as highest**

**DET – ability of process control to detect failure; 1 as lowest, 5 as highest (low score if it can be easily detected)**


**RPN – Risk Priority Number, overall score multiplying SEV, OCC and DET. High RPN means more attention should be given.**

	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>	Document No. PCW-GPBQM-20161215-001	
	<b>LIST OF RELEVANT INTERESTED PARTIES</b>	Issued by: PDPMED	Date: November 02, 2017
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### Attachment 3: List of Relevant Interested Parties and their Requirements

#### MANAGEMENT


RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
Congress / House of Representative and Senate	<ul style="list-style-type: none"> <li>• Approval of: <ul style="list-style-type: none"> <li>- Agency Position Papers on Bills</li> <li>- Brief Report on the utilization of the GAD Budget and Accomplishment of GAD programs and projects</li> </ul> </li> <li>• Resource Persons during Public Hearings and Deliberations</li> </ul>	<ul style="list-style-type: none"> <li>• Timely, relevant, backed by evidence, truthful</li> <li>• Document that is a product of completed staff work (CSW)</li> <li>• Concise report with emphasis on impact of GAD efforts of the government</li> <li>• How the GAD budget is used by implementing agencies</li> <li>• Knowledgeable on gender and development (GAD) and women's issues</li> </ul>
National Government Agencies	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
DFA-UNIO, ASEAN, APEC	<ul style="list-style-type: none"> <li>• Approval of: <ul style="list-style-type: none"> <li>- Inputs to Policy Documents</li> </ul> </li> <li>• Representation in International Mechanisms and Committees</li> <li>• Raise Issues and Resolutions</li> </ul>	<ul style="list-style-type: none"> <li>• Timely, relevant, backed by evidence, truthful</li> <li>• Document that is a product of completed staff work (CSW)</li> <li>• Concise, clear, understandable, reasonable, justifiable</li> <li>• Concise, clear, understandable, reasonable, justifiable</li> </ul>
PCW Operations and Support Group (PDPMED, TSRCD, SCD, GWP 2, CAIRMD, AFD)	<ul style="list-style-type: none"> <li>• Approval of: <ul style="list-style-type: none"> <li>- Signed DVs, comments, inputs</li> </ul> </li> <li>• Action, position, concrete decision, prioritization</li> <li>• Management, leadership</li> </ul>	<ul style="list-style-type: none"> <li>• Timeliness, appropriate advice</li> <li>• Timeliness and appropriateness</li> </ul>

 <p>Philippine Commission on Women</p>	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>	Document No. PCW-GPBQM-20161215-001	
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	NEEDS	EXPECTATIONS
	<ul style="list-style-type: none"> <li>- Mediation</li> <li>• Coaching and monitoring</li> <li>• Guidelines on Corporate Planning and Assessment and advice on Government Rules and Regulations</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledgeable, good example, approachable, good listeners, clear, firm</li> <li>• Regular schedule</li> <li>• Timely issuance of guidelines, competent handling of mid-year and year-end planning and assessment, quick, firm written decisions</li> </ul>
Job applicants	<ul style="list-style-type: none"> <li>• Approving authority</li> </ul>	<ul style="list-style-type: none"> <li>• Prompt</li> </ul>
Chair and Commissioners	<ul style="list-style-type: none"> <li>• Comments, inputs, actions, positions, talking points, draft speeches, updates on PCW operations</li> <li>• Advice on financial and administrative matters</li> </ul>	<ul style="list-style-type: none"> <li>• Timeliness, decision, fact-based and legal-based advice, accurate</li> <li>• Document that is a product of completed staff work (CSW)</li> </ul>
Oversight Agencies (OP, DBM, CSC, IATF, COA)	<ul style="list-style-type: none"> <li>• Approval of reports</li> <li>• Preparation of direct reports</li> </ul>	<ul style="list-style-type: none"> <li>• Timely, relevant, and accurate</li> </ul>
Cabinet, Cabinet Secretary, Office of the President	<ul style="list-style-type: none"> <li>• Updates on compliance to SONA, directives of the President, PDP, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Timely submission</li> </ul>
CSC	<ul style="list-style-type: none"> <li>• Approval of:               <ul style="list-style-type: none"> <li>- Updated agency HR profile</li> <li>- SALN submission</li> <li>- Appointment papers of staff issued</li> <li>- Report on separation</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Updated and accurate</li> <li>• Compliance to QS and deadline</li> </ul>
Supplier/contractors	<ul style="list-style-type: none"> <li>• Payment for services rendered</li> </ul>	<ul style="list-style-type: none"> <li>• Should always be on time</li> </ul>
OP, AO25, and DBM	<ul style="list-style-type: none"> <li>• Budget Accountability Reports (e.g. Form A, A-1, 1.0 etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Submitted on time</li> </ul>
National Government Agencies, State Colleges and Universities Government-owned and controlled corporations Local Water Districts (moratorium)	<ul style="list-style-type: none"> <li>• Endorsed GAD Plan and Budget and Accepted GAD Accomplishment Report</li> <li>• Approval of:               <ul style="list-style-type: none"> <li>○ Policy Guidelines on GAD (i.e., Guidelines on GAD Planning and Budgeting, and Guidelines for the Creation of GAD)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• GAD PB and GAD AR reviewed and returned to the agencies concerned within 30 days upon receipt through the GMMS</li> <li>• PAPs proposed in the GPB and reported as accomplishments in the GAD AR are acceptable and gender-responsive</li> </ul>

