

**BOARD RESOLUTION NO. 422  
SERIES OF 2023**

**“APPROVAL OF THE AMENDED TPB WHISTLEBLOWING POLICY”**

**WHEREAS**, the Tourism Board approved the existing Whistleblowing Policy Guidelines of the TPB on 16 October 2018 through Board Resolution No. 174, series of 2018, in compliance with GCG Memorandum Circular No. 2016-02;

**WHEREAS**, the GCG issued MC No. 2023-03 to amend the GCG Memorandum Circular No. 2016-02 in order to further define the actions, omissions, or violations that may be committed by TPB Personnel that are covered by the Whistleblowing Policy. The Circular also laid down the protection for the whistleblower and the additional provision relative to Validation by the GCG's Office of the General Counsel (OGC)-Integrity Division, as applicable;


**RESOLVED**, as it is hereby resolved, that the Board of Directors hereby duly **APPROVES** the Amended Whistleblowing Policy Guidelines<sup>1</sup>.

Adopted this 20<sup>th</sup> day of December 2023 during the Regular Board of Directors' Meeting.

Approved by:

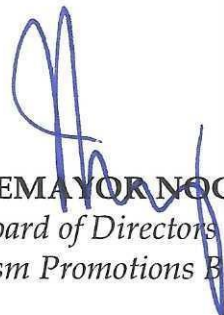
**MA. ESPERANZA CHRISTINA GARCIA FRASCO**  
*Chairperson of the TPB Board of Directors and  
Secretary of Tourism*

By the Authority of the Secretary:




**SHEREEN GAIL C. YU-PAMINTUAN**  
*Alternate Chairperson of the Board of Directors and  
Undersecretary, Department of Tourism*

<sup>1</sup> A copy is attached as Annex "A."




**MARIA MARGARITA MONTEMAYOR NOGRALES**  
*Vice-Chairperson of the Board of Directors and  
Chief Operating Officer, Tourism Promotions Board*




**JETRO NICOLAS I. LOGZADA**  
*Alternate Member of the Board of Directors and  
Assistant Chief Operating Officer, Tourism  
Infrastructure and Enterprise Zone Authority*




**ANDREA CHRISTINA Q. CAYMO-  
KAUFFMAN**  
*Alternate Member of the Board of Directors and  
Director, Department of Foreign Affairs*




**MARIEVIC M. BONOAN**  
*Alternate Member of the Board of Directors and  
Director, Department of Trade and Industry*



**ROBERTO C.O. LIM**  
*Alternate Member of the Board of Directors and  
Undersecretary, Department of Transportation*



**EDUARDO F. PELAEZ**  
*Appointive Director (Other Tourism Enterprises)  
and President, Mapawa Nature Park*



**VANESSA L. SUATENGCO**  
*Appointive Director (Accommodation  
Enterprises) and Former General Manager,  
Diamond Hotel Philippines*

In view of the issuance of GCG Memorandum Circular No. 2016-02<sup>1</sup>, as amended by GCG Memorandum Circular No. 2023-03<sup>2</sup>, the Revised Tourism Promotions Board (TPB) Whistleblowing Policy Guidelines is hereby adopted.

## **TOURISM PROMOTIONS BOARD WHISTLEBLOWING POLICY GUIDELINES**

**1. STATEMENT OF POLICY.** - It is the policy of the Tourism Promotions Board's (TPB) that its governance shall be carried out in a transparent, responsible and accountable manner and with the utmost degree of professionalism and effectiveness. Furthermore, the Governing Board, Officers and Employees of TPB must be competent to carry out the TPB's functions, be fully accountable to the State as its fiduciaries, and act in the best interest of the State.

The TPB, acting through their Governing Board and duly authorized Officers and Employees, shall conduct the affairs, operations and business of TPB in full compliance with applicable laws, rules, regulations. As public officers, all TPB's Directors, Officers and Employees must exemplify the behavior and professional demeanor consistent with such laws, rules, regulations, policies and procedures of the highest standard.

