*1-0458-23-02-2022-003603*

Office of the President of the Philippines
GOVERNANCE COMMISSION
FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS
3/F, BDO Towers Paseo, 8741 Paseo De Roxas, Makati City, Philippines 1226

Management System ISO 9001:2015
TÜVRheinland CERTIFIED
www.tuv.com ID 9105080109

**22 February 2022**

**MS. BERNADETTE ROMULO-PUYAT**
*Secretary, Department of Tourism and TPB Chairperson*
**MS. MARIA ANTHONETTE C. VELASCO-ALLONES**
*Chief Operation Officer (COO)*
**TOURISM PROMOTIONS BOARD (TPB)**
4/F Legaspi Towers, 300 Roxas Boulevard
Manila

**RE : VALIDATION RESULT OF 2020 PERFORMANCE SCORECARD OF TPB**

Dear Secretary Romulo-Puyat and COO Velasco-Allones,

This is to formally transmit the validation result of TPB's 2020 Performance Scorecard. Based on the Governance Commission's validation of the GOCC's documentary submissions, TPB gained an over-all score of **23.41%** (See ***Annex A***). The same is to be posted in TPB's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.[1]

In relation to the grant of 2020 Performance-Based Bonus (PBB) to eligible officers and employees, TPB fails to satisfy the requirements of GCG M.C. No. 2019-02,[2] particularly the achievement of a weighted-average score of at least 90% in its 2020 Performance Scorecard. In this regard, the Board is reminded that any unilateral action to release the PBB will be considered as a violation of the Board's fiduciary duty to protect the assets of the GOCC as provided under Section 19 of Republic Act No. 10149.[3]

Consequently, pursuant to GCG M.C. No. 2021-01,[4] failure to qualify for the PBB means that the Appointive Members of the Governing Board of TPB shall not be qualified to receive the Performance-Based Incentive (PBI).

**FOR TPB'S INFORMATION AND GUIDANCE.**

Very truly yours,

Digitally signed by:
**CHAIRMAN SAMUEL G. DAGPIN, JR.**

Digitally signed by:
**COMMISSIONER MICHAEL P. CLORIBEL**

Digitally signed by:
**COMMISSIONER MARITES C. DORAL**

**cc: COA Resident Auditor – TPB**

[1] CODE OF CORPORATE GOVERNANCE, dated 28 November 2012.
[2] INTERIM PERFORMANCE-BASED BONUS (PBB), dated 25 July 2019.
[3] AN ACT TO PROMOTE FINANCIAL VIABILITY AND FISCAL DISCIPLINE IN GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS AND TO STRENGTHEN THE ROLE OF THE STATE IN ITS GOVERNANCE AND MANAGEMENT TO MAKE THEM MORE RESPONSIVE TO THE NEEDS OF PUBLIC INTEREST AND FOR OTHER PURPOSES, dated 06 June 2011.
[4] INTERIM PERFORMANCE-BASED INCENTIVE (PBI) SYSTEM FOR THE APPOINTIVE DIRECTORS OF GOCCS COVERED BY GCG FOR FY 2020 AND FOR THE YEARS THEREAFTER, dated 28 January 2021.

