

IAG Memo
No. 01-2020



Republic of the Philippines
BUREAU OF CUSTOMS
1099 Manila

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MEMORANDUM

TO: ALL OFFICES CONCERNED



BOC-03-03645

FROM: DONATO B. SAN JUAN
Deputy Commissioner, Internal Administration Group
& Chief of Staff, Office of the Commissioner

**SUBJECT: SUBMISSION OF REQUIREMENTS FOR THE GRANT OF THE
PERFORMANCE-BASED BONUS (PBB) FY 2019**

DATE : 06 JANUARY 2020

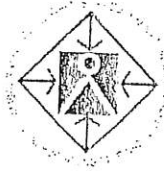
Providing you with a copy of the Guidelines on the Grant of the Performance-Based Bonus (PBB) for the Fiscal Year (FY) 2019 under Executive Order No. 80, s., 2012 and Executive Order No. 201, s., 2016, with instruction to take note and comply with the requirements and timelines pertaining to your specific assignments.

Requirement	Office Concerned	Date of Submission
Update the Agency's Mandates and Functions in the Transparency Seal Page	Public Information and Assistance Division	January 31, 2020 (Annex 2)
Update PhilGEPS Posting	General Services Division	on or before January 31, 2020 (Page 2 Annex 3A & Annex 6)
Update the Citizen's Charter	Assessment and Operations Coordinating Group	January 31, 2020 see attached Memo, Page 3 (Page 2 Annex 3A)
Submit ARTA Certificate of Compliance	Planning and Policy Research Division	January 31, 2020 see attached Memo, Page 3
Compliance with Procurement Requirements	GSD	January 31, 2020 see attached Memo, Page 8 & Page 2 Annex 3A
Comply with the Freedom of Information (FOI) Program	PIAD	January 31, 2020 see attached Memo, Page 10

Guidelines in Ranking Offices/ Delivery Units	Human Resource Management Division & PPRD	January 31, 2020 <i>see attached Memo, Page 13</i>
Streamlining and Process Improvement of the Agency's Critical Services	AOCG	July 27, 2020 <i>see attached Memo, Page 4 (Page 1 Annex 3A, 3B, & Modified Form A1)</i>
General Administration and Support Services (Budget Utilization Rate, Sustained Compliance with Audit Findings, Compliance with Quarterly Submission of Financial Reports)	Accounting Division & Budget Division	May 29, 2020 <i>see attached Memo, Page 7 (Page 2 Annex 3A)</i>
Citizen/ Client Satisfaction Report	PIAD	May 29, 2020 <i>see attached Memo, Page 6 & Annex 4</i>
Report on Ranking of Delivery Units	HRMD, PPRD, & Budget Division	May 29, 2020 <i>(Annex 7)</i>
SALN Certificate of Compliance	HRMD & PPRD	July 20, 2020 <i>see attached Memo, Page 10</i>

Report your compliance to PPRD, as the office consolidating the requirements for the grant of the PBB 2019.

For appropriate action.



INTER-AGENCY TASK FORCE ON THE HARMONIZATION OF
NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND REPORTING SYSTEMS
(Administrative Order No. 25 s. 2011)

MEMORANDUM CIRCULAR NO. 2019- 1

September 3 2019

TO : All Heads of Departments, Bureaus, Offices and Other Agencies of the National Government, including Constitutional Commissions, Congress, The Judiciary, Office of the Ombudsman, State Universities and Colleges, Government-Owned or-Controlled Corporations, Local Water Districts, and Local Government Units

SUBJECT : Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2019 under Executive Order No. 80, s., 2012 and Executive Order No. 201, s., 2016

1.0 PURPOSE

This Circular is issued to prescribe the criteria and conditions for the grant of the PBB for FY 2019 performance to be given in FY 2020. Essentially, the same criteria and conditions for FY 2018 PBB are being issued to support the Administration's focus on streamlining government services with the implementation of Republic Act (RA) No. 11032 known as the *Ease of Doing Business (EODB) and Efficient Government Service Act of 2018* to simplify government processes and ensure citizen-centric public service delivery.

2.0 COVERAGE

This Circular covers all departments, bureaus, offices and other agencies of the National Government, including Constitutional Commissions, Congress, The Judiciary, Office of the Ombudsman, state universities and colleges (SUCs), and government-owned or-controlled corporations (GOCCs); local water districts (LWDs); and local government units (LGUs).

2.1 The implementation of this circular shall be done in close coordination with the following agencies:

- a. Department of Budget and Management (DBM) for the Departments and attached agencies;
- b. Office of the President-Office of the Executive Secretary (OP-OES), Office of the Cabinet Secretary (OP-OCS), and DBM for the Other

Executive Offices (OEOs), including the OP-attached agencies and GOCCs covered by DBM;

- c. Commission on Higher Education (CHED) for the SUCs;
 - d. Governance Commission for GOCCs (GCG) for GOCCs covered by Republic Act No. 10149;
 - e. Local Water Utilities Administration (LWUA) for LWDs;
 - f. Department of the Interior and Local Government (DILG) for LGUs;
- 2.2** The personnel of departments/agencies holding regular, contractual and casual positions are covered by this Circular. Excluded from the coverage herein are individuals engaged without employer-employee relationship and funded from non-Personnel Services (PS) budget.

3.0 ELIGIBILITY CRITERIA

Each agency must satisfy the following conditions to be eligible for the grant of PBB. *See Annex 1: Master List of Departments/Agencies and Prescribed Delivery Units in Departments/Agencies:*

3.1 Good Governance Conditions (GGCs). Satisfy 100% of GGCs for FY 2019 as provided in Section 4.0.

3.2 Performance Targets of Agencies. Achieve each one of the Physical Targets, Support to Operations (STO) and General Administration and Support Services (GASS) requirements for FY 2019.

- a. For national government agencies and GOCCs covered by DBM, achieve the streamlining requirements of government services, achieve higher citizen/client satisfaction, and achieve fiscal discipline. The details of the requirements are indicated in Section 5.0 hereof;
- b. For SUCs, achieve each one of the Congress-approved performance targets under the FY 2019 General Appropriations Act, and the FY 2019 STO and GASS requirements;
- c. For GOCCs covered by RA No. 10149, achieve the targets reflected in their approved FY 2019 Performance Scorecard and eligibility requirements specified in a separate guideline to be issued by GCG;
- d. For LWDs, achieve each one of the physical targets, STO and GASS indicators as identified by LWUA in a Joint Memorandum Circular to be issued by LWUA and DBM; and
- e. For LGUs, achieve the performance targets based on the Guidelines on the Grant of PBB for LGUs to be issued by the AO 25 IATF and DILG.

- 3.3 Performance Rating System to be Used for Personnel in the First and Second Levels, and for Career Executive Service (CES) positions.** Use the CSC-approved Strategic Performance Management System (SPMS) in rating the performance of the First and Second Level officials and employees of departments/agencies in NGAs, GOCCs and LGUs, including officials holding managerial or Director positions but are not Presidential appointees. The rating of the performance of Career Executive Service (CES) officers and incumbents to CES positions shall be based on the guidelines issued by the Career Executive Service Board (CESB).