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RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
	Mechanisms) <ul style="list-style-type: none"> <li>○ GAD Plans</li> <li>○ Partnership Agreements</li> </ul> Top-level advocacy and executive briefings on GAD	<ul style="list-style-type: none"> <li>• Minimal comments from PCW to the enhanced GPB and GAD AR submissions of agencies</li> <li>• Comments and instructions provided are clear and easily understood</li> <li>• Endorsed GAD Plans and Accepted GAD ARs are stamped with a system-generated QR Code</li> <li>• Clear and easy-to-follow, up-to-date, timely</li> <li>• Prompt, within the deadline</li> <li>• Fulfill obligations</li> <li>• Concise, clear and understandable</li> </ul>
	<ul style="list-style-type: none"> <li>• Open line of communication between agency GMMS focal person and PCW reviewer and endorser</li> </ul>	<ul style="list-style-type: none"> <li>• Concerned agency can consult with the reviewer for clarification and guidance</li> <li>• PCW technical officers/reviewers are receptive and friendly</li> <li>• PCW technical officers/reviewers are knowledgeable TA providers on gender-responsive development planning</li> </ul>
House of Representatives and Senate	Brief Report on the utilization of the GAD Budget and Accomplishment of GAD programs and projects	<ul style="list-style-type: none"> <li>• Concise report with emphasis on impact of GAD efforts of the government</li> <li>• How the GAD budget is used by implementing agencies</li> </ul>
Researchers	<ul style="list-style-type: none"> <li>• Data on the allocation and utilization of the GAD budget by government agencies</li> <li>• Actual or hard copies of agency GAD Plans and Budgets and GAD ARs</li> </ul>	<ul style="list-style-type: none"> <li>• Updated trends and information on the review and endorsement of GAD Plans and Budgets</li> <li>• Information on the relevant GAD PAPs implemented by concerned agencies</li> <li>• Reports on GAD budget allocation and utilization are official</li> </ul>

