



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF BUDGET AND MANAGEMENT
GENERAL SOLANO STREET, SAN MIGUEL, MANILA



DEPARTMENT ORDER NO. 42, s. 2021

Subject : **INTERNAL GUIDELINES ON THE GRANT OF THE
FISCAL YEAR 2021 PERFORMANCE-BASED BONUS**

Date : **31 DECEMBER 2021**

1.0 PURPOSE

In the interest of the service and pursuant to Memorandum Circular (MC) No. 2021-1,¹ and MC No. 2021-2,² issued by the Inter-Agency Task Force (IATF) on Administrative Order (AO) No. 25, s. 2011, the guidelines on the grant of the Performance-based Bonus (PBB) for Fiscal Year (FY) 2021 in the Department of Budget and Management (DBM)–Office of the Secretary (OSEC) are hereby issued for the following purposes:

- 1.1 Guide all concerned on the eligibility requirements for the FY 2021 PBB grant;
- 1.2 Guide all concerned relative to the compliance with the eligibility requirements of the FY 2021 PBB grant;
- 1.3 Determine the roles and accountabilities of identified³ B/S/Os, officials, and employees in implementing these guidelines; and
- 1.4 Set the deadlines for the submission of FY 2021 PBB requirements.

2.0 COVERAGE

This Department Order (DO) covers the following:

- All B/S/Os of the DBM OSEC,⁴ which consist of the Central Office units and the Regional Offices; and

¹ Guidelines on the Grant of the Performance-based Bonus for Fiscal Year 2021 Under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016 dated June 3, 2021

² Supplemental Guidelines on the Grant to the Performance-based Bonus for Fiscal Year 2021 Under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016 dated October 25, 2021

³ Bureaus/Services/Offices identified in the Attachment A: Summary of Accountabilities and Timelines of B/S/Os and LCMO Units

⁴ Excluding the Government Procurement Policy Board-Technical Support Office and the Procurement Service which shall have their respective PBB Internal Guidelines.

- All B/S/O officials and employees holding regular, contractual, and casual positions having employer-employee relationship with the DBM-OSEC, and whose compensation is charged against the appropriation for Personnel Services.

3.0 ELIGIBILITY CRITERIA

To be eligible for the grant of the FY 2021 PBB, the Department must satisfy the criteria and conditions set under the four dimensions of accountability: **Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results;** and attain a **total score of at least 70 points** based on the PBB Scoring System as discussed in item 4.0 hereof.

In the context of the FY 2021 PBB, the **Performance Results** refer to the accomplishment of the Congress-approved performance targets under the Performance-informed Budgeting (PIB) of the FY 2021 General Appropriations Act (GAA). The physical targets are merely reinstated in the case of national government agencies (NGAs). **Process results** refer to the achievements in ease of doing business/ease of transaction with the Department as a result of streamlining, standardization, *i.e., through the International Organization for Standardization (ISO)-certified Quality Management System (QMS) or its equivalent*, digitization, and related improvements in the delivery of services. This is an existing criterion for NGAs. **Financial results** refer to the actual spending of the department's budget allotment vis-à-vis the realization of the committed programs and projects based on the FY 2021 GAA. The Disbursements Budget Utilization Rate (BUR) is also a prevailing common target of all agencies. Finally, another existing criterion for all agencies, the **Citizen/Client Satisfaction Results** refer to the achievements in satisfying the quality expectations of the transacting public.

For FY 2021, the Good Governance Conditions (GGCs) shall no longer be required in determining the overall PBB eligibility of the Department. Nevertheless, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals as detailed in item 5.0 hereof.

4.0 FY 2021 PBB TARGETS, ASSESSMENT, AND SCORING SYSTEM

The Department accomplishments in the criteria shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight, as shown in Table 1. It may obtain a maximum score of 100 points, but must attain a **total score of at least 70 points** to be eligible for the FY 2021 PBB.

Table 1: FY 2021 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>
Performance Results	5	5 pts.	10 pts.	15 pts.	20 pts.	25 pts.
Process Results	5	5 pts.	10 pts.	15 pts.	20 pts.	25 pts.
Financial Results	5	5 pts.	10 pts.	15 pts.	20 pts.	25 pts.
Citizen/Client Satisfaction Results	5	5 pts.	10 pts.	15 pts.	20 pts.	25 pts.
TOTAL SCORE		MAXIMUM = 100 POINTS				

Table 1 shows that a performance rating of 5 in all criteria will yield a total score of 100 points for the Department. A performance rating of 4 in all criteria will yield a total score of 80 points for the Department. To attain a total score of at least 70 points and be eligible for PBB, the Department must achieve a rating of 4 in at least three (3) criteria. *In such case, while the Department will be eligible, the unit most responsible for the criteria with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.*

4.1 Performance Results. The targets under Performance Results aim to steer the Department to focus its efforts and available resources on its mandates and core functions, as well as ensure the delivery of high quality and high impact activities. *The Department should achieve each one of the Congress-approved performance targets under the PIB of the FY 2021 GAA.*

The Department performance in the achievement of targets shall be *closely monitored through the use of the submitted Unified Reporting System (URS)-generated Budget and Financial Accountability Reports (BFARs)* to indicate the progress towards the accomplishment of broader sectoral and societal outcomes targeted by the Department for improving the lives of Filipinos.

The quarterly BFARs of the Department, as uploaded in the DBM URS, shall be submitted in a timely manner, i.e., within thirty (30) days after the end of each quarter, as provided under item 3.15.2 of National Budget Circular No. 583, pursuant to Section 90, General Provisions of Republic Act No. 11518 (FY 2021 GAA). BFARs will be used to monitor and validate Department accomplishments.