4.0 GOOD GOVERNANCE CONDITIONS (GGCs)

- 4.1** The following GGCs are set based on performance drivers of the Results-Based Performance Management System (RBPMS) and the priorities of the Duterte Administration for 1) heightened transparency; 2) stronger public accountability; and 3) more inclusive and people-centered public services:

- a. **Maintain/Update the agency Transparency Seal (TS)** pursuant to Section 106 of the General Provisions of the FY 2019 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page. Status of compliance shall be posted both DAP website through <https://www.dap.edu.ph/rbpms/> and DBM website at www.dbm.gov.ph/index.php/news-update/transparency-seal-compliance See *Annex 2: Guideline on Transparency Seal* for full details of requirements.
- b. **Update the PhilGEPS posting of all Invitations to Bids and awarded contracts** pursuant to the Government Procurement Reform Act (RA No. 9184) for transactions above Php 1 million from January 1 to December 31, 2019, including Early Procurement of FY 2020 Non – Common Use Supplies and Equipment (Non – CSE) items. Agencies should track their status of compliance through the PhilGEPS microsite: <https://data.philgeps.gov.ph/pbbweb/pbbwebapp.aspx>. see *Annex 6: Guideline on PhilGEPS Posting*.
- c. **Maintain/Update the Citizen's or Service Charter or its equivalent**, reflecting the agency's enhanced service standards for all its government services to citizens, businesses, and government agencies, consistent with the objectives of **RA No. 11032** and the President's directive to reduce processing time of all public transactions with government and ensure accessible and convenient delivery of services to the public.

Departments/Agencies shall submit their respective Certificates of Compliance (CoC) based on the format prescribed by the Anti-Red

Tape Authority ("Authority") on or before **December 31, 2019** through the AO25 Secretariat. The Authority shall conduct a validation of the Citizen's or Service Charter or its equivalent starting January 2020.

Non-compliance with any of the GGCs will render the entire department/agency **ineligible** for the PBB. The assessment of agency compliance with GGC requirements shall be conducted starting October 1, 2019.

5.0 FY 2019 PERFORMANCE TARGETS

5.1 **Streamlining and Process Improvement of the Agency's Critical Services** covering all Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G) transactions as declared in the agency's Citizen's/Service Charter. To promote the periodic measurement of agency performance in delivering said services, agencies shall determine and report the following streamlining criteria using *Annex 3A Modified Form A-Department/Agency Performance Report*:

- a. **Number of Steps** which refers to number of steps to complete the service. Departments/agencies shall report in detail the steps necessary to complete the service including flow charts indicating the front end and back end.
- b. **Turnaround Time (TAT)** which is the sum of the waiting time and processing time. TAT starts from the moment the transacting client enters the queue or fills out the form, and the waiting time incurred until the service has been completed/delivered.
- c. **Number of Signatures** which refers to the number of signatures and initials from the employees and officers of the department/agency necessary to complete each service.
- d. **Number of Required Documents** which refers to the total number of required documents that must be provided by the transacting client to the government.
- e. **Transaction Costs** which are the costs incurred by the transacting client in the course of availing of a government service. These costs are categorized as follows:
 - e.1 **Primary Transaction Costs/Fees** which are the fees declared in the agency's Citizen's/Service Charter to be paid to the department/agency by the transacting client for availing a government service. Examples of these fees are application fees, registration fees, etc.

e.2 Other Transaction Costs which are the other costs incurred by the transacting client to obtain supporting information from another agency in order to secure the necessary primary information. These costs also include the other expenses shouldered by the transacting client until the service has been completed by the government. Examples are the costs of birth certificates to secure passports, barangay clearance to secure business permit, required photos, printing costs, photocopying costs, transportation expenses of the transacting client, etc.

f. **Substantive Compliance Costs** which are the incremental costs other than administrative costs incurred by the transacting public in the course of complying with a regulation. These costs can include implementation costs, direct labor costs, overhead costs, equipment costs, material costs, and external service costs. Examples are the purchase of early warning device for vehicle owners, expenses in the installation of accelerograph for building with 10 floors and up, costs in the maintenance of waste disposal system for establishment, etc.

Departments/agencies shall report the baseline information of each abovementioned streamlining criteria based on the agency's Citizen's/Service Charter updated prior to FY 2019. They shall set their FY 2019 Streamlining Improvement Target for each streamlining criteria for every declared service including the following specific targets:

- a. Reduction in the number of signatures to not more than three (3);
- b. Simplification of application forms or reduction in the number of documentary requirements;
- c. Reduction in the turnaround time and completion of the transaction in accordance with the provisions of the EODB law not to exceed the maximum period of three (3), seven (7), and twenty (20) based on the classification of transactions, unless otherwise indicated under special laws.

Departments/agencies shall submit supporting documents such as flow charts, legal bases, additional documents, etc. to show actual improvements, and proof of streamlining accomplishments. In the event the department/agency is unable to achieve the targets they set in this section, they shall provide justifications, explanations, and supporting documents using the remarks. The acceptance of explanation shall be subject to the review and recommendation of the validating agency.

5.2 Citizen/Client Satisfaction. To determine the effectiveness of the streamlining and process improvements initiated by agencies, the satisfaction level of the citizens/clients will be measured and reported. Departments/agencies should embed feedback mechanisms and citizen/client satisfaction measurement in their process improvement efforts. Using the improvement action plan that agencies reported for FY 2018 PBB, for each service, agencies shall report the results of each action plan and the FY 2019 Citizen/Client Satisfaction Survey for each service.

Departments/agencies shall report the following information using *Annex 4: Citizen/Client Satisfaction Report*:

- a. Description of the methodology of the Citizen/Client Satisfaction Survey used for each reported service.
- b. Results of the Citizen/Client Satisfaction Survey for FY 2019
- c. Results of their action plan reported in the FY 2018 PBB
- d. Continuous improvement plan for FY 2020

GOCCs covered by RA No. 10149 will report the results of client/customer satisfaction survey based on the standard methodology and corresponding questionnaire prescribed by the GCG

5.3 STO Target. Initial Certification/Recertification of the agency's Quality Management System (QMS) covering at least one (1) core process or frontline service as mandated under its existing pertinent laws.

For the ISO 9001:2015 QMS certification, it must be issued by any of the certification bodies (CBs) accredited by the International Accreditation Forum (IAF) members. Preferably, the CB is accredited by the Philippine Accreditation Bureau under the Department of Trade and Industry, which is an IAF member and the recognized national accreditation body in the Philippines pursuant to Executive Order No. 802, s. 2009.

The ISO 9001:2015 certification(s)/recertification(s) must be valid as of December 31, 2019 and must be posted in the agency TS webpage not later than **December 31, 2019**.

ISO 9001:2015 QMS-equivalent certifications/attestations granted by similar internationally recognized bodies promoting Total Quality Management (TQM) shall be considered, e.g., Philippine Quality Award, ISO/IEC 17025 or 17020 Accreditation, Accreditation Canada International's Qmentum International Gold Award, Universal Postal Union's Quality Management Certification, and Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc. (AACCU)'s Institutional Accreditation.

A certified true copy of the QMS certificate shall be submitted to the Government Quality Management Committee (GQMC), through its DBM

Secretariat - Systems and Productivity Improvement Bureau (SPIB), not later than **December 31, 2019** for validation purposes.

For frontline agencies, it is expected that the core process to be covered by the QMS pertains to an agency process most demanded by citizens and business, and targeted for improvement under Sections 5.1 and 5.2 above.

5.4 GASS Targets. The common GASS targets shall include the following:

a. **Budget Utilization Rate (BUR)**, which shall consist of:

1) Obligations BUR is computed as obligation rates for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) of all programs, activities and projects funded in FY 2019 from all appropriation sources, including those released under the 2019 General Appropriations Act as the Allotment Order policy, net of savings from procurement and implementation of cost-cutting measures.

Hence:

$$\text{Obligations BUR} = \frac{\text{Obligations for MOOE and CO for 2019 appropriations}}{\text{Allotments for MOOE and CO for 2019 appropriations}} \times \text{Net of savings in allotment from efficiency and cost-cutting measures}$$

2) Disbursement BUR is measured as the ratio of total disbursements (cash and non-cash, excluding PS) to total obligations for MOOE and CO from FY 2019 appropriations, net of goods and services obligated by December 31, 2018 but executed and paid only in 2019. The objective is to measure the disbursements and obligations for MOOE and CO for the 2019 appropriations.

