



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

FY 2022 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT

BUREAU OF CUSTOMS



**development academy
of the philippines**

Technical Secretariat and Resource Institution

FY 2022 PERFORMANCE-BASED BONUS ELIGIBILITY CRITERIA AND CONDITIONS
per the AO 25 Memorandum Circular (MC) No. 2022-1

To be eligible for the FY 2022 PBB, the agency must attain a total score of at least 70 points

TABLE 1: FY 2022 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5 points	10 points	15 points	20 points	25 points
Process Results	5	5 points	10 points	15 points	20 points	25 points
Financial Results	5	5 points	10 points	15 points	20 points	25 points
Citizen/Client Satisfaction Results	5	5 points	10 points	15 points	20 points	25 points

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for FY 2022 (all performance indicators)

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
No substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvement in ease transaction in internal service	Achieved substantial improvement to ease transaction in external service	Achieved substantial improvements to ease transaction in external but non priority core service and internal service	Achieved substantial improvements to ease transaction in priority core service (external) and internal service

TABLE 4: RATING SCALE FOR FINANCIAL RESULTS				
1	2	3	4	5
1-19% Disbursement BUR	20-39% Disbursement BUR	40-59% Disbursement BUR	60-79% Disbursement BUR	80-100% Disbursement BUR

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
No submission/Did not conduct CCSS	Average satisfaction rate with unresolved complaints and at least 30% compliance rate to #8888 and CCB	More than average rate with unresolved complaints and at least 50% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and at least 80% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and compliance rate to #8888 and CCB

FINAL ELIGIBILITY ASSESSMENT FOR FY 2022 PERFORMANCE-BASED BONUS

BUREAU OF CUSTOMS

Overall Assessment: The Bureau of Customs (BOC) achieved **90 points** and is **eligible** for the grant of FY 2022 PBB.