**2. BACKGROUND AND PURPOSE.** - The purpose of this Whistleblowing Policy is to enable any concerned individual to report and provide information, anonymously if he/she wishes, and even testify on matters involving the actions or omissions of the Directors, Officers and Employees of TPB that are illegal, unethical, violate good governance principles, are against public policy and morals, promote unsound and unhealthy business practices, are grossly disadvantageous to TPB and/or the Government.

**3. COVERAGE.** - This Policy shall be applicable to all TPB Directors, Officers and Employees, which are covered by the provisions of Republic Act (R.A.) No. 10149 and are subject to the regulatory jurisdiction of the Governance Commission.

**4. REPORTABLE CONDITIONS.** - Whistleblowers may report to TPB such acts or omissions that are illegal, unethical, violate good governance principles, are against public policy and morals, promote unsound and unhealthy business practices, are grossly disadvantageous to TPB and/or the Government, such as, but not limited to:

- a. Abuse of Authority
- b. Bribery
- c. Conflict of Interest
- d. Destruction/Manipulation of Records
- e. Fixing

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<sup>1</sup> "Revised Whistleblowing Policy for the GOCC Sector"

<sup>2</sup> "Amending GCG Memorandum Circular No. 2016-02 or the Revised Whistleblowing Policy for the GOCC Sector"

- f. Inefficiency
- g. Making False Statements
- h. Malversation
- i. Misappropriation of Assets
- j. Misconduct
- k. Money Laundering
- l. Negligence of Duty
- m. Nepotism
- n. Plunder
- o. Receiving a Commission
- p. Solicitation of Gifts
- q. Taking Advantage of Corporate Opportunities
- r. Undue Delay in Rendition of Service
- s. Undue Influence
- t. Violation of Procurement Laws

Whistleblowers may also report such other acts or omissions that otherwise involve violations of the following laws, rules and regulations:

- a. R.A. No. 6713, "Code of Conduct and Ethical Standards for Public Officials and Employees";
- b. R.A. No. 3019, "Anti-Graft and Corrupt Practices Act";
- c. R.A. No. 7080, as amended, "The Plunder Law";
- d. Book II, Title VII, Crimes Committed by Public Officers, The Revised Penal Code;
- e. Executive Order (E.O.) No. 292, s. 1987, "Administrative Code of 1987";
- f. R.A. No. 10149, the "GOCC Governance Act of 2011";
- g. GCG M.C. No. 2012-05, "Fit and Proper Rule";
- h. GCG M.C. No. 2012-06, "Ownership and Operations Manual Governing the GOCC Sector";
- i. GCG M.C. No. 2012-07, "Code of Corporate Governance for GOCCs"
- j. Violations of the TPB Charter;
- k. Sexual harassment contemplated under R.A. No. 7877, otherwise known as the "Anti-Sexual Harassment Act of 1995", R.A. No. 11313, otherwise known as the "Safe Spaces Act", 2017 RACCS, other relevant CSC Circulars, and applicable laws and regulations; and,
- l. Other TPB's Memorandum Circulars and Orders, and applicable laws and regulations;

**5. TPB WHISTLEBLOWING WEB PORTAL.** - TPB has established the website [www.http://tpb.gov.ph](http://tpb.gov.ph) as its primary reporting channel for whistleblowers under this memorandum circular.

This reporting channel is an online-based platform by which whistleblowers may securely submit reports electronically while at the same time ensuring their anonymity and the confidentiality of their reports.

Whistleblowers are encouraged to utilize this online reporting channel.

**6. ALTERNATIVE REPORTING CHANNELS.** - Whistleblowers may also submit whistleblowing reports to Governing Board and Officers of TPB through the following alternative reporting channels:

- a. Face-to-Face Meetings : with the TPB Officers and Employees
- b. E-Mail : [complaints@tpb.gov.ph](mailto:complaints@tpb.gov.ph)
- c. Mail : Tourism Promotions Board office  
4<sup>th</sup> Floor Legaspi Towers 300  
Roxas Boulevard, Manila City, Philippines
- d. Telephone : 525-9318 to 27/ 525-9607 to 09/ 526-9622 to 23
- e. Fax : 521-6165 / 525-3314

**7. CONFIDENTIALITY.** - Except when the whistleblower does not invoke anonymity and/or confidentiality when invoking the Whistleblowing Policy, TPB shall ensure confidentiality of all information arising from whistleblowing reports submitted pursuant to this Policy Guidelines. It shall treat all reports, including the identity of the whistleblower and the person/s complained of, in a confidential and sensitive manner. The identity of the whistleblower will be kept confidential, unless compelled by law or the Courts to be revealed, or unless the whistleblower authorized the release of his/her identity.