Hence:

$$\text{Disbursement BUR} = \frac{\text{Disbursements for MOOE and CO for 2019 appropriations}}{\text{Obligations for MOOE and CO for 2019 appropriations}}$$

3) BUR for GOCCs is computed as follows:

- I. Obligations BUR** = Total Obligations / DBM Approved Corporate Operating Budget (both net of PS)
- II. Disbursement BUR** = Total Actual Disbursement / Total Actual obligations (both net of PS)

4) BUR for SUCs is computed as follows:

- I. **Obligations and Disbursements BUR** will be the same as those for department/agencies.
 - II. Because all income of the SUCs (e.g. trust funds, internally generated income, and revolving funds) should benefit and improve the SUCs operations, its Obligations and Disbursements utilization rates will also be reported following the reporting format in *Annex 5: FY 2019 GAA Accomplishments and BUR Form for SUCs*.
- b. **Sustained Compliance with Audit Findings.** Fully implement 30% of the prior years' audit recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendations. These recommendations will exclude the Property, Plant and Equipment (PPE)-related items of the Annual Audit Report (AAR). Audit findings closed since FY 2017 should also not recur. The objective is to improve the agency's internal control processes, enhance operational effectiveness, and eliminate, resolve and remedy most, if not all, of the agency audit findings, by the end of 2020.
 - c. **Compliance with Quarterly Submission of Budget and Financial Accountability Reports (BFARs) Online Using the DBM's Unified Reporting System (URS)** 30 days after end of every quarter, as provided in Section 102 of the FY 2019 GAA.
 - d. **Submission of Annual Procurement Plan (APP-non CSE)** approved by the Head of Procuring Entity (HOPE) to the Government Procurement Policy Board (GPPB) in the format prescribed under GPPB Circular No. 07-2015.
 - 1) **FY 2019 APP-non CSE** should have been submitted to the GPPB-TSO on **March 31, 2019**¹. The same should be posted on the agency TS page on not later than one month after the issuance of this Circular.

The APP non-CSE submissions must indicate: "APP for CY <Year> of <Complete Name of Head Office / Agency><Regions _ to _, if applicable> for PBB" in the subject line and must be sent through email at app@gppb.gov.ph.

The list of agencies complying with the APP submission requirement shall be posted in the GPPB website (www.gppb.gov.ph).

¹ As per GPPB Circular No. 02-2019

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- e. **Submission of FY 2020 Annual Procurement Plan-Common-Use Supplies and Equipment (FY 2020 APP-CSE)** to the DBM-Procurement Service on or before **October 31, 2019** in the prescribed format by DBM-PS. The same should be posted in the agency TS webpage not later than **October 31, 2019**.

- f. **Undertaking of Early Procurement for at least 50% of the value of goods and services based on the department's/agency's budget submitted to the Congress consistent with the NEP.** In implementing the cash budgeting system, departments/agencies should subject at least 50% of their budget for works, goods and services requirements to be procured for their FY 2020 operations to Early Procurement, short of award as early as the submission of the NEP to Congress. Departments/Agencies should update their PhilGEPS postings for Early Procurement by posting the Approved Contract and Notice to Proceed in PhilGEPS on or before **January 31, 2020**. The GPPB shall soon be issuing a Budget Circular on this.

To support Early Procurement, the Indicative FY 2020 APP-non CSE consistent with the FY 2020 National Expenditure Program (NEP) should be posted on the agency TS page not later than **September 30, 2019**.

- g. **Submission of results of FY 2018 Agency Procurement Compliance and Performance Indicators (APCPI) System**, per GPPB Resolution No. 39-2017, complete with the following forms: (1) APCPI - Self-Assessment Form; (2) APCPI - Consolidated Procurement Monitoring Report; (3) APCPI - Procurement Capacity Development Action Plan; and the Questionnaire on or before **March 31, 2019**. The APCPI Tool may be downloaded from the GPPB website using this link: <http://www.gppb.gov.ph/apcpi/apcpi.html>. Submit either in electronic (Excel) format through apcpi@gppb.gov.ph indicating: "2018 APCPI Initial Results of <Complete Name of Head Office / Agency> for PBB" in the subject line; or printed (signed) copies hand carried/mailed through the GPPB-TSO front desk. The list of agencies complying with the APCPI requirement shall be posted in the GPPB website (www.gppb.gov.ph).

5.5 Other cross-cutting requirements. The AO 25 IATF sets the following cross-cutting requirements:

- a. **Establishment and Conduct of Agency Review and Compliance Procedure of SALN** pursuant to Section 10 of the Code of Conduct and Ethical Standards for Public Officials and Employees (RA No. 6713), and CSC Resolutions Nos. 1300455 and

1500088. Each department/agency shall have a SALN Review and Compliance Committee to implement the provisions on reviewing and complying with SALN requirements to determine whether said statements have been submitted on time, are complete, and are in proper form.

Agency heads should ensure that officials and employees covered by RA No. 6713 submitted their 2019 SALN to the respective SALN repository agencies, as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015. The Agency Review and Compliance Procedure of SALN used by the department's/agency's SALN Review and Compliance Committee should be cascaded to all employees. The scanned copy of the same shall be uploaded in the agency TS webpage not later than **October 1, 2019**. See also *Section 6.11, 6.14 and 10.3 on SALN requirement*.

b. **Comply with the Freedom of information (FOI) Program** pursuant to Executive Order No. 2, s. 2016, based on the enhanced requirements of the Presidential Communications Operations Office (PCOO). Agencies should comply to the following FOI requirements within the set deadline:

- 1) The Updated People's FOI manual (including new designated list of FOI Receiving Office/rs and its contact details, if any) duly signed by the Head of the Agency and uploaded in the agency TS page on or before **November 30, 2019**;
- 2) The FOI Reports (Agency Information Inventory, 2019 FOI Registry, and 2019 FOI Summary Report) uploaded in the agency TS page on or before **January 31, 2020**; and,
- 3) A screenshot of the agency website's home page containing a visible and functional FOI logo linked to the electronic FOI portal (www.foi.gov.ph) submitted through email: foi.pco@gmail.com on or before on or before **January 31, 2020**.

Agencies should submit the accomplished FOI Reports strictly in **one (1) Excel format (.xls)** based on templates provide in this link: www.bit.ly/2018FOIReports. Submissions not compliant to the file format and templates will not be considered. All agencies including those already onboard the eFOI portal, are required to send the soft copy submissions to foipco@gmail.com. Policy issuances and memoranda can be accessed in this link: www.foi.gov.ph/resources.

In case a department/agency is not able to meet any of the above performance targets, the Department Secretary/Head of Agency should submit the justifications/explanations and supporting

documents to warrant reconsideration. For validation purposes, justifiable reasons are factors that are considered outside the control of the agency. Acceptance of justifications/explanations shall be subject to the recommendation of validating agencies

- 5.6 To reinforce fairness in the assessment of the performance of each delivery unit under operations with those under support services, departments/agencies should also declare non-frontline services provided to units/employees performed by the latter delivery units. Doing so will strengthen the accountability of every delivery unit in streamlining and improving their processes and services to citizens/clients, internal units/employees, and to the Composite Team from AO 25 IATF agencies. Likewise, it will also provide performance data to support the equitable ranking of each delivery unit. Departments/Agencies shall also report applicable baseline information enumerated in Section 5.1 and 5.2.