For any deficiencies or non-attainment of FY 2021 targets, justifications shall be submitted together with the 4th Quarter BFAR by the DBM-OSEC, based on the inputs of the most responsible unit/s for the targets, to the DBM oversight thirty (30) days after the 4th Quarter of FY 2021.

The Performance Results shall be assessed and scored as follows:

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 2021; deficiencies due to controllable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for FY 2021 (all performance indicators)

The Corporate Planning and Management Service (CPMS) shall consolidate the Physical Report of Operation (Physical Performance Results) based on the submission of Budget Accountability Report (BAR) No. 1 as of December 31, 2021 of all B/S/Os concerned on or before January 15, 2022.

- 4.2 Process Results.** The target under Process Results pertains to improved ease of transaction of frontline services covering all government-to-government (G2G) transactions as listed in the 2021 DBM Citizen's Charter (3rd edition). This may be achieved through streamlining especially of frontline services; standardization of frontline processes, including those implemented at the Regional Offices (ROs); digitization, e.g., *by developing electronic or online paperless systems, new service delivery channels, contactless transactions,* and other process improvements for faster and more efficient public service delivery.

The Department shall report objectively verifiable evidence of achievements in ease of doing business or ease of transaction for frontline services covering all government-to-government transactions using Form A as provided in Annex 3 of MC No. 2021-1, highlighting the tangible improvements from the viewpoint of the transacting client agencies in terms of access, turnaround time, transaction costs, documentary, and other requirements.

The DBM-OSEC shall also submit to the appropriate authorities and/or validating agencies the following reports:

- a) Digitization initiatives or digital transformation of frontline and non-frontline services through the development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, contactless transactions, and other process improvements using information technology, highlighting the tangible results of digitization in terms of ease of doing business or ease of transaction from the point of view of the transacting public;

- b) Standard operating procedures, manual or documentation of service delivery standards for frontline and non-frontline services of the agency, including those implemented at the ROs, highlighting the tangible results of standardization of the frontline and non-frontline services in assuring ease of transaction and doing business with the agency; and
- c) Valid ISO QMS certification or equivalent certification of frontline and non-frontline services of the agency, as of 31 December 2021, indicating the scope of certification.

The Department may use the *Modified Form A* to report their streamlining and digitization accomplishments. The *ISO-certified QMS or its equivalent certification for frontline services, service delivery standards manual, and the like* may be used as evidence to the standardization achievements of the Department.

The Process Results shall be assessed and scored as follows:

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
No demonstrated ease of transaction	Achieved targets to ease transaction (streamlining, digitization, standardization) only for non-frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in less than 80% of frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in at least 80% of frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in all frontline services

For the preparation of the consolidated report on Process Results, the B/S/Os shall submit to the CPMS their accomplished Annex 3 (MC No. 2021-01) Modified Form A – Department/Agency Process Results Report in accordance with the guidelines to be issued thereon by the CPMS on or before January 14, 2022.

4.3 Financial Results. This pertains to the attainment of the FY 2021 Disbursement BURs.

Similar with the Performance Results, the DBM-OSEC shall upload its quarterly BFARs in the DBM-URS, within thirty (30) days after the end of each quarter.

The submitted FY 2021 Financial Accountability Reports (FARs) No. 1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances or SAAODB shall be the basis in determining the FY 2021 BUR accomplishment of the DBM-OSEC.

Targets under Financial Results indicate the final payments to be made from the Department's annual budget allotment to realize their committed programs and projects based on the valid appropriations for FY 2021. Hence for FY 2021, the Department shall accomplish the following Disbursements BUR:

4.3.1 **Disbursements BUR** is measured by the ratio of total disbursements (cash and non-cash, excluding Personnel Services to the total obligations for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) made in 2021, net of goods and services obligated by December 31, 2020, but paid only in 2021. The **total obligations for MOOE and CO** shall refer to those made from the FY 2021 GAA, FY 2020 GAA, and *Bayanihan* II appropriations due to their extension under RA No. 11519⁵ and RA No. 11520.⁶ The objective is to measure the disbursements on the obligations for MOOE and CO made in 2021 from all valid appropriations. These shall be net of transfers to the Procurement Service (PS), the Philippine International Trading Corporation (PITC), and implementing agencies and units, which still have to be implemented; and outputs, delivered.

Hence:

$$\text{Disbursements BUR} = \frac{\text{Total Disbursements (cash and non-cash, excluding Personnel Services), net of payments made in 2021 for past years' obligations}}{\text{Total obligations (excluding Personnel Services, from valid appropriations)}}$$

Where Total Disbursements is net of transfers to Personnel Services, PITC, and other implementing agencies and units, which have not been delivered.

4.3.2 **Agencies with fund transfers** either for operating or program subsidies, or both, shall also achieve and report the same Disbursements BUR for NGAs for all the subsidy releases for 2021 from the three appropriations sources above-mentioned.

The requirements under the Financial Results shall be scored as follows:

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

The Finance Service (FS) shall prepare and submit the computation of the Disbursements BUR to the CPMS on or before January 31, 2022.

4.4 Citizen/Client Satisfaction Results. The Department should achieve the Citizen/Client Satisfaction targets as provided below, and should likewise accomplish and submit the reports on the Citizen/Client Satisfaction Survey (CCSS), and resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB).

⁵ An Act Extending the Availability of Appropriations Under RA No. 11494 – “*Bayanihan to Recover as One Act*”

⁶ An Act Extending the Availability of the 2020 Appropriations to December 31, 2021, Amending for the Purpose Section 60 of the General

Provisions of RA 11465 – the General Appropriations Act of FY 2020

The CCSS report shall follow the prescribed requirements and rating scale as stated in Annex 4 of MC No. 2021-1 Guide in Conducting the CCSS, indicating therein a description of the methods and rating scale used in determining the FY 2021 Overall Satisfaction Score for the services of the DBM-OSEC, which shall report the overall agency rating in the service quality dimensions and overall agency citizen/client satisfaction score for the reported services.