**8. PROTECTION OF A WHISTLEBLOWER AGAINST RETALIATION.** - Retaliatory acts against whistleblowers who submit whistleblowing reports in good faith shall not be tolerated by TPB which shall extend all possible assistance to the whistleblower under the law and given the circumstances. Such retaliatory acts may include:

- a. Discrimination or harassment in the workplace
- b. Demotion
- c. Reduction in salary or benefits
- d. Termination of contract
- e. Evident bias in performance evaluation
- f. Any acts or threats that adversely affect the rights and interests of the whistleblower

**9. UNTRUE ALLEGATIONS.** - If a Whistleblower makes allegations that are determined to be fabricated or malicious falsehoods, and/or he/she persists in making them, legal action may be taken against him by TPB.

## **10. HANDLING OF WHISTLEBLOWING REPORTS.**

**10.1. Filing of Whistleblowing Reports** - All whistleblowing reports must be submitted to TPB through the website [www.http://tpb.gov.ph](http://tpb.gov.ph) or through any of the Alternative Reporting Channels identified in paragraph 6 of this Policy Guidelines.

**10.2. Investigation by the TPB Legal Department** - All whistle blowing reports will be evaluated and investigated by the Legal Department which reserves the right to disregard reports that are vague, ambiguous, patently without merit, or are simply made with malicious intent to tarnish the name and reputation of the person/s complained of.

## **11. GCG ACTION ON WHISTLEBLOWING REPORTS.**

**11.1.** In cases of whistleblowing reports against TPB, their Directors, officers, and employees, GCG may pursue any of the following actions:

- a. Dismiss the whistleblowing report for want of palpable merit
- b. Forward the whistleblowing report to TPB for corresponding official action
- c. Submit a formal recommendation to TPB's Board of Directors for the discipline of respondent officers/employees
- d. Submit a formal recommendation to TPB's Board of Directors for the suspension of the respondent Appointive Director
- e. Submit a formal recommendation to the President of the Republic of the Philippines for the removal of the respondent Appointive Director
- f. Endorse to the proper Government Agency such as the Office of the Ombudsman. the pursuit of the criminal and/or administrative processes against the respondents
- g. Enjoin the TPB's Board of Directors and Management to comply with applicable laws or jurisprudence and/or to undertake corrective measures to address the matters raised in the complaint; and
- h. Consider the whistleblowing report closed and terminated if the response of the respondent is found to be adequate

**11.2.** In cases of whistleblowing reports against the Directors, the Office of the General Counsel may dismiss the whistleblowing report for want of merit, or submit their recommendations on proposed sanctions against the respondents to the Office of the President.

**11.3.** In cases of whistleblowing reports against other officers and employees of TPB, the Office of the General Counsel may dismiss the whistleblowing reports for want of merit or submit their recommendations on proposed sanctions against the respondents to the Management Committee of TPB.

**12.A. DUTY OF TPB.** – TPB must provide a working environment that promotes whistleblowing and establish such regulations that provide protection to whistleblowers against retaliation actions mentioned in paragraph 8 of this Policy Guidelines.

In the same manner, TPB shall ensure through appropriate regulations that its Board of Directors, officials and employees are amply protected against patently baseless, untrue and malicious complaints and harassment suits.

Full compliance with this paragraph shall be a Good Governance Condition for the grant of Performance-Based Bonus and Performance-Based Incentives starting 2017.