2-2-28-22 Recorded

**TOURISM PROMOTIONS BOARD (TPB)**
**Validation Result of 2020 Performance Scorecard**

| | Component | | | | | | TPB Submission[1] | | GCG Validation | | Supporting Documents | GCG Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Objective/Measure | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| CUSTOMERS/STAKEHOLDERS | SO 1 | Coordinated and Sustainable Tourism Promotions and Marketing Recovery Program | | | | | | | | | | |
| | SM 1 | Number of TPB-Initiated Domestic and International Projects held in the Philippines | Total Number of Implemented Domestic and International Projects held in the Philippines / Total Number of Planned Domestic and International Projects held in the Philippines | 12.5% | (Actual / Target) x Weight | 75% Implementation of the Total Planned Domestic and International Projects | 20 Events Implemented / 19 Planned Events = 105.26% | 12.5% | Cannot Be Validated | 0% | List of TPB-Initiated Domestic and International Projects held in the Philippines<br><br>Copies of Accomplishment Reports, TPB Bulletins, Presentation Materials, and Terminal Reports | From the supporting documents provided, the Governance Commission was unable to determine which of the events are considered as planned events. Considering that the intent of the measure is to ensure that the TPB carry out its planned events for the year and that there was insufficient documentation submitted by the corporation to establish that the domestic and international projects were planned, a zero rating was awarded. |
| | SM 2 | Generate Return on Marketing Investment (ROMI) of TPB Domestic and International Marketing and Promotions Projects | (Benefit-Cost) / Cost[2] | 10% | Below 1179% = 0%<br>1179% to 1189% = 5%<br>1190% to 1200% = 8%<br>Above 1200% = 10% | Above 1200% | Benefits Generated: ₱12,773,899,435.42<br><br>Budget Utilized: ₱76,281,758.09<br><br>ROMI: 16,645.68% | 10% | Cannot Be Validated | 0% | Copies of Terminal Reports, Accomplishment Reports, Mileage Reports, Market Profiles, Disbursement Vouchers, and Budget Utilization Requests Status | The Governance Commission could not objectively verify the reported accomplishment as there were no guidelines on the computation of the conversion rates. It was noted that some projects do not have a conversion rate while for projects with a conversion rate, the percentage rates from 5% to 44.48%. Moreover, the amounts in the provided disbursement vouchers do not tally with the reported actual budget utilization rate on domestic and international |

[1] Based on the latest PES Accomplishment Report provided through TPB's submission dated 08 November 2021.
[2] Where: Benefit = values generated out of sales (e.g., tour packages sold, etc.; i.e. but does not include private sector participation fees paid to TPB); and Cost = project fund expended by TPB

| Component | | | | | | TPB Submission[1] | | GCG Validation | | Supporting Documents | GCG Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Objective/Measure | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| | | | | | | | | | | | marketing and promotions projects. |
| SM 3 | Generate Return on Marketing Investment (ROMI) of TPB Marketing Communications Projects | (Media Values – Media Spend) / Media Spend[3] | 10% | (Actual / Target) x Weight | Above 120% | Media/PR Values: ₱929,018,573.76<br><br>Budget Utilized: ₱397,456,547.00<br><br>ROMI: 133.74% | 10% | Cannot Be Validated | 0% | Copies of Mileage Reports, Disbursement Vouchers, and Budget Utilization Request Status | The Governance Commission did not consider projects with only the Budget Utilization Request Status submitted as such document do not reflect the obligated or disbursed amount on marketing communications projects of the corporation.<br><br>The measure could not be validated using only the submitted disbursement vouchers as the equivalent media values amounts to be excluded could not be determined. |
| **SO 2** | **Cultivate Partnership with Stakeholders and Customers** | | | | | | | | | | |
| SM 4 | Number of TPB-Supported Events/Projects Organized by Foreign Suppliers | Supported Events/Projects Organized by Foreign Suppliers / Total Number of Expected Events/ Projects Organized by Foreign Suppliers with Request Support from TPB | 10% | (Actual / Target) x Weight | Support 75% of the Total Expected Events/Projects Organized by Foreign Suppliers | 39 Supported Events/ 21 Expected Events = 185.71% | 10% | Cannot Be Validated | 0% | Copies of Accomplishment Reports, Terminal Reports, and Project Brief Forms<br><br>List of Expected and Actual Events Assisted | Similar with the case of SM 1, the Governance Commission could not establish that the events reported are expected events with the documentation submitted by the TPB. |

[3] Where: Media Values = impression, reach, etc.; Media Spend = cost paid for placements, etc.