- 4.4.1 To provide evidence on the citizen/client satisfaction results, the Department may report the results of the CCSS following Annex 4 (MC No. 2021-01) - CCSS Report.

The B/S/Os shall submit to CPMS-Monitoring Division (MonD) the CCSS Report on or before January 14, 2022 for the consolidation of Annex 4.

- 4.4.2 **Resolution of reported complaints from Hotline #8888 and CCB.** The Department shall ensure resolution of all complaints and grievances on government service procedures, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individual, or instrumentality reported to Hotline #8888 and CCB. To provide evidence on this, the Department may submit a report summarizing the #8888 and CCB complaints received in FY 2021 and their status if resolved or pending.

In consideration to its first year of implementation, the requirements under this target shall cover only the resolution rate of agencies to the complaints received from Hotline #8888 and CCB in FY 2021. The DBM-OSEC may submit reports, evidence, and/or documentation summarizing the Hotline #8888 and CCB complaints received in FY 2021 and their status if resolved or pending, as complemented in the data gathered from Hotline #8888, CCB databases, and monthly reports provided by the Office of the President (OP) and the Civil Service Commission (CSC) to all agencies.

Reported complaints and grievances shall cover government services and procedures, acts of red tape, corruption, and/or other interferences to-service delivery.

To determine the resolution and compliance rates to Hotline #8888 and CCB complaints, the DBM-OSEC shall refer to the following:

PORTALS	RESOLUTION RATE	COMPLIANCE RATE
Hotline #8888	The percentage of tickets acted upon or closed tickets against the total number of endorsed tickets by the Hotline #8888 Citizen's Complaint Center (CCC) without consideration of the 72-hour period to take action as prescribed in Executive Order (EO) No. 6, s. 2016. ⁷	The percentage of tickets acted upon or closed tickets within the 72-hour period to take action, as prescribed in EO No. 6, s. 2016.
CCB	<p>Negative feedback on services, processes, and procedures lodged through the CCB are considered resolved after the referral is responded; and detailed action taken is provided to correct the reported dissatisfaction and prevent its recurrence.</p> <p>If the particular concern cannot be acted upon, the DBM-OSEC shall provide an explanation as to why it cannot be addressed. The negative feedback will be considered resolved upon receipt of the reply/explanation.</p> <p>If the complaint involves an administrative case, the CCB will still forward the negative feedback to the DBM-OSEC and will request an update on the status of the case. Upon receipt of the reply, the CCB will inform the customer of the feedback from the DBM-OSEC and will consider the ticket resolved.</p>	Percentage of negative feedback resolved within the prescribed timeline of 72 hours over the total number of negative feedback received within a particular period.

For Hotline #8888, a concrete and specific action shall refer to the actual and factual action to the complaint. It must be within the mandate of the DBM-OSEC and a clear, specific, and relevant response to the concern of the caller. As much as the circumstances permit, the caller shall be given advice on the concrete and specific action taken or feedback on the status of the concern until its resolution, and the DBM-OSEC shall inform the #8888 CCC, through their respective #8888 Agency Portals, of the action taken on the complaint, concern, or request. The #8888 CCC requires proof of concrete and specific action taken and proof of communication to the caller.

⁷ Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizen's Complaint Center

The validation shall be complemented with reports and collected data on feedback and complaints from citizens/clients gathered by the OP, Presidential Management Staff, CSC, and Presidential Communications Operations Office from Hotline #8888 and CCB databases, as well as the Freedom of Information (FOI) portals.

The B/S/Os shall submit on or before January 14, 2022 to the Administrative Service – Human Resource Management Division (AS-HRMD) all resolutions on complaints received from the above-mentioned sources. The consolidated report shall be submitted by AS-HRMD to the CPMS-MonD on or before January 31, 2022.

The requirements under the Citizen/Client Satisfaction Results shall be scored as follows:

TABLE 5: RATING SCALE FOR CLIENT SATISFACTION RESULTS*				
1	2	3	4	5
No submission/ Did not conduct CCSS	Low satisfaction rate with unresolved #8888/CCB Complaints	Average to high satisfaction rate with unresolved #8888/CCB complaints	Average satisfaction rate with 100% #8888/CCB complaints resolved	High satisfaction rate with 100% #8888/CCB complaints resolved

*modified rating scale per MC. 2021-2

5.0 AGENCY ACCOUNTABILITIES

To sustain the institutionalization of compliance to existing government-mandated laws and standards, the Department and its Performance Management Team (PMT) shall continue to implement, monitor, and enforce compliance with the following requirements (please see the attached updated *Agency Accountability Timelines*⁸).

a. Updating of Transparency Seal	h. Submission of FY 2022 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE), FY 2021 APP-non CSE, Indicative FY 2022 APP, and the results of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI) System
b. Compliance with the FOI Program	
c. Updating of Citizen's/Service Charter	
d. Compliance to Audit Findings and Liquidation of Cash Advances	
e. Submission and Review of Statement of Assets, Liabilities and Networth (SALN)	
f. PhilGEPS posting of all invitations to bids and awarded contracts	
g. Undertaking of Early Procurement Activities (EPA) covering 2022 Procurement Projects	

⁸ Per the Supplemental Annex (*Updated FY 2021 Agency Accountability Timelines*) - Provided by the AO 25 Secretariat on November 16, 2021

While the above conditions are no longer required in determining the overall PBB eligibility of the Department, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals. The Department should submit these legal requirements directly to the oversight agencies.

