



**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**

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- 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

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<sup>1</sup> Dated 22 April 2016.

<sup>2</sup> GOCC Governance Act of 2011.