| Component | | | | | | TPB Submission[1] | | GCG Validation | | Supporting Documents | GCG Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Objective/Measure | | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| | SM 5 | Number of TPB-Assisted Domestic and International Promotions Projects Organized by Philippine Stakeholders | Assisted Domestic and International Promotions Projects Organized by Philippines Stakeholders / Total Number of Domestic and International Promotions Projects Organized by Philippines Stakeholders with Request for Assistance from TPB | 10% | (Actual / Target) x Weight | Assist 75% of the Total Anticipated Domestic and International Promotions Projects Organized by Philippine Stakeholders | 56 Assisted Events / 60 Anticipated Events = 93.33% | 10% | Cannot Be Validated | 0% | Copies of Accomplishment Reports, Terminal Reports, and Project Brief Forms<br><br>List of Anticipated and Actual Events Assisted | The Governance Commission could not validate the measure due to the non-submission of the requested copies of the requests from Philippine stakeholders. The requested document would aid in the validation of the summary list provided by the TPB. |
| | **SO 3** | **Improve Customer Satisfaction Rating** | | | | | | | | | | |
| | SM 6a | Percentage of Satisfied Customers (Exhibitors) | Number of Respondents who gave at least Satisfactory Rating / Total Number of Respondents | 2.5% | (Actual / Target) x Weight<br>If Below 80% = 0% | 90% | Exhibitors: 96.77% are Satisfied<br><br>Attendees: 96.83% are Satisfied<br><br>Familiarization Trip Participants & Social | 2.5% | Cannot Be Validated | 0% | Tabulation of the Aggregate Data (Exhibitors, Attendees, and Familiarization Trip Participants and Social Media Influencers)<br><br>Full Report on TPB's 2020 | In the Final Report prepared by the third-party service provider, it was noted that the TPB specified in the Terms of Reference (TOR) that the sample size for the 2020 customer satisfaction survey is projected to range from 224 to a maximum of 300 respondents. Under Item IV.C. of the *Enhanced Standard* |
| | SM 6b | Percentage of Satisfied Customers (Attendees) | | 2.5% | | 90% | | 2.5% | | | | |

| Component | | | | | | TPB Submission[1] | | GCG Validation | | Supporting Documents | GCG Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Objective/Measure | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| SM 6c | Percentage of Satisfied Customers (Familiarization Trip Participants and Social Media Influencers) | | 2.5% | | 90% | Media Influencers: 96.88% are Satisfied<br><br>Overall Satisfaction Rating: 96.83% | 2.5% | | | Customer Satisfaction Survey<br><br>Quality Control Report<br><br>Database of Back Checking and Spot Checking of Responses<br><br>Copies of Accomplished Survey Forms | *Methodology for the Conduct of the Customer Satisfaction Survey*, the prescribed sample size for the customer segment 'Attendees' is 300 while the total universe should be targeted as survey respondents for customer segments 'Exhibitors' and 'Familiarization Tour Participants'. It shall also be noted that the TPB's target sample size of 300 was for all customer types instead of the *"per customer type"* approach as indicated in the guidelines of the Governance Commission.<br><br>Moreover, due to the limited number of respondents for the customer segments 'Attendees' and 'Exhibitors', the margin of error (MOE) for the aforementioned customer segments are higher than the prescribed MOE provided under Item IV.C. of the *Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey*. It should be noted that a higher MOE implies that the survey results are less likely to reflect the entire population. |
| | | ***Sub-total*** | ***60%*** | | | | *60%* | | *0%* | | |

| | Component | | | | | | TPB Submission[1] | | GCG Validation | | Supporting Documents | GCG Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Objective/Measure | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| FINANCIAL | SO 4 | Maintain Efficient, Accountable and Transparent Financial Process and Systems | | | | | | | | | | |
| | SM 7a | Utilization of Corporate Operating Funds | Total Obligations (net of PS and SCF) / Total COB as Approved by the DBM (net of PS and SCF) | 5% | (Actual / Target) x Weight | Not Lower Than 90% But Not Exceeding 100% (excluding PS, SCF and PEC) | 92% Utilization as of December 2020 | 5% | 89.87% | 4.99% | Budget Utilization Reports<br><br>DBM-Approved Corporate Operating Budget<br><br>Statement of Appropriations, Allotments, Obligations, Disbursements and Balances (SAAODB)<br><br>Special Allotment Release Order (SARO)<br><br>2020 COA Audit Report | The validated actual is based on the submitted SAAODB and 2020 COA Audit Report.<br><br>The DBM-approved uses of funds amounted to ₱1.161 Billion includes provision for Personnel Services (PS) Cost and Special Contingency Fund (SCF).<br><br>As validated by the Governance Commission, the total budget excluding PS cost (₱102.16 Million) and SCF (₱87.03 Million) amounted to ₱972.201 Million, of which only ₱873.76 Million were obligated and ₱564.89 Million were disbursed, by end of December 2020.<br><br>The Governance Commission takes this opportunity to note that based on the SAAODB report submitted, funds obligated and disbursed were sourced from the subsidy released to the TPB despite the generation of funds in the amount of ₱3.258 Million. Further, the Governance Commission notes that the DBM-approved COB specifically excluded the amount of ₱19.836 Million for Personal Services cost which |
| | SM 7b | Utilization of Corporate Operating Funds | Total Disbursements (net of PS) / Total COB as Approved by the DBM (net of PS and SCF) | 5% | (Actual / Target) x Weight | 85% Disbursement (excluding PS, SCF, and PEC) | 86% Disbursement as of August 2021 | 5% | 58.10% | 3.42% | | |