**12.B. OTHER DUTIES OF TPB.** – The TPB shall comply with the following:

- a. **WHISTLEBLOWING PORTAL.** Maintain its own whistleblowing system, including the whistleblowing portal available in its web portal;

- b. **PROCESS.** Adopt a process and include in TPB's Citizens Charter the handling of whistleblowing reports and complaints;
- c. **TURN-AROUND-TIME.** Resolve the whistleblowing reports or complaints within the periods prescribed by relevant issuances or orders and as provided in TPB's Citizens Charter;
- d. **CLIENT SATISFACTION SURVEY.** – Administer a satisfaction survey in accordance with applicable rules and regulations relative to the grant of the Performance-Based Bonus and Performance-Based Incentive.
- e. **REPORTORIAL DUTY.** – Submit to the GCG – Office of the General Counsel, Integrity Division an annual report prepared by the concerned office in TPB and certified by TPB's Governing Board, that contains the following:
  - i. Rules in Handling Whistleblowing Reports or complaints were institutionalized or if processes are already in place, if the same were subjected to modifications;
  - ii. Summary of all whistleblowing reports received by TPB;
  - iii. Summary of the actions taken thereon;
  - iv. Results of the corresponding CSS;
  - v. Percentage of reports resolved within the prescribed period, percentage of reports resolved outside the prescribed period, and percentage of reports that remains unresolved;
  - vi. Copies of the reports and complaints, relevant letters and memoranda, evidence of administration of the CSS, and other pertinent documents.

**13. VALIDATION.** The OGC, Integrity Division may conduct validation of the reports and documents submitted by the TPB in relation to Item 12.B. (e), including on-site validation confirming the reports submitted by the GOCCs. If the reports are substantiated, then the OGC, Integrity Division must issue the following certifications that:

- a. Rules in handling whistleblowing reports and complaints exist, and status of the same if subjected to modifications;
- b. The TPB indicated all the whistleblowing reports and complaints received;
- c. The TPB acted, disposed, if not resolved all the whistleblowing reports and complaints, including the resolution and disposition rates;
- d. CSS was undertaken and the results were submitted.

**14. GOOD GOVERNANCE CONDITION.** Full compliance with the foregoing requirements shall be a Good Governance Condition for the grant of Performance-Based Bonus and Performance-Based Incentives of the offices handling the whistleblowing reports, complaints or concerns of the stakeholders, and the Governing Board and Management.

**15. REPEALING CLAUSE.** - All TPB's existing guidelines, orders, circulars, policies and other issuances, which are inconsistent with any provision of the Revised Whistleblowing Policy for the GOCC Sector shall be deemed superseded.

**16. EFFECTIVITY CLAUSE.** - This Policy Guidelines shall take effect immediately upon approval of the Governance Commission for GOCCs and the TPB Board.





**GCG MEMORANDUM CIRCULAR NO. 2016 – 02**

**SUBJECT : REVISED WHISTLEBLOWING POLICY FOR THE GOCC SECTOR**

**DATE : 22 APRIL 2016**

1. **STATEMENT OF POLICY.** – It is the State's policy that the governance of GOCCs shall be carried out in a transparent, responsible and accountable manner and with the utmost degree of professionalism and effectiveness.<sup>1</sup> Furthermore, the Governing Boards of every GOCC and its subsidiaries must be competent to carry out the GOCCs functions, be fully accountable to the State as its fiduciaries, and act in the best interest of the GOCC and the State.<sup>2</sup>

GOCCs, acting through their Governing Boards and duly authorized Officers and Employees, shall conduct the affairs, operations and business of the GOCC in full compliance with applicable laws, rules, regulations. As public officers, all GOCC Directors/Trustees, Officers and Employees, as well as Officers and Employees of the Governance Commission, must exemplify the behavior and professional demeanor consistent with such laws, rules, regulations, policies and procedures of the highest standard.

2. **BACKGROUND AND PURPOSE.** – The purpose of this Whistleblowing Policy (Policy) is to enable any concerned individual to report and provide information, anonymously if he/she wishes, and even testify on matters involving the actions or omissions of the Directors/Trustees, Officers and Employees of GOCCs, as well as the Chairman, Commissioners, Officers and Employees of the Governance Commission, that are illegal, unethical, violate good governance principles, are against public policy and morals, promote unsound and unhealthy business practices, are grossly disadvantageous to the GOCC and/or the Government.