6.0 ELIGIBILITY OF INDIVIDUALS

- 6.1 Department Secretaries, Heads of Other Executive Offices, Chairpersons and Commissioners of Constitutional Offices, Heads of Attached Agencies, Presidents of SUCs, and non-ex officio Heads of GOCCs covered by DBM are eligible only if their respective departments/agencies/institutions are eligible. If eligible, their maximum PBB rate for FY 2019 shall be equivalent to 65% of their monthly basic salary as of December 31, 2019. They should not be included in the Form 1-Report on Ranking of Delivery Units.
- 6.2 Non-ex officio Board Members of GOCCs covered by DBM may be eligible to a rate equivalent to 65% of the monthly basic salary of the highest corporate official of the GOCC concerned subject to the following conditions:
- The GOCC has qualified for the grant of the FY 2019 PBB;
 - The Board Member has 90% attendance to duly called board meetings and committee meetings as certified by the Board Secretary;
 - The Board Member has nine (9) months aggregate service in the position; and
 - The GOCC has submitted the appropriate annual Board-approved Corporate Operating Budget (COB) to DBM in accordance with the Corporate Budget Circular No. 22 dated December 1, 2016.
- 6.3 Employees belonging to the First, Second and Third Levels should receive a rating of at least "Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.
- 6.4 Personnel on detail to another government agency for six (6) months or more shall be included in the ranking of employees in the recipient agency

that rated his/her performance. Payment of the PBB shall come from the mother agency.

- 6.5 Personnel who transferred from one government agency to another agency shall be rated and ranked by the agency where he/she served the longest. If equal months were served for each agency, he/she will be included in the recipient agency.
- 6.6 Officials and employees who transferred from government agencies that are non-participating in the implementation of the PBB, shall be rated by the agency where he/she served the longest; the official/employee shall be eligible for the grant of PBB on a pro-rata basis corresponding to the actual length of service to the participating implementing agency, as stated in Section 6.8.
- 6.7 An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least Satisfactory rating may be eligible to the full grant of the PBB.
- 6.8 An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least Satisfactory rating shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

LENGTH OF SERVICES	% OF PBB
8 months but less than 9 months	90%
7 months but less than 8 months	80%
6 months but less than 7 months	70%
5 months but less than 6 months	60%
4 months but less than 5 months	50%
3 months but less than 4 months	40%

The following are the valid reasons for an employee who may not meet the nine-month actual service requirement to be considered for PBB on a pro-rata basis:

- a. Being a newly hired employee;
- b. Retirement;
- c. Resignation;
- d. Rehabilitation Leave;
- e. Maternity Leave and/or Paternity Leave;
- f. Vacation or Sick Leave with or without pay;
- g. Scholarship/Study Leave;
- h. Sabbatical Leave

- 6.9 An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible to the grant of the PBB.

- 6.10 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2019 shall not be entitled to the PBB. If the penalty meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.
- 6.11 Officials and employees who failed to submit the 2018 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015; or those who are responsible for the non-compliance with the establishment and conduct of the review and compliance procedure of SALN, shall not be entitled to the FY 2019 PBB.
- 6.12 Officials and employees who failed to liquidate all cash advances received in FY 2019 within the reglementary period, as prescribed in COA Circular 97-002 dated February 10, 1997 and reiterated in COA Circular 2009-002 dated May 18, 2009, shall not be entitled to the FY 2019 PBB.
- 6.13 Officials and employees who failed to submit their complete SPMS Forms shall not be entitled to the FY 2019 PBB.
- 6.14 Agency heads should ensure that officials and employees covered by RA No. 6713 submitted their 2018 SALN to the respective SALN repository agencies, liquidated their FY 2019 Cash Advances, or completed the SPMS Forms, as these will be the basis for the release of FY 2019 PBB to individuals.
- 6.15 Officials and employees responsible for the implementation of the prior years' audit recommendations, QMS certification, or posting and dissemination of the department/agency system of ranking performance of delivery units, shall not be entitled to the FY 2019 PBB if the Department/Agency fails to comply with any of these requirements.

7.0 RANKING OF DELIVERY UNITS

7.1 Departments/Agencies and their corresponding offices/delivery units that meet the criteria and conditions in Section 4.0 are eligible to the FY 2019 PBB. Bureaus, offices or delivery units eligible to the PBB shall be forced ranked according to the following categories:

Ranking	Performance Category
Top 10%	Best Delivery Units
Next 25%	Better Delivery Units
Next 65%	Good Delivery Units

The declarations of responsible bureaus/offices/delivery units in the completion of each critical service or other key processes shall be the basis for equitable performance ranking of delivery units. The resulting ranking of bureaus/offices/delivery units shall be indicated in the Annex 7: Form 1- Report on Ranking of Delivery Units.

7.2 When identifying and determining delivery units, departments/agencies must be guided by the Master List of Departments/Agencies and Prescribed Delivery Units per Department/Agency (See Annex 1).

- a. A delivery unit is the primary subdivision of the department/agency performing substantive line functions, technical services or administrative support, as reflected in the Department's/Agency's organizational structure/functional chart.

The identification of a delivery unit will depend on the type of government entity, with due consideration to its mandate, organizational level, and scope of operations, as follows:

TYPE OF GOVERNMENT ENTITY	DELIVERY UNITS
Department or Department-Level	<ul style="list-style-type: none"> • Offices • Bureaus • Services • Regional Offices, if any
Agency	Intermediate Level <ul style="list-style-type: none"> • Offices • Bureaus • Services • Regional/Field Units, if any
	Division Level <ul style="list-style-type: none"> • Divisions • Field Units, if any
State University or College	<ul style="list-style-type: none"> • Offices • Services • Campuses • Colleges
GOCC	<ul style="list-style-type: none"> • Offices • Departments

- a. For purposes of this Circular, agencies attached to a department or department-level entity shall be treated as an agency separate from its parent department and shall have a separate ranking of delivery units. Elementary and Secondary Schools under DepEd and Hospitals, Medical Centers and Treatment Facilities under DOH shall also be treated as agencies separate from their parent department as well as other agencies indicated in Annex 1.
- b. To facilitate the ranking of delivery units, agencies may group or cluster the delivery units based on similarities of tasks and responsibilities, and rank the units within each group or cluster, provided that the resulting ranking distribution shall be in accordance with Section 7.1.

- 7.2 Only the personnel belonging to eligible delivery units are qualified for the PBB. Refer also to exclusion of individuals as cited in Section 7. While individual ranking shall be the basis for merit increase, promotion, further training and/or disciplinary action, individual ranking shall no longer be included in the Form 1 (See Annex 7).
- 7.3 To recognize high performance of government employees in relation to the achievement of agency targets and requirements for the grant of the FY 2019 PBB, departments/agencies shall list the names of employees who belong in the Best Delivery Unit/s using the Form 1 (See Annex 7).
- 7.4 The GCG, the LWUA, the DILG, and the DepEd shall issue pertinent Guidelines on the ranking of delivery units for GOCCs covered by GCG, LWDs, LGUs, and DepEd Delivery Units respectively.
- 7.5 To heighten transparency among delivery units and employees, departments/agencies shall cascade to their employees the agency guidelines/mechanics in ranking delivery units for the grant of the FY 2019 PBB. Departments/Agencies shall prepare the System of Agency Ranking Delivery Units for FY 2019 PBB using the Form for the Guidelines/Mechanics in Ranking Delivery Units (See Annex 8). The duly completed and signed agency guidelines in ranking delivery units shall be posted on the agency TS webpage on or before October 1, 2019.

8.0 RATES OF THE PBB

The rates of the PBB for each individual shall be based on the performance ranking of the individual's bureaus or delivery units with the rate of incentive as a multiple of one's monthly basic salary as of December 31, 2019, based on the table below:

PERFORMANCE CATEGORY	MULTIPLE OF BASIC SALARY
Best Delivery Unit	0.65
Better Delivery Unit	0.575
Good Delivery Unit	0.50

9.0 SUBMISSION OF REPORTS

- 9.1 Departments/Agencies should submit FY 2019 accomplishments using the Modified Form A-Department/Agency Performance Report, Modified Form A1-Details of Bureau/Office Performance Report, Citizen/Client Satisfaction Report, Form 1 and the PBB Evaluation Matrix. They should submit duly completed and signed forms and reports to the IATF (two hard copies and e-copies, ie. PDF and editable MS Word files, of Modified Form A-Department/Agency Performance Report, Modified Form A1-Details of Bureau/Office Performance Report, Citizen/Client Satisfaction Report, Form 1 and supporting documents) through the AO 25 Secretariat which

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shall endorse copies to the oversight/validating agencies for review/evaluation. All forms and reports should be signed by the agency head or the duly designated official.