| Component | | | | | | | TPB Submission[1] | | GCG Validation | | Supporting Documents | GCG Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Objective/Measure | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| | | | | | | | | | | | | includes provision for Educational Bonus (₱4.532 Million), Socio-Economic Bonus (₱6.017 Million) and Christmas Bonus (₱5.881 Million) **for lack of legal basis**. However, in the submitted SAAODB report, the TPB noted that these traditional bonuses were granted and charged against its corporate funds: Educational Assistance (₱5.052 Million), Socio Economic (₱5.166 Million), and Christmas Incentive (₱5.440 Million).<br><br>The Governance Commission also adjusted the rating scale for SM7a to be uniform with that of SM 7b. |
| | | | ***Sub-total*** | ***10%*** | | | | *10%* | | *8.41%* | | |
| INTERNAL PROCESS | **SO 5** | **Maintain Efficient, Accountable and Transparent Administrative Process and Systems** | | | | | | | | | | |
| | SM 8 | Improve Percentage of Application Processed within Prescribed Turnaround Time[4] | Total Number of Applications Processed Within Prescribed Turnaround Time[5] / Total Number of Applications Received | 10% | (Actual / Target) x Weight | 100% | 557 out of 566 Transactions were Acted Upon Within the Prescribed Timeline | 9.84% | Cannot Be Validated | 0% | Monitoring Report of Transactions per Process<br><br>TPB Citizen's Charter | The TPB monitored the turnaround time of the transactions for the following processes: (a) Conduct of Project Evaluation; (b) Fairs & Mission for Sellers; (c) TPB Membership Application; (d) Request for Images; and (e) |

[4] The processes included in this measure are frontline services that cater to TPB's external clients such as Assistance to Booked Events, Bidding for International Events and Organizing/Hosting of Special and Institutional Events.
[5] The period turnaround time shall be based on TPB's Citizen's charter and its compliance following Republic Act No. 11302, otherwise known as Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

| Component | | | | | | | TPB Submission[1] | | GCG Validation | | Supporting Documents | GCG Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Objective/Measure | | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| | | | | | | | | | | | 2020 Certificate of Compliance (COC)<br><br>Transmittal of TPB's COC and 2020 Citizen's Charter to ARTA | Request for Collateral Materials.<br><br>Upon review of the TPB's Citizen's Charter, the Governance Commission found that only processes (d) and (e) as noted above are included in the Citizen's Charter.<br><br>During the online validation, the TPB explained that the Citizen's Charter was recalibrated and streamlined through an Anti-Red Tape Authority (ARTA) Compliance Report submitted by the corporation to the ARTA through a letter dated 23 July 2020. Moreover, the TPB informed the Governance Commission that the ARTA Compliance Report was the basis for the turnaround time of the processes. However, review of the document showed that similar with the Citizen's Charter, only processes (d) and (e) were provided with information on the processing time.<br><br>The Governance Commission reviewed the submitted Summary Reports for transactions that fall under either process (d) or process (e). However, the Governance |