3. **COVERAGE.** – This Policy shall be applicable to all GOCCs, GFIs, GICPs/GCEs, including their Subsidiaries and Affiliates, which are covered by the provisions of Republic Act (R.A.) No. 10149 and are subject to the regulatory jurisdiction of the Governance Commission.

4. **REPORTABLE CONDITIONS.** – Whistleblowers may report to the Governance Commission such acts or omissions that are illegal, unethical, violate good governance principles, are against public policy and morals, promote unsound and unhealthy business practices, are grossly disadvantageous to the GOCC and/or the Government, such as, but not limited to:

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<sup>1</sup> R.A. No. 10149, Sec. 2(c).

<sup>2</sup> R.A. No. 10149, Sec. 2(e).

- (a) Abuse of Authority;
- (b) Bribery;
- (c) Conflict of Interest;
- (d) Destruction/Manipulation of Records;
- (e) Fixing;
- (f) Inefficiency;
- (g) Making False Statements;
- (h) Malversation;
- (i) Misappropriation of Assets;
- (j) Misconduct;
- (k) Money Laundering;
- (l) Negligence of Duty;
- (m) Nepotism;
- (n) Plunder;
- (o) Receiving a Commission;
- (p) Solicitation of Gifts;
- (q) Taking Advantage of Corporate Opportunities;
- (r) Undue Delay in Rendition of Service;
- (s) Undue Influence;
- (t) Violation of Procurement Laws;

Whistleblowers may also report such other acts or omissions that otherwise involve violations of the following laws, rules and regulations:

- (a) R.A. No. 6713, "Code of Conduct and Ethical Standards for Public Officials and Employees";
- (b) R.A. No. 3019, "Anti-Graft and Corrupt Practices Act";
- (c) R.A. No. 7080, as amended, "The Plunder Law";
- (d) Book II, Title VII, Crimes Committed By Public Officers, The Revised Penal Code;
- (e) Executive Order (E.O.) No. 292, s. 1987, "Administrative Code of 1987";
- (f) R.A. No. 10149, the "GOCC Governance Act of 2011";



- (g) GCG M.C. No. 2012-05, "Fit and Proper Rule";
- (h) GCG M.C. No. 2012-06, "Ownership and Operations Manual Governing the GOCC Sector";
- (i) GCG M.C. No. 2012-07, "Code of Corporate Governance for GOCCs";
- (j) Violations of the Charter of the GOCC; and
- (k) Other GCG Circulars and Orders, and applicable laws and regulations;

**5. GCG WHISTLEBLOWING WEB PORTAL. – The Governance Commission has established the website [www.whistleblowing.gcg.gov.ph](http://www.whistleblowing.gcg.gov.ph) as its primary reporting channel for whistleblowers under this memorandum circular.**

This reporting channel is an online-based platform by which whistleblowers may securely submit reports electronically while at the same time ensuring their anonymity and the confidentiality of their reports.

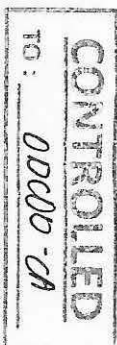
Whistleblowers are encouraged to utilize this online reporting channel.

**6. ALTERNATIVE REPORTING CHANNELS. – Whistleblowers may also submit whistleblowing reports to the Governance Commission through the following alternative reporting channels:**

- (a) Face-to-Face Meetings : with GCG Officers and Employees;
- (b) E-Mail : [feedback@gcg.gov.ph](mailto:feedback@gcg.gov.ph);
- (c) Mail : 3/F Citibank Center 8741 Paseo De Roxas, Makati City Philippines 1226;
- (d) Telephone : (632) 328-2030 to 33; and
- (e) Fax : (632) 328-2030 to 33;

**7. CONFIDENTIALITY. – Except when the whistleblower does not invoke anonymity and/or confidentiality when invoking the Policy under this Memorandum Circular, the Governance Commission shall ensure confidentiality of all information arising from whistleblowing reports submitted pursuant to this memorandum circular. It shall treat all reports, including the identity of the whistleblower and the person/s complained of, in a confidential and sensitive manner. The identity of the whistleblower will be kept confidential, unless compelled by law or the Courts to be revealed, or unless the whistleblower authorized the release of his/her identity.**