- 9.2 Submission of agency physical accomplishments and other requirements will be until **February 28, 2020** for small agencies, and **August 31, 2020** for big departments. Agencies shall ensure that all explanations and justifications are already attached in their submission.
- 9.3 The COA Audit Team Leaders shall verify/monitor compliance of their respective agencies with the audit recommendations shown in the Status of Implementation of Prior Years' Audit Recommendations in the Annual Audit Report/Management Letter and submit a report thereon, to the concerned Supervising Auditor (SA). The SA will then prepare a summary report for submission to the concerned Cluster Director. Based on the reports submitted by the SAs, the Cluster Director shall submit to the IATF Secretariat, copy furnished the Sector Head and RMBO, PFMS, both of COA, a Summary List of Agencies that complied with the required minimum 30% full implementation of audit recommendations.
- 9.4 Results of the validation showing non-compliant agencies shall be posted in the RBPMS website. The IATF shall conduct spot-checks to validate claims and certifications made by departments/agencies.
- 9.5 The Department of Education shall have the same implementation timeline of GGCs, Physical Targets, STO and GASS targets as indicated in Section 9.6.
- 9.6 The AO 25 IATF sets the following implementation timeline for the FY 2019 PBB.

REQUIREMENTS	VALIDATING AGENCY	DEADLINE OF SUBMISSION	START OF VALIDATION
Physical Targets			
Operations			
1. Streamlining and Process Improvement of Agency Services	Composite Team from AO 25 IATF agencies	February 28, 2020 (small agencies) August 31, 2020 (big agencies)	March 1, 2020 (small agencies) September 1, 2020 (big agencies)
2. Citizen/Client Satisfaction <ul style="list-style-type: none"> • Departments • OEOs • GOCCs covered by DBM • GOCCs covered by RA 10149 	Composite Team from AO 25 IATF agencies	February 28, 2020 (small agencies) August 31, 2020 (big agencies)	March 1, 2020 (small agencies) September 1, 2020 (big agencies)
3. Physical Targets for the following: <ul style="list-style-type: none"> • SUCs (<i>See Annex 5</i>) • GOCCs covered by RA 10149 • LWDs • LGUs 	CHED GCG LWUA DILG	February 28, 2020 Based on GCG timeline February 28, 2020 February 28, 2020	March 1, 2020 Based on GCG timeline March 1, 2020 March 1, 2020

REQUIREMENTS	VALIDATING AGENCY	DEADLINE OF SUBMISSION	START OF VALIDATION
Support to Operations (STO)			
1. QMS Certification <ul style="list-style-type: none"> Post QMS Certification in TS page Submit certified true copy of QMS certificate to GQMC through DBM-SPIB 	GQMC	December 31, 2019	From January 1 to 31, 2020
General Administration and Support Services (GASS)			
1. BUR <ul style="list-style-type: none"> Departments, OEOs and GOCCs covered by DBM SUCs (<i>See Annex 5</i>) 	DBM-BMBs concerned	February 28, 2020 (small agencies)	March 1, 2020 (small agencies)
	DBM Regional Offices and DBM-BMB-F	August 31, 2020 (big agencies)	September 1, 2020 (big agencies)
2. Sustained Compliance with Audit Findings	COA	December 31, 2019	December 31, 2019
3. Submission of BFARs online through the URS <ul style="list-style-type: none"> First Quarter Second Quarter Third Quarter Fourth Quarter 	DBM and COA	April 15, 2019 July 15, 2019 October 15, 2019 January 15, 2020	April 15, 2019 July 15, 2019 October 15, 2019 January 15, 2020
4. COA Financial Reports <ul style="list-style-type: none"> Small Agencies Big Agencies 	COA	March 30, 2019 April 30, 2019	March 30, 2019 April 30, 2019
5. Procurement Documents <ul style="list-style-type: none"> FY 2019 APP-non CSE Indicative FY 2020 APP-non CSE FY 2020 APP-CSE Undertaking of Early Procurement for at least 50% of goods and services Results of FY 2018 APCPI System 	GPPB-TSO	March 31, 2019	One (1) month after the issuance of resolution
	GPPB-TSO	September 30, 2019	September 30, 2019
	DBM-PS	October 31, 2019	October 31, 2019
	GPPB-TSO	January 31, 2020	January 31, 2020
	GPPB-TSO	March 31, 2019	March 31, 2019
Good Governance Conditions (GGCs)			
1. Transparency Seal	DBM-OCIO	October 1, 2019	October 1, 2019
2. PhilGEPS Posting (transactions above P1,000,000 and with December 31, 2019 as cut-off), including the Early Procurement of FY 2020 Non-CSE items.	PhilGEPS	January 31, 2020	February 1, 2020
3. Citizen's/Service Charter <ul style="list-style-type: none"> Certificate of Compliance (CoC) pursuant to Section 4.1.c 	Anti-Red Tape Authority	December 31, 2019	January 1, 2020
Other Cross-cutting Requirements			
1. Submission of SALN of employees	Office of the President, Ombudsman, CSC	April 30, 2019	April 30, 2019
2. Agency Review and Compliance Procedure of Statement and Financial Disclosures. <i>Note: Departments/Agencies shall submit a list of SALN non-filers using Form 1.</i>	CSC	October 1, 2019	October 1, 2019
3. FOI Compliance <ul style="list-style-type: none"> People's FOI Manual Agency Information Inventory 2019 FOI Registry and 2019 FOI Summary Report Screenshot of agency's home page 	PCOO	November 30, 2019 January 31, 2020 January 31, 2020	November 30, 2019 January 31, 2020 January 31, 2020
4. Posting of Agency's System of Ranking Delivery Units	DAP	October 1, 2019	October 1, 2019
5. Submission of Agency Report on Ranking of Delivery Units (Form 1.0 and PBB		February 28, 2020 (small agencies)	March 1, 2020 (small agencies)

REQUIREMENTS	W.A.D./A.I.C. (AGENCY)	P.B.B. (P.B.B.) SUBMISSION	S.E.P. (S.E.P.) VALIDATION
Evaluation Matrix) <ul style="list-style-type: none"> • Departments • OEOs • GOCCs covered by DBM • SUCs • LWDs 	DBM-BMBs DBM-BMBs and DBM-NCR DBM-BMB-C DBM-RO and DBM-BMB-F LWUA and DBM- BMB-C	August 31, 2020 (big agencies)	September 1, 2020 (big agencies)

10.0 EFFECTS OF NON-COMPLIANCE

10.1 For FY 2019, agencies that are unable to comply with all the Good Governance Conditions shall be considered ineligible for the FY 2019 PBB.

10.2 Departments/Agencies that are unable to comply with a maximum of two (2) Performance Targets due to controllable factors as determined by the validating agencies shall be considered ineligible for the FY 2019 PBB.

10.3 In the event the AO 25 IATF conducted random check of submitted SALN of employees and found non-compliance with the guidelines prescribed by the CSC and the posted Review and Compliance Procedure of the concerned department/agency, such incident could be a cause to disqualify the department/agency in the succeeding cycle of the PBB.

10.4 Prohibited Acts: A Department/Agency/GOCC/LWD/LGU, which, after due process by the oversight agency has been determined to have committed the following prohibited acts, shall be disqualified from the PBB in the succeeding year of its implementation. Moreover, the CSC or Ombudsman shall file the appropriate administrative case:

- a. Misrepresentation in the submitted reports required for the PBB, commission of fraud in the payment of the PBB and violation of the provisions of this Circular; and
- b. Evenly distributing PBB among employees in an agency, in violation of the policy of paying the PBB based on the ranking of delivery units.