| Component | | | | | | | TPB Submission[1] | | GCG Validation | | Supporting Documents | GCG Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Objective/Measure | | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| | | | | | | | | | | | | Commission cannot undertake the proper validation of the actual turnaround time for such transactions as the Summary Reports contained incomplete and unverifiable date formats. Please see ***Appendix 1*** for sample. |
| | SM 9 | Attain ISO Certification | Actual Accomplishment | 10% | All or Nothing | Maintain ISO 9001:2015 Certificate | Recommended for Continued Certification Based on the Result of External Audit last 02 December 2020 | 10% | ISO 9001:2015 Certificate Maintained | 10% | Audit Report<br><br>Confirmation Letter from the Certification International Philippines | Acceptable. |
| | | | ***Sub-total*** | ***20%*** | | | | *19.84%* | | *10%* | | |
| LEARNING & GROWTH | **SO 6** | **Sustain a Culture of Organizational Engagement that Fosters Effective Performance, Lifelong Learning and Growth** | | | | | | | | | | |
| | SM 10 | Improve Competency of the Organization | Actual Accomplishment | 5% | All or Nothing | Board-Approved Competency Framework | Board Resolution No. 282 - TPB Competency Framework<br><br>TPB Board-Approved Competency-Based Framework | 10% | Board-Approved Competency Framework | 5% | Board-Approved Competency-Based Framework<br><br>Board Resolution Summary Competency Gaps per Competency | Acceptable.<br><br>However, the Governance Commission noted that the approval of the Competency-Based Framework is *"subject to further vetting by the TPB's Personnel and Human Resources Development division (PHRDD) vis-à-vis the job descriptions through the conduct of validation and calibration sessions"*. Upon clarification with the TPB, such condition was placed by the Board of Directors to ensure that the PHRDD will generate a Competency Report of the corporation based on the |

| Component | | | | | | TPB Submission[1] | | GCG Validation | | Supporting Documents | GCG Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Objective/Measure | | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| | | | | | | | | | | | | Competency-Based Job Descriptions (CBJDs). |
| | | | Actual Accomplishment | 5% | All or Nothing | Establish Competency Baseline[6] of All Employees | 104 Individual Competency Profiles Submitted for 100% Submission | | 104 out of 106 Employees Assessed<br><br>Cannot Be Validated | 0% | Competency Assessment Reports for 2020<br><br>Excel File on the Computation of the Organization's Competency Baseline<br><br>Details of Workforce Complement of the Organization<br><br>Position Profiles of Positions | The 10% weight originally allocated for the measure was equally distributed to the two targets to give recognition to the accomplishment of competency framework.<br><br>Two (2) new permanent employees were excluded in the competency assessment.<br><br>The TPB clarified that a competency assessment for the new permanent employees was conducted in 2020. However, the Candidate Evaluation Form and the Position Description Form used in the assessment of the competency level of the employees are not based on the competencies under the Board-approved Competency Framework. The TPB represented that at the time of the assessment of the said employees, the current Competency Framework of the TPB was not yet approved. |

[6] The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula: $\frac{\sum_{b=1}^{B}\left[\frac{\sum_{a=1}^{A}\left(\frac{\text{Actual Competency Level}}{\text{Required Competency Level}}\right)_a}{A}\right]_b}{B}$ where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

| Component | | | | | | | TPB Submission[1] | | GCG Validation | | Supporting Documents | GCG Remarks |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Objective/Measure | | Formula | Weight | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| | | | | | | | | | | | | Through a letter dated 06 May 2021, the Governance Commission reminded the TPB that the competency baseline should capture the holistic implementation of the competency framework covering, among others, hiring, training, and promotion of employees. As such, the competency assessment should cover 100% of its employees. |
| | | | ***Sub-total*** | *10%* | | | | *10%* | | *5%* | | |
| | | | **TOTAL** | **100%** | | | | **99.84%** | | **23.41%** | | |