Undertaking of EPA. As stated in Section 3.0 of the Guidelines in the Conduct of Early Procurement Activities as a Requirement for the Grant of the PBB, to be eligible for the PBB, the Procuring Entities of the DBM-OSEC shall successfully undertake EPA for at least 50% of the value of its Eligible Procurement Projects (EPPs) and submit an EPA Certification under Oath to the Government Procurement Policy Board-Technical Support Office on or before 31 January of the fiscal year through email: earlyprocurement@gppb.gov.ph. See Supplemental Annexes A, A1, and A2.

6.0 ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

6.1 For FY 2021 PBB, once the Department is deemed eligible, the B/S/Os shall no longer be ranked. However, the unit/s most responsible for deficiencies shall be isolated.

- a. Item 4.0 hereof provides the process of determining the eligibility of the Department with Table 1 indicating the scoring system to guide the computation of total points which the Department must garner to be eligible for the FY 2021 PBB.
- b. For purposes of isolation from the grant of the FY 2021 PBB or justification from such isolation, the DBM PMT, through the PMT-Technical Working Group (TWG), shall be responsible in the determination of the following:
 - The unit/s most responsible for the achievement of performance rating below 4 per Table 1, item 4.0 of these guidelines; and
 - The unit/s most responsible for any non-compliance with any Agency Accountabilities provided in Section 5.0 hereof.

Employees of the determined unit/s most responsible (including the unit head) for the non-compliance with the Agency Accountabilities will be isolated from the grant of the FY 2021 PBB.

6.2 Eligible B/S/Os shall be granted FY 2021 PBB at uniform rates across the department, including its officials and employees. The corresponding rates of the PBB shall depend on the Department's achieved total score based on the schedule of rates shown in Section 7.0.

6.3 The DBM Secretary shall be deemed eligible for the FY 2021 PBB only if the Department is deemed eligible, for which the PBB rate for FY 2021 shall be equivalent to the rates provided in Section 7.0, and based on the monthly basic salary (MBS) as of December 31, 2021.

- 6.4 To be eligible for FY 2021 PBB, employees belonging to the First, Second, and Third Levels should receive a final and overall rating of at least "Very Satisfactory" for FY 2021 based on the applicable performance rating system of CSC-approved DBM Strategic Performance Management System (SPMS) or the Career Executive Service Board-prescribed Career Executive Service Performance Evaluation System.
- 6.5 Eligibility of personnel in detail to another government agency for six (6) months or more shall be determined in the recipient agency that rated his/her performance. The payment of the PBB, however, shall come from the mother agency.
- 6.6 Personnel who transferred from one government agency to another shall be included in the PBB of 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.
- 6.7 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; they shall be eligible for the grant of the PBB on a pro-rata basis corresponding to their actual length of service to the participating implementing agency, as stated in Section 6.9.
- 6.8 An official or employee who has rendered a minimum of nine (9) months of service during the FY and garnered at least a final and overall performance rating of Very Satisfactory for FY 2021 may be eligible for the full grant of the PBB.
- 6.9 An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and garnered at least a final and overall performance rating of Very Satisfactory for FY 2021 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 SERVICE	% 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 and may 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; and/or
- h. Sabbatical Leave.

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

6.11 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2021 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.

6.12 Officials and employees who failed to submit the 2020 SALN as prescribed in the rules provided under CSC MC 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 2021 PBB.

6.13 Officials and employees who failed to liquidate all cash advances received in FY 2021 within the reglementary period, as prescribed in Commission on Audit (COA) Circular No. 97-002 dated February 10, 1997, and reiterated in COA Circular No. 2009-002 dated May 18, 2009, shall not be entitled to the FY 2021 PBB.

7.0 RATES OF THE PBB

The total score as stated in Section 4.0 shall be the basis in determining the amount of the PBB that the Department is eligible for. The maximum rate of the PBB for agencies that will achieve 100 points shall be 100% of the 65% MBS of an individual as of December 31, 2021 as illustrated in Table 6 below.

TABLE 6: RATES OF THE PBB	
TOTAL SCORE	PBB RATES
100 points	65% (100% of the 65% monthly basic salary)
95 points	61.75% (95% of the 65% monthly basic salary)
90 points	58.50% (90% of the 65% monthly basic salary)
85 points	55.25% (85% of the 65% monthly basic salary)
80 points	52% (80% of the 65% monthly basic salary)
75 points	48.75% (75% of the 65% monthly basic salary)
70 points	45.50% (70% of the 65% monthly basic salary)

8.0 RESPONSIBILITIES OF B/S/Os, LEAD COORDINATING/MONITORING/ OVERALL OVERSIGHT (LCMO) UNITS and PMT⁹

The following are the duties and responsibilities in implementing the FY 2021 PBB:

8.1 B/S/Os

- 8.1.1 Comply, coordinate, and cooperate with the LCMO Units concerned for the requirements specified under Attachment "A" hereof; and
- 8.1.2 Provide justifications/explanations as required by the AO 25 IATF to assist the LCMO units in preparation for spot checks that may be conducted by the AO 25 IATF to validate claims and certifications made by the DBM-OSEC on the submitted/posted reports and/or requirements.

8.2 LCMO Units

- 8.2.1 Coordinate and follow up with B/S/Os concerned on the submission of the PBB requirements under their respective coverage;
- 8.2.2 Ensure consistency and timely submission of requirements/documents to AO 25 IATF-designated oversight and validating agencies;
- 8.2.3 Address issues and concerns identified by validating and/or oversight agencies with respect to the DBM's compliance to requirements, and prepare related documents/requirements on the same, and facilitate the preparation of the necessary justifications/explanations for non-compliance with FY 2021 PBB requirement per the AO 25 IATF evaluation results.
- 8.2.4 **AS–Procurement Management Division** shall spearhead the compliance of, coordinate with, and provide technical assistance to B/S/Os concerned in the Central Office pertaining to procurement-related requirements listed in Attachment "A"; and submit the corresponding proofs of compliance therewith to the CPMS.