 <p>Philippine Commission on Women</p>	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>	Document No. PCW-GPBQM-20161215-001	
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RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
		<ul style="list-style-type: none"> <li>PCW is expected to furnish them a copy and to act quickly on their request</li> </ul>
NGOs/CSOs	<ul style="list-style-type: none"> <li>Articulate, reiterate, affirm, support, advocate policy positions</li> <li>Status updates on implementation of the MCW</li> <li>Partnership, technical assistance, accreditation</li> </ul>	<ul style="list-style-type: none"> <li>Prompt, timely, clear, appropriate</li> <li>Prompt, timely, clear, appropriate</li> <li>Prompt, timely</li> </ul>
Official development assistance (ODA) partners	<ul style="list-style-type: none"> <li>Proposals, concept notes</li> <li>Priority policies and programs</li> <li>Information</li> <li>Participation in the ODA-GAD network</li> </ul>	<ul style="list-style-type: none"> <li>Acceptable, relevant, responsive to pressing and emerging issues</li> <li>Relevant, timely</li> <li>Active, relevant, timely</li> </ul>
Private Sector Groups	<ul style="list-style-type: none"> <li>Review their work plans on time</li> </ul>	<ul style="list-style-type: none"> <li>We provide them the inputs and comments</li> <li>Facilitate the process of support funds</li> <li>What are the allowable expenses</li> </ul>
Women micro-entrepreneurs	<ul style="list-style-type: none"> <li>To be provided with assistance on enterprise development</li> </ul>	<ul style="list-style-type: none"> <li>Implementers provide appropriate assistance at the soonest possible time</li> </ul>
Contractors and subject matter experts	<ul style="list-style-type: none"> <li>To provide the TOR to deliver the services</li> </ul>	<ul style="list-style-type: none"> <li>Appreciation of the service providers by concerned agencies/WMEs</li> </ul>
House of Representative and Senate	<ul style="list-style-type: none"> <li>Brief Report on the utilization of the GAD Budget and Accomplishment of GAD programs and projects</li> </ul>	<ul style="list-style-type: none"> <li>Concise report with emphasis on impact of GAD efforts of the government</li> <li>How the GAD budget is used by implementing agencies</li> </ul>
Researchers	<ul style="list-style-type: none"> <li>Data on the allocation and utilization of the GAD budget by government agencies</li> <li>Actual or hard copies of agency GAD Plans and Budgets and GAD ARs</li> </ul>	<ul style="list-style-type: none"> <li>Updated trends and information on the review and endorsement of GAD Plans and Budgets</li> <li>Information on the relevant GAD PAPs implemented by concerned agencies</li> <li>Reports on GAD budget allocation and utilization are official</li> <li>PCW is expected to furnish them a copy and to act quickly on their request</li> </ul>
NGOs/CSOs and	<ul style="list-style-type: none"> <li>Report on the utilization of GAD</li> </ul>	<ul style="list-style-type: none"> <li>Evidence-based results as</li> </ul>

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RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
official development assistance (ODA) partners	Budget	to how and where the GAD funds were used are available <ul style="list-style-type: none"> <li>Information on the impact of the GAD budget to the marginalized sector</li> <li>PCW report on the GAD budget is regularly produced</li> </ul>
Private Sector Groups	<ul style="list-style-type: none"> <li>Review their work plans on time</li> </ul>	<ul style="list-style-type: none"> <li>We provide them the inputs and comments</li> <li>Facilitate the process of support funds</li> <li>What are the allowable expenses</li> </ul>
Women micro-entrepreneurs	<ul style="list-style-type: none"> <li>To be provided with assistance on enterprise development</li> </ul>	<ul style="list-style-type: none"> <li>Implementers provide appropriate assistance at the soonest possible time</li> </ul>
Contractors and subject matter experts	<ul style="list-style-type: none"> <li>To provide the TOR to deliver the services</li> </ul>	<ul style="list-style-type: none"> <li>Appreciation of the service providers by concerned agencies/WMEs</li> </ul>
Internal, i.e. PCW divisions	<ul style="list-style-type: none"> <li>Internet connectivity for their work</li> </ul>	<ul style="list-style-type: none"> <li>Stable, reliable, (fast)</li> </ul>
	<ul style="list-style-type: none"> <li>Computers</li> </ul>	<ul style="list-style-type: none"> <li>Reliable, up-to-date, secure</li> </ul>
	<ul style="list-style-type: none"> <li>IT technical assistance, i.e. troubleshooting</li> </ul>	<ul style="list-style-type: none"> <li>Timely, Resolves the issue</li> </ul>
	<ul style="list-style-type: none"> <li>Media relations management</li> </ul>	<ul style="list-style-type: none"> <li>Press releases, statements, and relevant articles issued/released to media contacts</li> </ul>
	<ul style="list-style-type: none"> <li>Automation of key processes</li> </ul>	<ul style="list-style-type: none"> <li>Addresses the requirements of the client, Reliable, User-friendly</li> </ul>
External, General Public	<ul style="list-style-type: none"> <li>Information regarding agency GAD plan and budget (GPB)</li> </ul>	<ul style="list-style-type: none"> <li>Readily available upon request (note: this also falls under the Freedom of Information Program)</li> </ul>