## SM 8: Improve Percentage of Applications Processed within Prescribed Turnaround

### Second Semester Transactions for Request for Images and Request for Collateral Materials
*(as submitted by the TPB)*

### REQUEST FOR IMAGES

| Name of Requesting Party | Date of Request | Date of Approval/ Disapproval | Prescribed Turnaround Time | Actual Turnaround Time |
|---|---|---|---|---|
| Shangri-La Boracay Spa&Resort | 17 July 2020 | 19 July 2020 | 8 Days, 1 Hour | 3 Days |
| PDOT UK | 21 July 2020 | 23 July 2020 | 8 Days, 1 Hour | 4 Days |
| Dubai Expo 2020/2021 | 29 July 2020 | 3 August 2020 | 8 Days, 1 Hour | 3 Days |
| 2020 PWA | 11 August | 13 August | 8 Days, 1 Hour | 2 Days |
| Rotary International Convention 2026 | 10 August 2020 | 13 August 2020 | 8 Days, 1 Hour | 4 Days |
| Progressive Web Application | 11 August 2020 | 12 August 2020 | 8 Days, 1 Hour | 2 Days |
| PDOT Tokyo | 18 August 2020 | 20 August 2020 | 8 Days, 1 Hour | 3 Days |
| PHITEX 2020 Infographics video | 26 August 2020 | 31 August 2020 | 8 Days, 1 Hour | 6 Days |
| Travel Pilipinas | 08 September 2020 | 08 September 2020 | 8 Days, 1 Hour | 1 Day |
| PDOT Korea | 11 September 2020 | 11 September 2020 | 8 Days, 1 Hour | 1 Day |
| PDOT-FRANKFURT | Sept. 25 | Oct. 15 | 8 Days, 1 Hour | 15 Days |
| VIRTUOSO | Oct. 08 | Oct. 13 | 8 Days, 1 Hour | 4 Days |
| CAEXPO | Oct. 08 | Oct. 15 | 8 Days, 1 Hour | 6 Days |
| PDOT-OSAKA | Oct. 08 | Oct. 15 | 8 Days, 1 Hour | 6 Days |
| PDOT-FRANKFURT | Oct. 12 | Oct. 13 | 8 Days, 1 Hour | 1 Day |

| Name of Requesting Party | Date of Request | Date of Approval/ Disapproval | Prescribed Turnaround Time | Actual Turnaround Time |
|---|---|---|---|---|
| PDOT-AUSTRALIA | Oct. 15 | Oct. 21 | 8 Days, 1 Hour | 5 Days |
| Team Asia | Nov. 13 | Nov. 13 | 8 Days, 1 Hour | 1 Day |
| FORBES ASIA | Nov. 16 | Nov. 18 | 8 Days, 1 Hour | 3 Days |
| PWA | Nov. 24 | Nov. 26 | 8 Days, 1 Hour | 3 Days |
| CITEM | Nov. 18 | Nov. 20 | 8 Days, 1 Hour | 10 Days |
| UP Manila National Institute of Health | Dec. 2 | Dec. 4 | 8 Days, 1 Hour | 2 Days |
| GOCC-OGCC Ad Photo | Dec. 11 | Dec. 11 | 8 Days, 1 Hour | 1 Day |
| PDOT-UK | Dec. 16 | Dec. 18 | 8 Days, 1 Hour | 3 Days |
| NAITAS | Dec. 23 | Dec. 23 | 8 Days, 1 Hour | 1 Day |
| SWIRETRAVEL PHILIPPINES | Dec. 18 | Dec. 23 | 8 Days, 1 Hour | 4 Days |

**Note**: During the online validation, GCG representatives already requested TPB to properly format the dates in the summary report to be submitted to ensure ease of validation.

## REQUEST FOR COLLATERAL MATERIALS

| Name of Requesting Party | Date of Request | Date of Approval/ Disapproval | Prescribed Turnaround Time | Actual Turnaround Time |
|---|---|---|---|---|
| University of the Philippines AIT Alumni Association (UPAAA) | 01 September 2020 | 04 September 2020 | 7 Days, 2 Hours, 30 Minutes | 7 Days & 5 Hours Working Days |
| Terry Romilla of PAL | 09 November 2020 | 10 November 2020 | 7 Days, 2 Hours And 30 Minutes | 4 Working Days |
| Mr. Robert John of Q.C. | 16 December 2020 | 18 December 2020 | 7 Days, 2 Hours And 30 Minutes | 4 Working Days |

**Note**: Document to validate the number of hours and minutes reported was not provided by the TPB. Data submitted only provides the number of days.