



MEMORANDUM ORDER NO. 2023-12

CHANGE IN REPORTING LINE OF VARIOUS ORGANIZATIONAL UNITS OF THE DEVELOPMENT BANK OF THE PHILIPPINES (DBP)

WHEREAS, the Governance Commission for GOCCs (GCG), pursuant to Republic Act (R.A.) No. 10149, is mandated to “evaluate the performance and determine the relevance of the GOCC, to ascertain whether such GOCC should be reorganized, merged, streamlined, abolished or privatized, ...[and] implement the reorganization, merger or streamlining unless otherwise directed by the President”;

WHEREAS, the DBP requested for authority to implement changes in the reporting line of various Organizational Units of the Bank in view of its continuing efforts towards efficiency and responsiveness, and provide a dynamic organization to address operational and customer requirements;

WHEREAS, the GCG has determined that it is in the best interest of the State and the public to change the reporting line of the various organizational units of DBP to promote better, effective and efficient services to the public, in accordance with existing government policy;

NOW, BE IT –

RESOLVED, that the GCG **APPROVES** the following changes in the reporting line of the various organizational units of DBP, as follows:

Organizational Unit	Existing Reporting Line	New Reporting Line
Human Resource Management Group	Corporate Service Sector (CSS)	Office of the President and Chief Executive Officer (OPCEO)
Corporate Affairs Department	CSS	OPCEO
Complaints and Feedback Management Team	Customer Care Unit/Customer Experience Management Department/CSS	Customer Concerns Analytics Unit/Customer
Consumer Finance Department	Branch Banking Sector (BBS) - OH	Marketing Group/BBS
E-Channel Monitoring and Support Unit	E-Channel Operations Department (ECOD)/Branch Operations Support Group (BOSG)/BBS	Network Infrastructure Services Department (NISD)/IT Operations Group (ITOG)/ICT Sector (ICTS)
Tax Management Unit	Financial Planning and Tax Management Department (FPTMD)/Comptrollership Group (CG)/Operations Sector (OS)	Financial Accounting Department (FAD)/CG/OS
Financial Performance Unit	FAD/CG/OS	FPTMD/CG/OS
Accounting Policies and Procedures Team	Centralized HO Accounting Unit/Administrative Accounting Department (AdAD)/OS	GL Operations Unit/FAD/CG/OS