⁹Attachment A - Summary of Accountabilities and Timelines of B/S/Os and LCMO Units

8.2.5 **Local Government and Regional Coordination Bureau (LGRCB)** shall spearhead the compliance of, coordinate with, and provide technical assistance to the ROs pertaining to procurement-related requirements listed in Attachment "A". The ROs shall submit to LGRCB the corresponding proofs of compliance therewith, which the latter shall consolidate and submit to the CPMS.

8.2.6 **AS-HRDD** shall prepare Form 1.0 - Report on Ranking of Offices/Delivery Units (Annex 2 of MC 2021-01), containing a complete list of DBM employees, with corresponding information on their respective compliance with the FY 2021 PBB requirements for eligibility based on the accomplished Table 1 in item 4.0 hereof to be provided by the CPMS. The AS-HRDD shall submit the prepared Form 1.0 to the CPMS, in time for the Department's submission of the same to the AO 25 IATF Secretariat.

8.2.7 **CPMS**

8.2.7.1 Coordinate and monitor the DBM-OSEC's compliance with PBB Forms, based on the data provided by the B/S/Os in their respective Accomplishment Reports, to be submitted to the DBM PMT for evaluation/approval;

8.2.7.2 Submit the consolidated AO 25 IATF-prescribed Forms to the DBM PMT for evaluation/review and endorsement for approval of the Secretary;

8.2.7.3 Conduct briefing, consultation meetings, and other related activities with the B/S/Os, LCMOs, DBM-OSEC PRIME Officers/Alternates, on the DBM-OSEC's PBB implementation;

8.2.7.4 Prepare and draft the necessary DOs, Office Orders, PBB Advisories, and Memoranda to facilitate the DBM-OSEC's PBB implementation; and

8.2.7.5 Act as Help Desk, through pmtsecretariat@dbm.gov.ph, to respond to queries and comments on the DBM-OSEC's FY 2021 PBB targets and accomplishments, and other PBB-related concerns.

8.3 **DBM PMT**

8.3.1 Assess the PBB Reports per initial evaluation of the CPMS, submit the said reports to the OSEC for approval and, upon approval, transmits the same to the AO 25 IATF, through the AO 25 IATF Secretariat, subject to the rules on re-evaluation, as may be applicable;

- 8.3.2 Resolve issues and concerns on the DBM-OSEC PBB performance, based on the recommendation of the PMT-TWG; and on reports thereof to be submitted to the AO 25 IATF;
- 8.3.3 Lead efforts on the development and implementation of the internal communication strategy on Performance-Based Incentive System;
- 8.3.4 Act as Appeals Body for PBB issues and concerns;
- 8.3.5 Oversee the implementation of the DO, and issue the necessary advisories and directives, consistent with the AO 25 IATF MC, and such other supplemental guidelines on the matter to be issued by the AO 25 IATF; and
- 8.3.6 Endorse and submit all authorized PBB-related documents to the AO 25 IATF through the CPMS or any authorized representatives.

9.0 DEPARTMENT REQUIREMENTS AND TIMELINES

- 9.1 The Department shall submit evidence of accomplishments of Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results (as provided in Section 4.0) on or before **February 28, 2022**. The Department shall likewise make an electronic submission (scanned copy of the official submission and editable MS Word or Excel files for use of the AO 25 IATF Secretariat).
- 9.2 The Department shall ensure that all explanations and justifications for deficiencies are already attached in their submission.
- 9.3 The Department shall be ready for spot checks to be conducted by the AO 25 IATF to validate claims and certifications made on the submitted/posted reports and/or requirements.
- 9.4 The Department is encouraged to provide information to the AO 25 Secretariat on compliance with the Agency Accountabilities provided in Section 5.0.

10.0 EFFECTS OF NON-COMPLIANCE

If the Department, after due process by the oversight agency, is determined to have committed a prohibited act, it shall be disqualified from the PBB in the succeeding year of its implementation.

Moreover, the CSC or Ombudsman shall file the appropriate administrative case for misrepresentation in the submitted/posted reports and requirements for the PBB, a commission of fraud in the payment of the PBB, and/or violation of the provisions of the AO25 Circular.

11.0 COMMUNICATION AND CHANGE MANAGEMENT

The Department Secretary/Authorized Representative, with the support of the DBM PMT, should enhance the implementation of the internal communications strategy on PBB and fulfill the following:

- 11.1 Engagement of the DBM employees in understanding the PBB, the performance targets, as well as the services and outputs that they will need to deliver to meet these targets.
- 11.2 Dissemination of the performance targets and accomplishments of the Department to the employees, as well as publish these on the DBM website for the public's information.
- 11.3 Submission to the AO 25 IATF Secretariat, per item 10.2 of MC No. 2021-1, of the PBB Directories for the following: (i) DBM PMT constituted under DO No. 30, s. 2021; and (ii) DBM PMT-TWG designated under PMT Advisory No. 2021-2 herewith disseminated as Attachment B.

12.0 APPEALS

All appeals relative to the implementation of the grant of the FY 2021 PBB shall be acted upon pursuant to item 9.0 of DO No. 22, s. 2017, dated November 17, 2017 re DBM Strategic Performance Management System (SPMS) Implementing Guidelines.

13.0 CALENDAR OF PBB ACTIVITIES

The indicative timeline set by AO 25 IATF for compliance with the requirements of the FY 2021 PBB implementation provided in *Attachment A – Summary of Accountabilities and Timelines of B/S/Os and LCMO Units* hereof shall be observed by all DBM-OSEC B/S/Os, officials and employees concerned, subject to the issuance of subsequent PBB advisories by the DBM PMT.