11.0 FEEDBACK AND CHANGE MANAGEMENT

11.1 Department Secretaries/Head of Agencies with the support of their Performance Management Groups should enhance the implementation of their internal communications strategy on PBIS, and fulfill the following:

- a. Engage their respective employees in understanding the PBIS, the performance targets of their respective departments/agencies, as

well as the services and outputs that they will need to deliver in order to meet these targets.

- b. Disseminate the performance targets and accomplishments of their departments/agencies to their employees through the intranet and other means, as well as publish these on their respective websites for the public's information.
- c. Set up a Help Desk to respond to queries and comments on the targets and accomplishments of their departments/agencies. The Help Desk may be a facility that is embedded in the respective websites of departments/agencies.
- d. Set up a Complaints Mechanism to respond to the PBIS-related issues and concerns raised by officials and employees of their respective departments/agencies. Such may be incorporated in the functions of their Grievance Committee.

11.2 The Department Secretary/Head of Agency shall designate a senior official who shall serve as a PBB focal person. The offices responsible for the performance management may be tasked to provide secretariat support to the PMG and to recommend strategies to instill a culture of performance within the Department/Agency.

12.0 INFORMATION AND COMMUNICATION

12.1 The Department Secretary/Head of Agency shall confirm with the IATF the name, position and contact details (e-mail, landline, facsimile, cellular phone) of the senior officials designated as the PBB focal person and the spokesperson, respectively.

12.2 Departments/Agencies should strengthen their communications strategy and ensure transparency and accountability in the implementation of the PBB.

12.3 The IATF shall maintain the following communication channels:

- a. AO 25 Secretariat at ao25secretariat@dap.edu.ph
- b. RBPMS website www.dap.edu.ph/rbpms
- c. Telephone: (02) 400-1469, (02) 400-1490, (02) 400-1582
- d. Facebook: www.facebook.com/PBBsecretariat
- e. Twitter: [@pbbsecretariat](https://twitter.com/pbbsecretariat)

13.0 APPLICABILITY TO THE CONSTITUTIONAL BODIES, LEGISLATIVE AND JUDICIAL BRANCHES

Congress, The Judiciary, Constitutional Commissions, and the Office of the Ombudsman are encouraged to follow these guidelines to be eligible to the FY 2019 Performance-Based Bonus.

14.0 EFFECTIVITY CLAUSE

This Memorandum Circular shall take effect immediately.

Certified true copies shall be posted in the RBPMS website and the Official Gazette, and shall be filed in the University of the Philippines (UP) Law Center.




WENDEL E. AVISADO
Acting Secretary, Department of Budget and Management
and Chairman, AO 25 Inter-Agency Task Force

ANNEX 2

GUIDELINE ON TRANSPARENCY SEAL

1. All agencies should maintain a Transparency Seal page accessible by clicking the TS logo on the Home page. It should be visible. **Submit the link to the website (recommended.gov.ph domain) when applying for PBB.**
2. The following are the required documents pursuant to Section 106 of the General Provisions of the FY 2019 General Appropriations Act (GAA):
 - I. Agency's mandate and functions; names of its officials with their position and designation, and contact information;**
 - II. Annual Financial Reports** (whole year/as of December end of the year/4th Quarter. Incomplete or non-cumulative will not be counted)
 - A. For National Government Agencies (NGA)/State Universities and Colleges (SUCs)*
 - 2015-2019 FAR No. 1: SAAOBDB (Statement of Statement of Appropriations, Allotments, Obligations, Disbursements and Balances as of December YEAR)
 - 2015-2019 Summary Report on Disbursements
 - 2015-2019 BAR No. 1 - Quarterly Physical Report of Operations/Physical Plan
 - 2015-2019 FAR No. 5 - Quarterly Report on Revenue and Other Receipts
 - 2015-2019 Financial Plan (Detailed Statement of Current Year's Obligations, Disbursements and Unpaid Obligations)
 - B. Government-Owned and Controlled Corporations (GOCCs)/Local Water Districts (LWDs)*
 - 2015-2019 Annual Report
 - 2019 Financial Statement
 - III. DBM Approved Budget and Corresponding Targets for FY 2019.**
Budget for FY 2019
GAA targets for FY 2019
 - IV. Projects, Programs and Activities, Beneficiaries, and Status of Implementation for FY 2019.** (Indicate if not applicable)
Projects, Programs 2019
Beneficiaries 2019
Status of Implementation 2019

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- V. **FY 2019 Annual Procurement Plan (FY 2019 APP non-CSE), Indicative FY 2020 APP non-CSE; and FY 2020 APP for Common-Supplies and Equipment (FY 2020 APP CSE);**
 - VI. **QMS Certification of at least one core process by an international certifying body (ICB)** accredited by the International Accreditation Forum (IAF) members. Preferably, the ICB is accredited by the Philippine Accreditation Board, Department of Trade and Industry, which is a member of the IAF and authorized to accredit ICBs. The QMS ISO Certification should be posted not later than December 31, 2019.
 - VII. **System of Ranking Delivery Units for FY 2019 PBB** should be cascaded to all employees, and posted in the TS page not later than October 1, 2019. The system should be signed and approved by the Head of Agency. The posting should also include the activities/details of cascading efforts, and the contact information that employees may coordinate with regarding cascading of System of Ranking Delivery Units.
 - VIII. **The Agency Review and Compliance Procedure of Statements and Financial Disclosures** should be cascaded to all employees. The scanned copy should be posted in the TS page not later than October 1, 2019.
 - IX. **The Final People's Freedom to Information (FOI) Manual signed by head of agency; Agency Information Inventory;** should be posted not later than October 1, 2019; and **2019 FOI Registry, and 2019 FOI Summary Report** should be posted not later than January 31, 2020.
3. The links to the documents should open in a **new tab/page for preview with option to download.**
No auto-download files. The following are the prescribed formats:
 - New page/section in the website (No pdfs, xls, jpgs etc.): Items I (Mandate, directory)
 - XLS. or PDF for Items II, III, IV and V. (Open in new tab for preview, please no automatic downloading of files. You can use google drive, Dropbox or any other file hosting software to let you preview the file when clicked)
 4. Post the documents in the prescribed order as indicated in this guideline for easier validation and checking.
 5. **There should be no nesting folders.** Post the links to the documents in a single webpage reserved for the transparency seal. If the files are hidden in folders, there is a risk that the documents might be overlooked by the validator.

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ANNEX 3A

MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: _____

STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES

NAME OF SERVICE ¹	NUMBER OF STEPS		TURNAROUND TIME		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COSTS			SUBSTANTIVE COMPLIANCE COST		CITIZEN/CLIENT SATISFACTION RESULTS		
	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	PRIMARY TRANSACTION COST	OTHER TRANSACTION COST	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS
Frontline Services																
Name of Service 1																
Name of Service 2																
Name of Service 3																
Non-Frontline Services																
Name of Service 1																
Name of Service 2																
Name of Service 3																

Prepared by: _____

Name of Officer / Designation / Date

Approved by: _____

Department Secretary / Agency Head / Date

¹ Departments/Agencies may add rows as needed.

MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT (PAGE 2)

I. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)

A. Budget Utilization Rate (BUR)

BUR	FY 2018 ACCOMPLISHMENT	FY 2019 ACCOMPLISHMENT	REMARKS
• Obligations BUR			
• Disbursement BUR			

B. Sustained Compliance with Audit Findings

NUMBER OF UNRESOLVED RECOMMENDATIONS	NUMBER OF PARTIALLY IMPLEMENTED RECOMMENDATIONS	NUMBER OF RECOMMENDATIONS NOT IMPLEMENTED	PERCENTAGE (%) OF RECOMMENDATIONS IMPLEMENTED

C. Compliance with Quarterly Submission of Financial Reports

- Quarterly BFARs:
 - 1st Quarter BFAR Date posted in online URS: _____
 - 2nd Quarter BFAR Date posted in online URS: _____
 - 3rd Quarter BFAR Date posted in online URS: _____
 - 4th Quarter BFAR Date posted in online URS: _____
- COA Financial Reports Date submitted to COA: _____

D. Compliance with Procurement Requirements

- FY 2019 APP-non CSE Date posted on TS Page: _____
- Indicative FY 2020 APP-non CSE Date posted on TS Page: _____
- FY 2020 APP-CSE Date submitted to DBM-PS: _____
- Results of FY 2018 APCPI System Date posted on TS Page: _____
- Date submitted to GPPB-TSO: _____

II. GOOD GOVERNANCE CONDITIONS (GGC)

- A. Maintain/Update the Transparency Seal Date updated TS with all requirements: _____
- B. Post/Update PhilGEPS Postings Date updated PhilGEPS postings: _____

If UNABLE to post or update the BAC Resolution, Notices of Award/Bid Results, Actual Approved/ Awarded Contracts and/or Notices to Proceed/Purchase Orders for transactions above one million (PHP 1,000,000), submit a letter of explanation to AO 25 Secretariat (See Annex 6).

- C. Certification of the Agency's QMS
 - Posting of certification on TS Page Date posted on TS Page: _____
 - Submission of ISO QMS certification Date submitted to SPIB: _____

III. Other cross-cutting requirements

- A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN Date posted on TS page: _____
- B. Compliance with FOI Program
 - People's FOI Manual Date emailed to PCOO: _____
 - Agency Information Inventory Date posted on TS Page: _____
 - 2019 Summary Report and 2019 FOI Registry Date emailed to PCOO: _____
 - Screenshot of agency's home page Date posted on TS Page: _____
 - Date emailed to PCOO: _____
- C. Agency's System of Ranking Delivery Units Date posted on TS page: _____

Prepared by : _____
Name of Officer / Designation / Date

Approved by : _____
Department Secretary/Agency Head / Date

**GUIDELINES IN ACCOMPLISHING
FORM A – MODIFIED DEPARTMENT/AGENCY PERFORMANCE REPORT**

I. Streamlining and Process Improvement of the Agency's Critical Service

1. Indicate the name of the frontline/non-frontline service.
2. Indicate the Targets in FY 2019 and FY 2019 Status of Streamlining Efforts for each service.
3. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Fees Paid for each service.
4. Indicate Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Other Transaction Fees for each service.
5. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Substantive Compliance Cost for each service.
6. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Number of Signatures for each service.
7. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Number of Required Documents for each service.
8. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Turnaround Time for each service.
9. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Citizen/Client Satisfaction Results for each service.

II. General Administration and Support Services (GASS)

1. Indicate the FY 2018 and FY 2019 Accomplishments for the BUR.
2. Indicate the results of agency's compliance with COA audit findings.
3. Indicate the required dates for the Quarterly BFARs and COA Financial Reports.
4. Indicate the required dates for the compliance with the each Procurement Requirements.

III. Good Governance Conditions

1. Indicate the date when all requirements for TS were complied with.
2. Indicate the most recent date when PhilGEPS postings were updated.
3. Indicate the required dates for compliance with QMS Certification requirement.

IV. Other Cross-Cutting Requirements

4. Indicate the date when the Review and Compliance Procedure was posted in the TS page.
5. Indicate the required dates for the compliance with FOI program.
6. Indicate the date when the Agency's System of Ranking Delivery Units was posted in the TS page.

MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT¹

- (1) Name of Department/Agency: _____
- (2) Name of Service: _____
- (3) Responsible Delivery Units / Processing Units: _____

(4) Identified Client/Customer(s)	(5) Number of clients served in 2019	(6) Volume of Transactions in 2019

(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps				
2. Turnaround Time (TAT) ²				
3. Number of signatures ³				
4. Number of required documents ⁴				
5. Transaction Costs				
5.1 Primary transaction costs/fees				
5.2 Other transaction costs				
6. Substantive Compliance Costs				
7. Client/Citizen Satisfaction Results				

Prepared by: _____ Approved by: _____
 Name of Officer / Designation / Date Department Secretary / Agency Head / Date

¹ Depa tments/Agencies may reproduce this sheet for each critical service as needed.
² Follow R.A. 11032 - 3 days (simple), 7 (complex), and 20 (highly technical) and/or lower than the FY 2018 status.
³ Follow R.A. 11032 - reduce to three (3) signatures; including initials.
⁴ Reduction of required documents, OR simplification of forms.

**GUIDELINES IN ACCOMPLISHING
MODIFIED FORM A1 – DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

- Row 1. Indicate the **name of the department/agency**.
- Row 2. Indicate the **name of the critical government service**. This form is used to present each of the critical government services. Departments/agencies shall reproduce this form based on the number of critical government services that the department/agency provides. (Example: Business Enterprise Registration, Accreditation and Licencing Service, Provision of Technical Assistance, Application for Claims and Benefits, Conduct of Research for Stakeholders, Production of IEC Material, Request for Status of Reports).
- Row 3. Indicate the **bureaus/offices/delivery units/processing units** responsible in the processing, delivery, and completion of the critical government service.
- Column 4. Identify the **client/customer(s)** who avail the critical government service/s declared by the agency.
- Column 5. Report the **number of client/customer(s)** who availed the critical government service in FY 2019. If there are variations of the service, indicate the disaggregated data on the number of client/customers for FY 2019.
- Column 6. Report the **volume of transactions** for FY 2019 for the critical government service. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2019.
- Column 7. The department/agency shall indicate the status of each criterion⁵ as of FY 2018, under each government service (frontline and non-frontline).
1. ***Number of Steps*** – required number of steps to complete the critical service.
 2. ***Turnaround Time (TAT)*** – total time required, including the waiting and processing time, to complete the government service.
 3. ***Number of Signatures*** – required number of signatures to complete each government service; including initials.

⁵ Definitions based on JMC No. 2019-001- Implementing Rules and Regulations (IRR) on RA #11032.



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4. **Number of Required Documents** – total number of required documents to complete the government service.

5. **Transaction Costs** –

5.1 Primary Transaction Costs/Fees – fees declared in the agency's Citizen's Charter to be paid to the agency by an applicant or requesting party for availing a government service.

5.2 Other Transaction Costs – other fees to be paid by an applicant or requesting party to obtain supporting information from another agency in order to secure necessary primary information. Example: Transportation cost of applicant/client, photocopying cost, cost of getting other government issued documents etc.

6. **Substantive Compliance Costs** – are incremental costs, other than administrative costs, incurred by a transacting public in the course of complying with a regulation. These costs may include implementation costs, direct labor, overhead, equipment, material, and external service costs.

7. **Citizen/Client Satisfaction Results** – data on the results of conducted Citizen/Client Satisfaction survey or feedback per government service.

Column 8. Report **agency target in FY 2019** by the department/agency in each criteria of the government service (frontline and non-frontline).

Column 9. Report **FY 2019 streamlining efforts** accomplished by the department/agency in each criteria of the government service (frontline and non-frontline).

Column 10. In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the **remarks column**. The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.