**8. PROTECTION OF A WHISTLEBLOWER AGAINST RETALIATION. – Retaliatory acts against whistleblowers who submit whistleblowing reports in good faith shall not be tolerated by the Governance Commission which shall extend all possible assistance to the whistleblower under the law and given the circumstances. Such retaliatory acts may include:**



- (a) Discrimination or harassment in the workplace;
  - (b) Demotion;
  - (c) Reduction in salary or benefits;
  - (d) Termination of contract;
  - (e) Evident bias in performance evaluation; or
  - (f) Any acts or threats that adversely affect the rights and interests of the whistleblower.
9. **UNTRUE ALLEGATIONS.** – If a Whistleblower makes allegations that are determined to be fabricated or malicious falsehoods, and/or he/she persists in making them, legal action may be taken against him by the Governance Commission.

**10. HANDLING OF WHISTLEBLOWING REPORTS. –**

**10.1. Filing of Whistleblowing Reports** – All whistleblowing reports must be submitted to the Governance Commission through the website [www.whistleblowing.gcg.gov.ph](http://www.whistleblowing.gcg.gov.ph) or through any of the Alternative Reporting Channels identified in paragraph 6 of this memorandum circular.

**10.2. Investigation by the Office of the General Counsel** - All whistleblowing reports will be evaluated and investigated by the Office of the General Counsel which reserves the right to disregard reports that are vague, ambiguous, patently without merit, or are simply made with malicious intent to tarnish the name and reputation of the person/s complained of.

Subject to the approval of the Department of Budget and Management, the Office of the General Counsel shall establish a division to be called the Integrity Division with the primary task of implementing the provisions of this memorandum circular and investigating all whistleblowing reports submitted pursuant thereto, as well as recommending policy issuances on whistleblowing to the Governance Commission.

The Office of the General Counsel is hereby authorized to promulgate such regulations and protocols that will facilitate the full implementation of this memorandum circular.

**11. GCG ACTION ON WHISTLEBLOWING REPORTS. –**

11.1. In cases of whistleblowing reports against GOCCs, their Directors/Trustees, officers, and employees, the Governance Commission may pursue any of the following actions:

- (i) Dismiss the whistleblowing report for want of palpable merit;



- (ii) Forward the whistleblowing report to the concerned GOCC for corresponding official action;
- (iii) Submit a formal recommendation to the Governing Board of the concerned GOCC for the discipline of respondent Officer;
- (iv) Submit a formal recommendation to the Governing Board of the concerned GOCC for the suspension of the respondent Appointive Director;
- (v) Submit a formal recommendation to the President for the removal of the respondent Appointive Director;
- (vi) Indorse to the proper Government Agency, such as the Office of the Ombudsman, the pursuit of the criminal and/or administrative processes against the respondents;
- (vii) Enjoin the GOCC Governing Board and Management to comply with applicable laws or jurisprudence and/or to undertake corrective measures to address the matters raised in the complaint; and
- (viii) Consider the whistleblowing report closed and terminated if the response of the respondent is found to be adequate.

11.2. In cases of whistleblowing reports against the Chairman, the Commissioners, or Directors of the Governance Commission, the Office of the General Counsel may dismiss the whistleblowing report for want of merit, or submit their recommendations on proposed sanctions against the respondents to the Office of the President.

11.3. In cases of whistleblowing reports against other officers and employees of the Governance Commission, the Office of the General Counsel may dismiss the whistleblowing reports for want of merit or submit their recommendations on proposed sanctions against the respondents to the Governance Commission.

**12. DUTY OF GOCCs.** – Within a period of six (6) months from effectivity of this memorandum circular, all GOCCs under the regulatory jurisdiction of the Governance Commission under R.A. No. 10149 are required to establish an online link in their official websites to GCG's whistleblowing web portal at [www.whistleblowing.gcg.gov.ph](http://www.whistleblowing.gcg.gov.ph)

Within a period of one (1) year from the effectivity of this memorandum circular, said GOCCs are likewise enjoined to establish their own whistleblowing systems, duly approved by their Governing Boards, which adhere to the policy and purpose enunciated in this memorandum circular.