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RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
	<ul style="list-style-type: none"> <li>General information on various women and GAD concerns</li> </ul>	<ul style="list-style-type: none"> <li>Reliable information provided in a timely manner; in a form &amp; language that is easy to understand</li> </ul>
	<ul style="list-style-type: none"> <li>PCW website</li> </ul>	<ul style="list-style-type: none"> <li>Accessible, up-to-date content, user-friendly</li> </ul>
External (Government agencies) and Internal (PCW users)	<ul style="list-style-type: none"> <li>GMMS</li> </ul>	<ul style="list-style-type: none"> <li>Accessible, reliable, user-friendly</li> </ul>

## OPERATIONS


RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
Congress of the Philippines a. House of Representative b. Senate of the Philippines	<ul style="list-style-type: none"> <li>Agency Position Papers on Bills and Policy Briefs</li> <li>Resource Persons during Public Hearings and Deliberations</li> <li>Reports               <ul style="list-style-type: none"> <li>Progress Report on the Implementation of the Magna Carta of Women</li> <li>Report on the utilization of the GAD Budget and Accomplishment of GAD programs and projects</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Knowledgeable on gender and development (GAD) and women's issues</li> <li>Document that is a product of completed staff work (CSW)</li> <li>Concise report with emphasis on impact of GAD efforts of the government</li> <li>How the GAD budget is used by implementing agencies</li> </ul>
National Government Agencies, State Colleges and Universities Government-owned and controlled corporations	<ul style="list-style-type: none"> <li>Policy Guidelines on GAD (i.e., Guidelines on GAD Planning and Budgeting, and Guidelines for the Creation of GAD Mechanisms)</li> <li>Technical Assistance on GAD</li> <li>Endorsed GAD Plan and Budget and Accepted GAD Accomplishment Report</li> </ul>	<ul style="list-style-type: none"> <li>Policies are clear and easy-to-follow</li> <li>Up-to-date</li> <li>Timely</li> <li>GAD PB and GAD AR reviewed and returned to the agencies concerned within 30 days upon receipt through the GMMS</li> <li>PAPs proposed in the GPB and reported as accomplishments in the GAD AR are acceptable and gender-responsive</li> <li>Endorsed GAD Plans and</li> </ul>



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		Accepted GAD ARs are stamped with a system-generated QR Code		
Executive Director/ MANCOM/ Commissioners	<ul style="list-style-type: none"> <li>Talking Points, Briefers and Speeches</li> <li>Technical inputs and advice</li> </ul>	<ul style="list-style-type: none"> <li>Timeliness</li> <li>Document that is a product of completed staff work (CSW)</li> <li>Fact-based and legal-based advice</li> </ul>		
<b>Oversight Agencies</b>				
a. Office of the President, Office of the Cabinet Secretary	<ul style="list-style-type: none"> <li>Reports (e.g. updates on compliance to the directives of the President and the implementation of GAD-related laws and policies)</li> <li>Policy Guidelines on GAD</li> </ul>	<ul style="list-style-type: none"> <li>Timely and accurate</li> </ul>		
b. Commission on Audit (COA), as GAD fund auditor	<ul style="list-style-type: none"> <li>Endorsed GPB and GAD AR of agencies (to be audited)</li> <li>Build/train agencies on GPB process</li> <li>Use of GA tool for attribution</li> </ul>	<ul style="list-style-type: none"> <li>Endorsement of GPB on time</li> <li>Availability of technical assistance provider</li> </ul>		
c. Department of the Interior and Local Government (DILG)	<ul style="list-style-type: none"> <li>Clear guidelines on GPB/GAD AR for LGUs</li> <li>Simplified tools for attributing of LGU program to GAD</li> <li>- Clear M&amp;E framework for reporting/monitoring LGU compliance to GEWE policies particularly to the MCW</li> </ul>	<ul style="list-style-type: none"> <li>To capacitate DILG field officials to provide TA to LGUs</li> <li>Transfer the knowledge of PCW review on GPB to DILG field officials so they can effectively provide TA to LGUs</li> <li>Need for the DBM, COA, PCW and DILG to level-off n clear expectations and GPB review/endorsement process for LGUs</li> <li>- Provide list of acceptable GAD issues and PPAs that the LGUs can choose from in preparing their GPB</li> </ul>		
d. Department of Budget and Management (DBM)	<ul style="list-style-type: none"> <li>PCW-endorsed GPBs of agencies</li> </ul>	<ul style="list-style-type: none"> <li>Timely review by PCW of agency GPBs and GAD ARs</li> </ul>		
Newly Hired PCW Staff	<ul style="list-style-type: none"> <li>Orientation and training (i.e., on parameters on GPB review)</li> <li>Mentoring and coaching</li> </ul>	<ul style="list-style-type: none"> <li>Clear and easy-to-follow</li> <li>Relevant and appropriate</li> </ul>		