CITIZEN/CLIENT SATISFACTION REPORT

1. All departments/agencies should measure and report the satisfaction level of citizens/clients that they served. Measuring the satisfaction level of citizens/clients shall generate verifiable data and tangible evidences that can help departments/agencies determine their effectiveness in relating with citizens/clients. These data should guide departments/agencies in identifying approaches on continuously refining their processes.
2. There are different ways to measure citizen/client satisfaction. To enable agencies adopt a measurement technique that fits the nature of their critical services, the AO 25 IATF prescribes no standard method in measuring satisfaction. This guide shall serve as reference in identifying a minimum standard, some elements and practices in conducting and reporting citizen/client satisfaction.
3. Measurement approach should have the following basic properties:
 - a. **The method should be valid.** It should exhibit a clear and measurable goal. It should be particularly crafted to gather data that shall be analyzed, interpreted and reported.
 - b. **The method should be replicable.** It should allow repeatability. The measurement should generate results that can be tracked over time. The questions should be crafted in manner that they can be repeated, and yield results that can be compared to baseline data.
 - c. **The method should have a specific timeline of measurement.** For purposes of the FY 2019 PBB, departments/agencies can set their own timeline within 2019 to implement improvement. The measurement should coincide with the department's/agency's roll out of their process improvement.
4. Since there are different critical services provided by departments/agencies, the AO 25 IATF prescribes no specific sample size. However, departments/agencies shall ensure that respondents are the citizens/clients who availed the critical service.
5. Results should reflect satisfaction ratings of citizens/clients who availed the critical services.
6. All departments/agencies should report the results of the measurement using template below. Agencies should clearly indicate the following:
 - Define the scope and period covered of the satisfaction measurement;
 - Describe the methodology;
 - Actual results of measurement and interpretation of data;
 - Results of Citizen/Client Satisfaction Survey
 - Improvement Action Plan for FY 2020

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< Department/Agency's Name and Letterhead >

CITIZEN/CLIENT SATISFACTION REPORT

- a. Description of the methodology of the Citizen/Client Satisfaction Survey used for each reported service.**
 - i. Scope and Period Covered of the Citizen/Client Satisfaction Survey
 - ii. Methodology of the Citizen/Client Satisfaction Survey
- b. Results of the Citizen/Client Satisfaction Survey for FY 2019**
(include a sample of the Citizen/Client Satisfaction feedback/survey form)
- c. Results of their action plan reported in the FY 2018 PBB**
- d. Continuous improvement plan for FY 2020**

Prepared by: _____
Name of Officer / Designation / Date

Approved by: _____
Department Secretary/Agency Head / Date

GUIDELINE ON PHILGEPS POSTING

Maintain/Update the PhilGEPS posting of all Invitations to Bids and awarded contracts pursuant to the Government Procurement Reform Act, Republic Act No. 9184, for transactions from January 1, 2019 to December 31, 2019, including the Early Procurement of FY 2020 Non-CSE items. Certificate of compliance to PhilGEPS is no longer necessary.

Agencies should track their status through PhilGEPS microsite: <http://data.philgeps.gov.ph/directory/pbb.aspx>.

Departments/agencies should ensure that the status of notices in the PhilGEPS System for all transactions for the period January 1, 2019 to December 31, 2019, including the Early Procurement of FY 2020 Non-CSE items, is **updated** on or before **January 31, 2020**. *Failed or cancelled bid status should still be updated in PhilGEPS.*

If the agency is unable to update the system or post the BAC Resolution, Notices of Award/Bid Results, Actual Approved/Awarded Contracts and Notices to Proceed/Purchase Orders for transactions above one million (P1,000,000) in the PhilGEPS due to factors that are outside the control of the agency, the agency should submit a letter to or inform PhilGEPS and submit a letter of explanation addressed to the AO25 IATF on or before January 31, 2020. Acceptance of explanation/justification shall be subject to the recommendation of PhilGEPS.

See the required actions for each status of Notice in PhilGEPS:

Status of Notice in PhilGEPS	Status of Award in PhilGEPS	Required Action
Closed / Closed – Pending Opening	Null	Identify specific bid result and explain the status of each line item. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to ao25secretariat@dap.edu.ph .
Closed / Closed – Pending Opening	Posted	Identify specific bid result for each line item and post the Notice to Proceed and Approved Contract in PhilGEPS In the event that the agency cannot post the NTP and Approved Contract in PhilGEPS, a justification for each item should be submitted. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to ao25secretariat@dap.edu.ph .
Awarded	Null	Identify specific bid result for each line item and post the Award Notice, Notice to Proceed, Approved Contract and BAC Resolution in PhilGEPS In the event that the agency cannot post the Award Notice, Notice to Proceed, Approved Contract and BAC Resolution in PhilGEPS, a justification for each item should be submitted. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to ao25secretariat@dap.edu.ph .
Awarded	Posted	Post the Notice to Proceed and Approved Contract in PhilGEPS. In the event that the agency cannot post the Notice to Proceed and Approved Contract in PhilGEPS, a justification for each item should be submitted. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to ao25secretariat@dap.edu.ph .

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If departments/agencies are unable to post, they must provide a justification signed by the Head of Procuring Entity and by the BAC Chair and submit to ao25secretariat@dap.edu.ph. Kindly follow the format below:

(Department/Agency's Letterhead)

The justification/s being issued in response to the non-compliance of posting of the following items on the PhilGEPS website:

Reference No.	Notice title	Line Item ID	Notice Status	Award Status	Remarks/Explanation

IN WITNESS WHEREOF, we have hereunto affixed our signatures on the ____ day of ____ 2019 at (City/Municipality), Philippines.

Signed by:

Noted by:

BAC Chair

Head of Procuring Entity

Date:

Date:

Form 1.0 REPORT ON RANKING OF OFFICES/DELIVERY UNITS

Department/Agency _____

I. SUMMARY OF INFORMATION REQUIRED

1.1 Total No. of Bureau/Offices/Attached Agencies/Delivery Units _____
1.2 Total No. of Bureaus/Attached Agencies/Delivery Units that achieved their performance targets _____
1.3 Total No. of Filled Positions as of December 31, 2019 _____
1.4 Total No. of Officials and Employees Entitled to PBB _____
1.5 Total Amount Required for Payment of PBB PHP _____

II. REPORT ON RANKING OF OFFICES/DELIVERY UNITS

Department/Agency: _____

Details for Head of Agency				
Name	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2019	Amount of PBB

Ranking	Names of Bureaus/ Offices/ Attached Agencies/ Delivery Units	Rate of Accomplishment of Targets (in %)	List of Employees			Amount of PBB
			Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary	
2.1 Best (10%)	Delivery Unit 1					
	Delivery Unit 2					
TOTAL BEST						

2.2 Better (25%)		Delivery Unit 1		Delivery Unit 2		TOTAL BETTER					
Ranking	Names of Bureaus/ Offices/Attached Delivery Units	Rate of Accomplishment of Targets (in %)	Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2019	Amount of PBB				
2.3 Good (65%)		Delivery Unit 1		Delivery Unit 2		TOTAL GOOD					
2.4 Did not meet Targets (No PBB)		Delivery Unit 1		Delivery Unit 2		TOTAL POOR					

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2.5 Did not submit SALN	Delivery Unit 1							
	Delivery Unit 2							
	TOTAL							
2.6 Did not liquidate Cash Advance within reglementary period	Delivery Unit 1							
	Delivery Unit 2							
	TOTAL							
2.7 Did not submit SPMS Forms	Delivery Unit 1							
	Delivery Unit 2							
	TOTAL							

 Head of HR

 Department Agency Head

Date:

Date:

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ANNEX 8

GUIDELINE/MECHANICS IN RANKING OFFICES/DELIVERY UNITS FOR THE GRANT OF FY 2019 PERFORMANCE-BASED BONUS (PBB)*

Department/Agency _____

(Agency should provide the guidelines and process in determining and evaluating the performance ranking of offices / delivery units within the department/agency.)

Head of HR _____

Date:

Department Agency Head _____

Date:

* Departments/Agencies shall cascade to their employees the procedures in ranking offices/delivery units. This document shall be posted on the agency TS page on or before October 1, 2019.