14.0 AMENDMENTS

All other Orders or provisions thereof inconsistent or contrary to this DO are hereby superseded, rescinded, and/or amended accordingly.

15.0 EFFECTIVITY

This Order shall take effect immediately.


TINA ROSE MARIE L. CANDIA
Undersecretary and Officer-in-Charge

List of Annexes and Attachments:

Agency Accountability Timelines Supplemental Annex (*Updated FY 2021 Agency Accountability Timelines*) – Provided by the AO 25 Secretariat on November 16, 2021

Annex A - Guidelines in the Conduct of Early Procurement Activities as a Requirement for the Grant of Performance-Based Bonus (PBB)

Annex A-1 - Certification of Undertaking or Non-Undertaking of Early Procurement Activities

Annex A-2 - Certification of Exception from Early Procurement Activities

Annex 2 (*MC No. 2021-01*) - Template – FY 2021 Form 1.0 Report on Ranking of Offices/Delivery Units

Annex 3 (*MC No. 2021-01*) - Template – FY 2021 Modified Form A – Department/Agency Process Results Report (with Guidelines in Accomplishing the Form)

Annex 4 (*MC No. 2021-01*) – FY 2021 CCSS Report

Attachment A – Summary of Accountabilities and Timelines of B/S/Os and LCMOs

Attachment B – DO No. 30, s. 2021 and DBM PMT Advisory No. 2021-2

Agency Accountability Timelines

For reference, agencies should observe the timelines and comply with the following requirements under Section 5.0: Agency Accountabilities of Memorandum Circular (MC) 2021-1:

Deadline	Requirements	Validating Agency
On or before 31 January of the fiscal year	Submit Certificate of Compliance that the agency conducted Early Procurement Activities for at least 50% of the Total Value of the FY 2022 Procurement Projects to the GPPB-TSO. <i>Note: Early Procurement Activities should be conducted in FY 2021</i>	GPPB-TSO
March 31, 2021	Submit FY 2021 APP-non CSE to GPPB-TSO.	GPPB-TSO
June 30, 2021	Submit Results of the APCPI system for FY 2020 Procurement Transactions to GPPB-TSO.	GPPB-TSO
September 30, 2021	Submit the FY 2022 APP-CSE thru the PhilGEPS Virtual Store.	DBM-PS
September 30, 2021	Posting of Indicative FY 2022 APP-non CSE in the agency's Transparency Seal webpage.	DBM-OCIO
October 01, 2021	Maintain/Update the agency Transparency Seal (TS) under Section 96 of the General Provisions of the FY 2021 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page.	DBM-OCIO
December 04, 2021	Set-up the most current and updated Citizen's or Service Charter , reflecting the agency's improved and streamlined/re-engineered system and procedure for all its government services to citizens, businesses, and government agencies. Departments/agencies shall submit their respective Certificates of Compliance (CoC) to the Anti-Red Tape Authority (ARTA) at compliance@arta.gov.ph on or before December 04, 2021.	ARTA
December 31, 2021 (validity of certificate)	The ISO QMS Certification or equivalent certification/recertification must be valid as of December 31, 2021. <i>Note: For compliance by departments and agencies which will use the ISO QMS certification/recertification as evidence or requirement for the Process Results criterion for the grant of the FY 2021 Performance-Based Bonus (PBB).</i>	To be provided in the GQMC guidelines on the validation of the certification.
December 31, 2021	Sustained Compliance w/ 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 2019 should also not recur. The objective is to improve the agency's	COA

Deadline	Requirements	Validating Agency
	internal control processes, enhance operational effectiveness, and eliminate, resolve and remedy most, if not all, of the agency audit findings, by the end of 2021.	
January 29, 2022	Update all procurement requirements for transactions above 1 million from January 1, 2021 to December 31, 2021 in the PhilGEPS .	PS-PhilGEPS
October 1, 2021	Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the agency Transparency Seal for FY 2021.	CSC
January 29, 2022	Submit the following Freedom of Information (FOI) Program requirements to PCOO: <ul style="list-style-type: none"> a. Updated People's FOI manual b. FOI reports: Agency Information Inventory, 2021 FOI Registry, and 2021 FOI Summary Report c. Modified One-page FOI Manual d. Screenshot of agency's home page 	PCOO

Notes:

**As provided in MC No. 2021-1, while the above conditions are no longer required in determining the overall PBB eligibility of agencies, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals. Agencies should submit these legal requirements directly to the oversight/validating agencies.*

***The oversight/validating agencies have the authority to modify their requirements and timelines as necessary. Agencies should directly contact the oversight/validating agencies of the above-mentioned Agency Accountabilities for updates and concerns.*

**GUIDELINES IN THE CONDUCT OF EARLY PROCUREMENT ACTIVITIES AS A
REQUIREMENT FOR THE GRANT OF THE PERFORMANCE-BASED BONUS
(GUIDELINES)**

1.0 Objective

This Guidelines is being issued in view of the requirement to conduct Early Procurement Activities (EPA) for purposes of the grant of Performance-Based Bonus (PBB).⁴

2.0 Definition

EPA refers to the conduct of procurement activities from the posting of opportunity, if required, until recommendation of the Bids and Awards Committee (BAC) to the Head of the Procuring Entity (HoPE) to award the contract, pending approval of the funding source.⁵ The rules for the conduct of EPA is governed by Government Procurement Policy Board (GPPB) Circular No. 06-2019.⁶

3.0 EPA as PBB Requirement

Procuring Entities (PEs)⁷ that would like to be eligible for the grant of PBB are required to successfully undertake EPA for at least fifty percent (50%) of the value of its eligible Procurement Projects (EPPs) pursuant to Administrative Order (AO) No. 25 Inter-Agency Task Force (IATF) Memorandum Circular (MC) No. 2020-1.⁸