GOCCs must further provide a working environment that promotes whistleblowing and establish such regulations that provide protection to



whistleblowers against retaliation actions mentioned in paragraph 8 of this memorandum circular.

Full compliance with this paragraph shall be a Good Governance Condition for the grant of Performance-Based Bonus and Performance-Based Incentives starting 2017.

13. **REPEALING CLAUSE.** – All other GCG orders, circulars, issuances, and decisions, or parts of the foregoing, which are inconsistent with this Memorandum Circular are hereby repealed or modified accordingly.
  
14. **EFFECTIVITY CLAUSE.** – This Circular shall take effect immediately upon publication in a newspaper of general circulation and in the Commission's website [www.gcg.gov.ph](http://www.gcg.gov.ph).

BY AUTHORITY OF THE COMMISSION:



CESAR L. VILLANUEVA  
Chairman



MA ANGELA E. IGNACIO  
Commissioner



RAINIER B. BUTALID  
Commissioner



COO's copy



**GCG MEMORANDUM CIRCULAR NO. 2023 – 03**

**SUBJECT : AMENDING GCG MEMORANDUM CIRCULAR NO. 2016-02 OR THE REVISED WHISTLEBLOWING POLICY FOR THE GOCC SECTOR**

**DATE : 13 APRIL 2023**

1. **BACKGROUND AND PURPOSE.** – This Memorandum Circular is issued to amend certain provisions of GCG Memorandum Circular No. 2016-02,<sup>1</sup> otherwise known as the “Revised Whistleblowing Policy for the GOCC Sector.”
2. **COVERAGE.** – This Memorandum Circular shall be applicable to all GOCCs, GFIs, GICPs/GCEs, including their Subsidiaries and Affiliates, which are covered by the provisions of Republic Act No. 10149<sup>2</sup> and are subject to the regulatory jurisdiction of the Governance Commission.
3. **DUTY OF GOCCs.** – Item 12 of GCG Memorandum Circular No. 2016-02 is hereby amended to read as follows:

**12.B. OTHER DUTIES OF GOCCs.** – All GOCCs within the regulatory jurisdiction of the Governance Commission under R.A. No. 10149 shall comply the following:

- (a) **WHISTLEBLOWING PORTAL.** Maintain their own whistleblowing system, including the whistleblowing portal available at their web portal;
- (b) **PROCESS.** Adopt a process and include in the organization’s Citizens Charter the handling of whistleblowing reports and complaints;
- (c) **TURN-AROUND-TIME.** Resolve the whistleblowing reports or complaints within the periods prescribed by relevant issuances or orders and as provided in their respective Citizens Charter;
- (d) **CLIENT SATISFACTION SURVEY.** Administer a satisfaction survey in accordance with applicable rules and regulations relative to the grant of the Performance-Based Bonus and Performance-Based Incentive.
- (e) **REPORTORIAL DUTY.** Submit to the GCG- Office of the General Counsel, Integrity Division an annual report prepared by the

CONTROLLED  
TO: DDCCO-CA

GCG  
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<sup>1</sup> Dated 22 April 2016.  
<sup>2</sup> GOCC Governance Act of 2011.

**GOCC BOARD**  
Office of the Chief Operating Officer

**RECEIVED**

Date: 11-10-2023  
Received by: NINR

concerned office in the GOCC and certified by the Governing Board, that contains the following:

- i. *Rules in Handling Whistleblowing Reports or complaints were institutionalized or if processes are already in place, if the same were subjected to modifications;*
- ii. *Summary of all whistleblowing reports received by the GOCC;*
- iii. *Summary of the actions taken thereon;*
- iv. *Results of the corresponding CSS;*
- v. *Percentage of reports resolved within the prescribed period, percentage of reports resolved outside the prescribed period, and percentage of reports that remain unresolved;*
- vi. *Copies of the reports and complaints, relevant letters and memoranda, evidence of administration of the CSS, and other pertinent documents.*

4. A new Item 13 and 14 is hereby inserted to read as follows:

**ITEM 13. VALIDATION.** The OGC, Integrity Division may conduct validation of the reports and documents submitted by the GOCCs in relation to Item 12.B. (e), including on-site validation confirming the reports submitted by the GOCCs. If the reports are substantiated, then the OGC, Integrity Division must issue the following certifications that:

- a.) *Rules in handling whistleblowing reports and complaints exist, and status of the same if subjected to modifications;*
- b.) *The GOCCs indicated all the whistleblowing reports and complaints received;*
- c.) *The GOCCs acted, disposed, if not resolved all the whistleblowing reports and complaints, including the resolution and disposition rates;*
- d.) *CSS was undertaken and the results were submitted.*

**ITEM 14. GOOD GOVERNANCE CONDITION.** Full compliance with the foregoing requirements shall be a Good Governance Condition for the grant of Performance-Based Bonus and Performance-Based Incentives of the offices handling the whistleblowing reports, complaints or concerns of their stakeholders, and the Governing Board and Management.

5. The following shall be added to the enumeration in Item 4:

**ITEM 4. REPORTABLE CONDITIONS.**

... XXX ...

Whistleblowers may also report such other acts or omissions that otherwise involve violations of the following laws, rules and regulations:

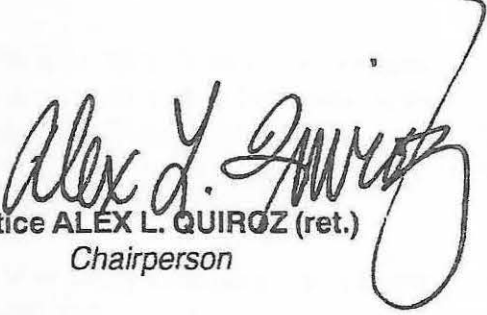




... (k) Sexual harassment contemplated under RA No. 7877, otherwise known as the "Anti-Sexual Harassment Act of 1995", RA No. 11313, otherwise known as the "Safe Spaces Act", 2017 RACCS, other relevant CSC Circulars, and applicable laws and regulations; and,

(l) Other GCG Circulars and Orders, and applicable laws and regulations.


6. **REPEALING CLAUSE.** – All other GCG orders, circulars, issuances, and decisions, or parts of the foregoing, which are inconsistent with this Memorandum Circular are hereby repealed or modified accordingly.
7. **EFFECTIVITY CLAUSE.** – This Circular shall take effect immediately upon publication in a newspaper of general circulation and in the Commission's website, [www.gcg.gov.ph](http://www.gcg.gov.ph).

  
Justice ALEX L. QUIROZ (ret.)  
Chairperson

*C C C*  
DOF Secretary BENJAMIN E. DIOKNO  
Ex-Officio Member  
- JUL 06 2023 *K*

DBM Secretary AMENAH F.  
PANGANDAMAN  
Ex-Officio Member

  
Atty. GIDEON D.V. MORTEL  
Commissioner

  
Atty. GERALDINE MARIE B.  
BERBERABE-MARTINEZ  
Commissioner



Justice ALEX L. QUIROZ (ret.)  
Chairperson

**ORIGINAL SIGNED**

DOF Secretary BENJAMIN E. DIOKNO  
Ex-Officio Member

Atty. GIDEON D.V. MORTEL  
Commissioner

**ORIGINAL SIGNED**

DBM Secretary AMENAH F. PANGANDAMAN  
Ex-Officio Member

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Commissioner

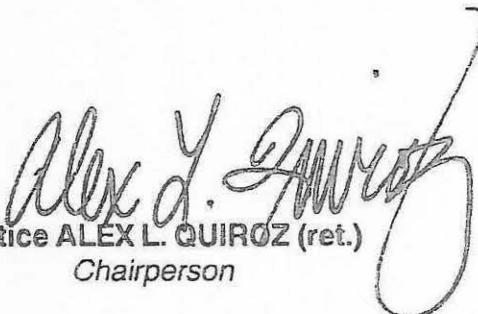
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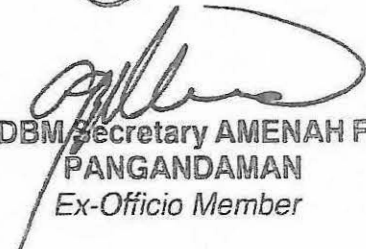
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