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Regional GAD Mechanisms	<ul style="list-style-type: none"> <li>Partnership agreement</li> <li>Presence of PCW at the regional level mechanism to clarify GM at the regional LGU level</li> <li>M&amp;E framework on GAD to ensure that regional and local concerns/issues are reflected in national plans and reports</li> </ul>	<ul style="list-style-type: none"> <li>Provision of TA to RLAs, LGUs, and SUCs on GPB Forum</li> <li>Clarify issues and concerns on GPB implementation and monitoring</li> <li>Attend activities by regional GAD mechanisms and RLAs</li> <li>Certify Regional Pool of GAD experts that can provide TA to RLAs, SUCs, and LGUs</li> </ul>
NGOs/CSOs and official development assistance (ODA) partners	<ul style="list-style-type: none"> <li>Reports (i.e., utilization of GAD Budget)</li> </ul>	<ul style="list-style-type: none"> <li>Evidence-based results as to how and where the GAD funds were used are available</li> <li>Information on the impact of the GAD budget to the marginalized sector</li> <li>PCW report on the GAD budget is regularly produced</li> </ul>
Department of Foreign Affairs (DFA), Association of Southeast Asian Nation (ASEAN) Secretariat, ASEAN Committee on Women and Children (ACWC) Secretariat, Asia Pacific Economic Cooperation (APEC) Secretariat	<ul style="list-style-type: none"> <li>Inputs to Regional and International Policy Documents</li> <li>Representation in International Mechanisms and Committees</li> </ul>	<ul style="list-style-type: none"> <li>Timely submission</li> <li>Quick and Firm</li> </ul>


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## SUPPORT

RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
Congress-Committee on Appropriation, Senate/BRMO, DBM	<ul style="list-style-type: none"> <li>Documents required for the preparation review and legislation of PCW proposed budget</li> <li>Budget Utilization Reports</li> </ul>	<ul style="list-style-type: none"> <li>Approval of the proposed budget is included in the GAA</li> </ul>
PCW employees	<ul style="list-style-type: none"> <li>Allotted budget to pay all obligations and utilized aligned with their targeted activities</li> <li>Salaries and other compensation</li> <li>Capacity building</li> <li>Awards and Recognition</li> <li>Health and wellness</li> <li>Leave administration</li> <li>Delivery of communication to PCW clients requested by the Operations Division</li> </ul>	<ul style="list-style-type: none"> <li>Timely payment of obligations</li> <li>Accurate and timely payment of salaries and other benefits</li> <li>Training plan (scholarship policy)</li> <li>Merit-Based Recruitment and Promotion (MBRP) Plan</li> <li>Annual Physical Examination (APE)</li> <li>Updated leave credits</li> <li>Timely delivery/messengerial</li> </ul>
COA, DBM, Bureau of Treasury	<ul style="list-style-type: none"> <li>Submission of reglamentary reports (BFARs) on the utilization of funds per P/A/P</li> <li>Accountability reports (RCI, RCD, ROA, and others)</li> <li>Report of Collection and Deposit</li> </ul>	<ul style="list-style-type: none"> <li>Timely submission of reports</li> <li>Timely submission of reports</li> </ul>
Recruitment and Selection Policy Committee (RSPC)	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
Bids and Awards Committee (BAC)	<ul style="list-style-type: none"> <li>BAC meetings for consulting services for P50,000 and above</li> </ul>	<ul style="list-style-type: none"> <li>Hiring of consultants</li> </ul>
PCW Operations Group (PDPMED, TSRCD, SCD and GWP 2)	<ul style="list-style-type: none"> <li>Signed DVs</li> </ul>	<ul style="list-style-type: none"> <li>Timeliness</li> <li>Decision</li> <li>Preparedness</li> </ul>
Job applicants	<ul style="list-style-type: none"> <li>Reviewed curriculum vitae</li> <li>interviews</li> </ul>	<ul style="list-style-type: none"> <li>To get hired</li> </ul>
Executive Director/ MANCOM/ Commissioners	<ul style="list-style-type: none"> <li>Advice on financial and administrative matters</li> </ul>	<ul style="list-style-type: none"> <li>Timeliness, decision</li> <li>Fact-based and legal-based advice</li> </ul>
PCW Support to Operations Group (AFD and CAIRMD)	<ul style="list-style-type: none"> <li>Action on documents</li> </ul>	<ul style="list-style-type: none"> <li>Competent advice</li> <li>Timely issuance of directions</li> <li>Immediate action on documents</li> </ul>