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
<p>1. Performance Results</p> <p>Achieved 83% (10 out of 12) Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors.</p>	4	20	<p>The BOC did not achieve two (2) performance targets for FY 2022:</p> <ol style="list-style-type: none"> Percentage of cargo clearance process improved; and Percentage of imported goods cleared within ten (10) days from filing of import declaration. <p>The BOC explained that the non-attainment of the targets was due to the following:</p> <ol style="list-style-type: none"> The processing of clearance covers the period from arrival to release of goods; while the "improvement" is measured by comparing data of the same period of the present year vs. the previous year (i.e. FY 2022 vs FY 2021). In FY 2022, 93% of the cargo was released in 15 days while 95% in FY 2021, resulting in a -2% difference; and The number of import entries released for the 1st and 4th quarters of FY 2022 has been the lowest. Further, the ten (10) days include the examination of goods, as applicable. <p>The Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-A considered the non-attainment of the performance targets to be due to uncontrollable factors based on the DBM-BMB-A Agency Performance Review (APR) report dated August 8, 2023.</p> <p>The BOC is advised to prepare a catch-up plan to meet its commitment targets for the period.</p>
<p>2. Process Results</p> <p>Achieved substantial improvements to ease transaction in priority core service (external) and internal service.</p>	5	25	<p>The BOC reported in its Modified Form A a reduction in the processing time for its external service "Processing of Consumption Entry - Yellow Lane Channel" from 40 minutes to 35 minutes. It also reported that the BOC-Port of NAIA received ISO 9001:2015 Certification, valid from October 6, 2021, until October 5, 2024.</p> <p>On December 21, 2023, the Anti-Red Tape Authority (ARTA) requested the BOC, through the AO25 Secretariat, to clarify if the ISO 9001:2015 Certification of the BOC-Port of NAIA covers all the BOC ports. In response to this, the BOC provided ISO Certifications of its other ports i.e. (1) BOC-Dumaguete, (2) BOC-Subport of Mactan, (3) BOC-Port of Clark, (4) BOC-Batangas International Port, Santa Clara</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<p>Pier, (5) BOC-Port of Manila, (6) BOC-Customer Care Center, (7) BOC-Port of Davao, (8) BOC-Port of Subic - Customer Care Center, (9) BOC-Port of Limay, (10) BOC-Subport of Iligan, and (11) BOC-Port of Legazpi.</p> <p>The Anti-Red Tape Authority (ARTA), in concurrence with the AO25 Secretariat, observed that the ISO 9001:2015 certification submitted by the BOC was sufficient to show quantifiable results for its standardization initiative that can support the declared reduction in processing time for its external service.</p> <p>For its internal service, the BOC reported in its Modified Form A the continuous utilization of its online platforms for its "Request for Simple System Development (Stand-Alone System)" to immediately respond to the needs of the internal stakeholders. The BOC also noted that stand-alone systems were successfully developed and no request is pending from internal offices.</p> <p>Based on the ARTA validation report dated December 29, 2023, the BOC's Means of Verification, particularly the screenshots of the online platform, presented digitization initiatives that demonstrated improvements in processing time, number of steps, and/or costs in its nominated internal service.</p> <p>Hence, the BOC achieved substantial improvements to ease transactions in both external and internal services.</p>
<p>3. Financial Results</p> <p>Achieved 89.66% Disbursement BUR.</p>	5	25	<p>The actual accomplishment of the BOC for Disbursement Budget Utilization Rate (BUR) was 89.66% based on the DBM BMB-A APR report dated August 8, 2023.</p> <p>The BOC is reminded to frequently coordinate with the suppliers so that supporting documents for billings can be easily compiled, otherwise, delayed compliance may hamper the disbursement program of the agency. Further, it is encouraged to sustain the application of the Common Fund System to optimize the use of the available cash allocations provided that mandatory items are fully funded.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
4. Citizen/Client Satisfaction Results Achieved 4.81 satisfaction rate for CCSS; 100% resolution and compliance rate for #8888 complaints, and 100% resolution rate with 66.67% compliance rate for CCB complaints received.	4	20	The BOC reported an overall client satisfaction rating of 4.81 but did not observe the procedures for reporting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 5 of the AO25 MC 2022-1. The BOC achieved 100% resolution rate (385 out of 385) and compliance rate of the complaints received through the #8888 platform for the period of January 1, 2022 to December 31, 2022, based on the Office of the President (OP) report dated May 3, 2023. In addition, the agency achieved 100% resolution rate (6 out of 6) and 66.67% compliance rate of complaints received through the Contact Center ng Bayan (CCB) platform for the period of January 1, 2022 to December 31, 2022, based on the Civil Service Commission (CSC) report dated June 15, 2023.
Total	18	90	

B. Agency Accountabilities	Compliance Status
• Transparency Seal	Compliant
• Freedom of Information	Compliant
• Compliance to Audit Findings	Compliant
• Posting of Agency Review and Compliance Procedure (ARCP) of SALN	Compliant
• PhilGEPS Posting	Non-compliant
• Submission of FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	Compliant
• Submission of FY 2022 APP Non-Common Use Supplies and Equipment (APP non-CSE)	Compliant
• Posting of Indicative FY 2023 APP non-CSE	Compliant
• Submission of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI)	Non-compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2023 Procurement Projects	Non-compliant
• Designation of the Agency's Committee on Anti-Red Tape (CART)	Compliant
• Compliance with the National Competition Policy (NCP)	Not Applicable

C. Eligibility of Delivery Units and Individuals/Rates

To be eligible for the FY 2022 PBB, the agency must attain a total score of at least 70 points. To be able to attain at least 70 points, the agency should achieve a performance rating of 4 in at least three (3) criteria. In such a case, while the agency will be eligible, the unit/s most responsible (including its head) for the criteria stated in Section 3.0 of MC 2022-1 with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 of MC 2022-1 will also be isolated from the grant of the FY 2022 PBB.

To be eligible for FY 2022 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.

For additional information, please refer to Section 6.0 (Eligibility of Delivery Units and Individuals) and Section 7.0 (Rates of the PBB) of MC 2022-01.