4.0 Compliance Requirements

4.1 The conduct of EPA is required for PEs **receiving budgetary support from the National Government based on the National Expenditure Program (NEP).**

4.2 PEs are required to undertake EPA for **at least fifty percent (50%)** of the value or amount of EPPs included in its Indicative Annual Procurement Plan (APP)⁹ upon the issuance of the NEP.¹⁰

4.3 EPPs shall refer to Goods, Infrastructure Projects, and Consulting Services reflected in the PE's indicative APP based on the NEP to be undertaken through Competitive Bidding and Alternative Methods of Procurement under Republic Act (RA) No. 9184 and its revised Implementing Rules and Regulations (IRR), **except** for the following:

- a. Repeat Order (Section 51);
- b. Shopping (Section 52);
- c. Negotiated Procurement – Emergency Cases (Section 53.2);

⁴ See Memorandum Circular No. 2021-1 or the Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021 Under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016 dated 3 June 2021

⁵ See Section 3.1 of Government Procurement Policy Board (GPPB) Circular 06-2019

⁶ Guidelines on the Implementation of Early Procurement Activities (EPA) dated 17 July 2019

⁷ **PEs shall check with the Guidelines on the Grant of PBB issued by AO 25 annually the applicability of the requirements whether for the whole PE or responsible unit/individual.**

⁸ Guidelines on the Grant of the Performance-Based Bonus (PBB) for the Fiscal Year 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016

⁹ The Indicative APP shall be posted on the agency Transparency Seal pursuant to Department of Budget and Management Circular Letter 2018-8 dated 30 July 2018. The Indicative APP is **not** submitted to the GPPB.

¹⁰ Per Memorandum Circular No. 2020-1 or the Guidelines on the Grant of the Performance-Based Bonus (PBB) for the Fiscal Year 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016

Annex "A"

- d. Negotiated Procurement – Take-Over of Contracts (Section 53.3); and
- e. Negotiated Procurement – Small Value Procurement (Section 53.9).¹¹

In addition to the above exceptions, procurement of Common-Use Supplies and Equipment (CSE) shall be excluded in the EPA requirement since PEs are mandated to directly procure CSEs from the Department of Budget and Management- Procurement Service (DBM-PS).¹²

- 4.4 **All PEs shall submit an EPA Certification under Oath** to the GPPB-Technical Support Office (TSO), as the case may be, thus:

Status	Description	EPA Certification Template
Successfully undertaken	The PE has undertaken EPA and recommended for award of contract at least fifty percent (50%) of the total amount of the EPPs.	Certification of undertaking or non-undertaking (Template in Annex "A-1")
Not successfully undertaken	The PE has undertaken EPA, however, only less than fifty percent (50%) of the value of EPPs were recommended for award of contract.	
Not undertaken	The PE did not undertake EPA despite the existence of EPPs.	
Not covered by the EPA requirement	The PE has no EPPs for the conduct of EPA as required for the grant of PBB.	Certification of Exception from EPA (Template in Annex "A-2")

- 4.5 The fifty percent (50%) compliance requirement for the conduct of EPA shall be computed using this formula:

$$\left[\frac{\text{Amount}^{13} \text{ of Successful EPA projects}^{14}}{\text{Total Amount of EPPs}^{15}} \right] \times 100 = \% \text{ of Successful EPA projects}$$

- 4.6 The EPA Certification under Oath shall be submitted to the GPPB-TSO **on or before 31st of January** of the fiscal year through electronic mail (e-mail) at earlyprocurement@gppb.gov.ph. Given the limited mobility and in consideration of health and safety protocols being implemented to avoid the transmission of Corona Virus Disease 2019, submissions in printed copy shall not be accepted. In case the deadline falls on a weekend or a regular or special holiday, the deadline shall be on the next business day.

¹¹ See Section 1.4 of GPPB Circular 06-2019

¹² DBM-PS is tasked for the centralized procurement of Common-Use Supplies for the Government of the Philippines in accordance with Letters of Instruction No. 755, s. 1978 and Executive Order No. 359, s. 1989.

¹³ Value in Philippine Peso

¹⁴ Recommended for award of contract

¹⁵ Total Amount in Indicative APP based on NEP less exceptions enumerated in Item 4.3

Annex "A"

PEs will receive an auto-acknowledgement receipt from the GPPB-TSO upon receipt of the EPA Certification under Oath sent through e-mail. Note that this acknowledgment receipt shall be the only acceptable **proof of submission**.

- 4.7 The GPPB-TSO shall consider PEs compliant with the EPA requirement for the grant of PBB if the submitted Certification complies with the following:
 - a. Used the prescribed and applicable template for EPA Certification under Oath;
 - b. Shows that the PE has either successfully undertaken EPA for at least fifty percent (50%) of the total amount of EPPs or has no EPPs for the conduct of EPA. In case of failure to conduct at least fifty percent (50%) of the total amount of EPPs, the provision in Item 4.8 shall apply;
 - c. Bears the approval of the HoPE and is duly notarized; and
 - d. Submitted within the deadline.
- 4.8 PEs with EPPs which are not able to comply with the EPA requirement must provide a valid reason or justification in the certification. The reason or justification will be reviewed and evaluated to determine acceptability. Failure to provide any valid reason or justification on the non-undertaking or non-achievement of the required fifty percent (50%) shall constitute outright non-compliance.