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	NEEDS	EXPECTATIONS
ALL PCW Units	<ul style="list-style-type: none"> <li>Advice on Government Rules and Regulations</li> <li>Decision on issues raised - Salary</li> <li>Procurement of goods and services, and consulting services</li> <li>General Services</li> </ul>	<ul style="list-style-type: none"> <li>Timely issuance of guidelines</li> <li>Competent handling of mid-year and year-end planning and assessment</li> <li>Quick, firm written decisions</li> <li>Should always be on time</li> <li>Clear process and procedure</li> <li>Compliance to rules and regulations</li> </ul>
Oversight Agencies (DBM, COA)	<ul style="list-style-type: none"> <li>Financial Reports</li> </ul>	<ul style="list-style-type: none"> <li>Timely and accurate</li> </ul>
GPPB	<ul style="list-style-type: none"> <li>Annual Procurement Plan</li> <li>Annual Procurement Compliance Performance Indicator (APCPI)</li> </ul>	<ul style="list-style-type: none"> <li>Timely submission of APP and APCPI</li> </ul>
CSC	<ul style="list-style-type: none"> <li>Updated agency HR profile</li> <li>SALN</li> <li>Appointment papers of staff for validation</li> <li>Report on appointments issued</li> <li>Report on separation</li> </ul>	<ul style="list-style-type: none"> <li>Updated and accurate</li> <li>Compliance to QS and deadline</li> </ul>
Suppliers and Consultants	<ul style="list-style-type: none"> <li>Payment for services rendered</li> </ul>	<ul style="list-style-type: none"> <li>Should always be on time</li> </ul>
OP, AO25, and DBM	<ul style="list-style-type: none"> <li>Budget Accountability Reports (e.g. Form A, A-1, 1.0 etc.)</li> </ul>	<ul style="list-style-type: none"> <li>Submitted on time</li> </ul>
Internal, i.e. PCW divisions	<ul style="list-style-type: none"> <li>Internet connectivity for their work</li> </ul>	<ul style="list-style-type: none"> <li>Stable, reliable, (fast)</li> </ul>
	<ul style="list-style-type: none"> <li>Computers</li> </ul>	<ul style="list-style-type: none"> <li>Reliable, up-to-date, secure</li> </ul>
	<ul style="list-style-type: none"> <li>IT technical assistance, i.e. troubleshooting</li> </ul>	<ul style="list-style-type: none"> <li>Timely, Resolves the issue</li> </ul>
	<ul style="list-style-type: none"> <li>Media relations management</li> </ul>	<ul style="list-style-type: none"> <li>Press releases, statements, and relevant articles issued/released to media contacts</li> </ul>
	<ul style="list-style-type: none"> <li>Automation of key processes</li> </ul>	<ul style="list-style-type: none"> <li>Addresses the requirements of the client, Reliable, User-friendly</li> </ul>
	<ul style="list-style-type: none"> <li>Transportation services</li> </ul>	<ul style="list-style-type: none"> <li>Availability of driver and vehicle</li> </ul>

	<b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b>	Document No. PCW-GPBQM-20161215-001	
	<b>LIST OF RELEVANT INTERESTED PARTIES</b>	Issued by: PDPMED	Date: November 02, 2017
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RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Safely arrived to their destination/venue</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle are well-maintained</li> </ul>
	<ul style="list-style-type: none"> <li>• Meeting services</li> </ul>	<ul style="list-style-type: none"> <li>• Availability of meeting venues</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Timely delivery of services</li> </ul>

## TECHNICAL

RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
All PCW divisions	<ul style="list-style-type: none"> <li>• Internet connectivity for their work</li> </ul>	<ul style="list-style-type: none"> <li>• Stable, reliable, (fast)</li> </ul>
All PCW divisions	<ul style="list-style-type: none"> <li>• Computers</li> </ul>	<ul style="list-style-type: none"> <li>• Reliable, up-to-date, secure</li> </ul>
All PCW Divisions	<ul style="list-style-type: none"> <li>• IT technical assistance, i.e. troubleshooting</li> </ul>	<ul style="list-style-type: none"> <li>• Timely, Resolves the issue</li> </ul>
OED and Chairperson's Office, PMO	<ul style="list-style-type: none"> <li>• Media relations management</li> </ul>	<ul style="list-style-type: none"> <li>• Press releases, statements, and relevant articles issued/released to media contacts</li> </ul>
All PCW Divisions	<ul style="list-style-type: none"> <li>• Automation of key processes</li> </ul>	<ul style="list-style-type: none"> <li>• Technical assistance in developing IT-based systems to automate PCW business processes to improve efficiency;</li> <li>• To reflect the required information systems in the PCW ISSP for budgeting;</li> <li>• Addresses the requirements of the client, Reliable, User-friendly</li> </ul>
External, General	<ul style="list-style-type: none"> <li>• Information regarding agency GAD plan and budget (GPB)</li> </ul>	<ul style="list-style-type: none"> <li>• Readily available upon request (note: this also falls under the Freedom of Information Program)</li> </ul>



**LIST OF RELEVANT  
INTERESTED PARTIES**


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RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
Public	<ul style="list-style-type: none"> <li>General information on various women and GAD concerns</li> </ul>	<ul style="list-style-type: none"> <li>Reliable information provided in a timely manner; in a form &amp; language that is easy to understand</li> </ul>
	<ul style="list-style-type: none"> <li>Information regarding PCW-led activities and advocacies</li> </ul>	<ul style="list-style-type: none"> <li>Accessible, updated, relevant, informative</li> </ul>
	<ul style="list-style-type: none"> <li>Request for resource persons on GAD-related concerns</li> </ul>	<ul style="list-style-type: none"> <li>Availability of resource persons, knowledgeable on the requested topic</li> </ul>
	<ul style="list-style-type: none"> <li>PCW website</li> </ul>	<ul style="list-style-type: none"> <li>Accessible, up-to-date content, user-friendly</li> </ul>
External (Government agencies) and Internal (PCW users)	<ul style="list-style-type: none"> <li>PCW information systems (GMMS, GRPD, KMS, Website)</li> </ul>	<ul style="list-style-type: none"> <li>Accessible, reliable, user-friendly</li> </ul>
	<ul style="list-style-type: none"> <li>Technical assistance in using the PCW information systems</li> </ul>	<ul style="list-style-type: none"> <li>Orientation of new users</li> <li>Issues resolution</li> </ul>
All PCW Divisions	<ul style="list-style-type: none"> <li>Compilation of GAD-related news, articles, and resources.</li> </ul>	<ul style="list-style-type: none"> <li>Current, organized, easy to browse</li> </ul>
Agency members of the Media Gender Equality Committee	<ul style="list-style-type: none"> <li>Technical guidance on the implementation of Section 16: Non-discriminatory and non-derogatory portrayal of women in media</li> </ul>	<ul style="list-style-type: none"> <li>Relevant to the agency's mandate,</li> <li>Active involvement in committee meetings, deliberations and committee-wide activities.</li> </ul>
General public, NGAs and LGUs	<ul style="list-style-type: none"> <li>Request for PCW publications</li> </ul>	<ul style="list-style-type: none"> <li>(Freely) available</li> <li>Translated to various local languages</li> <li>E-copy available for reprinting</li> <li>Up-to-date, relevant and accurate content.</li> </ul>
PCW Divisions	<ul style="list-style-type: none"> <li>Guidance on PCW</li> </ul>	<ul style="list-style-type: none"> <li>Comments/inputs as to</li> </ul>

 <p>Philippine Commission on Women</p>	<p><b>QUALITY MANUAL/OPERATIONS MANUAL ON GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET AND GAD ACCOMPLISHMENT REPORT SUBMISSION, REVIEW, AND ENDORSEMENT PROCESS</b></p>	<p>Document No. PCW-GPBQM-20161215-001</p>	
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RELEVANT INTERESTED PARTY	REQUIREMENTS	
	NEEDS	EXPECTATIONS
	branding	conformity to approved PCW branding guidenlines