CERTIFICATION OF UNDERTAKING/NON-UNDERTAKING OF EARLY PROCUREMENT ACTIVITIES

I hereby certify that the [State: Complete Name of Procuring Entity] has [Choose whichever applies: ☐ successfully undertaken / ☐ unsuccessfully undertaken / ☐ not undertaken] Early Procurement Activities (EPA) for eligible Procurement Projects based on the agency's Indicative Annual Procurement Plan consistent with the National Expenditure Plan (NEP) for Fiscal Year _____ in the following amounts:

Description ¹⁶	Total Amount (in PhP)
a. Total Amount in Indicative APP based on NEP	_____
b. Less: Exceptions ¹⁷	_____
c. Total Amount of Eligible Procurement Projects [c=(a-b)]	_____
d. Amount of Successful ¹⁸ EPA projects	_____
e. Percentage of Successful EPA [e=(d/c)*100]	_____

<In case the agency did not undertake EPA or was not able to achieve the required 50%, please indicate reason/s and justification/s on this portion>

This Certification is being made in compliance with the Guidelines on the Grant of the Performance-Based Bonus for the Fiscal Year _____, of the Administrative Order No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems.

The undersigned attests to the accuracy of all information contained herein based on available records and information that can be verified with the [Name of Agency] and the Philippine Government Electronic Procurement System.

IN WITNESS HEREOF, I have hereunto affixed my signature on (DATE) in (CITY, PROVINCE), Philippines.

(NAME OF HEAD OF THE PROCURING ENTITY)
(POSITION)

SUBSCRIBED AND SWORN to before me this (DATE), in (CITY, PROVINCE), Philippines, with affiant exhibiting me his/her (GOVERNMENT-ISSUED ID) issued on (DATE OF ISSUANCE) at (PLACE OF ISSUANCE).

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Book No. _____
Series of _____

¹⁶ Amount and values refer to the Approved Budget for the Contract

¹⁷ See item 4.3 of the Guidelines in the Conduct of Early Procurement Activities as a Requirement for the Grant of the Performance-Based Bonus

¹⁸ Section 3.1 of GPPB Circular 06-2019 provides that the "EPA shall refer to the conduct of procurement activities, from posting of the procurement opportunity, if required, until recommendation of the Bids and Awards Committee (BAC) to the HoPE as to the award of the contract xxx"

CERTIFICATION OF EXCEPTION FROM EARLY PROCUREMENT ACTIVITIES

I hereby certify that the [Complete Name of Procuring Entity] has no eligible Procurement Projects for the conduct of Early Procurement Activities based on the agency's Indicative Annual Procurement Plan consistent with the National Expenditure Program.

This Certification is being made in compliance with the Guidelines on the Grant of the Performance-Based Bonus for the Fiscal Year _____, of the Administrative Order No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems.

The undersigned attests to the accuracy of all information contained herein based on available records and information that can be verified with the [Name of the Procuring Entity] and the Philippine Government Electronic Procurement System.

IN WITNESS HEREOF, I have hereunto affixed my signature on [Date] in [City, Province], Philippines.

(NAME OF HEAD OF THE PROCURING ENTITY)
(POSITION)

SUBSCRIBED AND SWORN to before me this (DATE), in (CITY, PROVINCE), Philippines, with affiant exhibiting me his/her (GOVERNMENT-ISSUED ID) issued on (DATE OF ISSUANCE) at (PLACE OF ISSUANCE).

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Book No. _____

Series of _____

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, 2021 _____
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 2021	Amount of PBB

Names of Bureaus/ Offices/Attached Agencies/ Delivery Units	Total Score	List of Employees				
		Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2021	Amount of PBB
Delivery Unit 1						
Delivery Unit 2						
Delivery Unit 3						

2.4 Did not meet Targets (No PBB)	Delivery Unit 1				
	Delivery Unit 2				
TOTAL POOR					

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

Date:

Department Agency Head

Date:

MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT

Annex 3

AGENCY NAME: _____

(1) List of Frontline Service/s	(2) Responsible Unit/s	(3) Identified Clients (per service)	(4) Number of Client Visits in FY 2021 (per service)	(5) Volume of Transactions in FY 2021 (per service)	(6) FY 2020 Improvements (ease of transaction, digitization, standardization)	(7) FY 2020 Results (evidence)	(8) FY 2021 Improvements (ease of transaction, digitization, standardization)	(9) FY 2021 Results (evidence)	(10) FY 2021 Citizen/Client Satisfaction Rating	(11) Remarks

Add columns as needed.
(Note: Data for the tables can be provided in a separate sheet)

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

Row 1	Indicate the <u>name of the agency.</u>
Column 1	Indicate the <u>name of the frontline service/s.</u> This form is used to present each of the frontline government services. Agencies shall reproduce this form based on the number of frontline services that the department/agency offers. (<i>Example: Business Enterprise Registration, Accreditation and Licensing Service, Provision of Technical Assistance, Application for Claims and Benefits, Conduct of Research for Stakeholders, Production of Information, Education and Communication Materials, Request for Status of Reports</i>).
Column 2	Indicate the <u>bureaus/offices/delivery units/processing units responsible</u> for the processing, delivery, and completion of the frontline government service.
Column 3	Identify the <u>clients/customers</u> who avail the frontline service/s declared by the agency.
Column 4	Report the <u>number of clients/customers</u> who availed the frontline service in FY 2021. If there are variations of the service, indicate the disaggregated data on the number of clients/customers for FY 2021.
Column 5	Report the <u>volume of transactions for FY 2021</u> for the frontline government service. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2021.
Column 6	Indicate the <u>FY 2020 improvements in the reported frontline service/s</u> , demonstration of the ease of transaction, digitization, and standardization.
Column 7	Report <u>results and evidence of FY 2020 improvements</u> , ease of transaction, digitization, and standardization.
Column 8	Indicate the <u>FY 2021 improvements in the reported frontline service/s</u> , demonstration of the ease of transaction, digitization, and standardization.
Column 9	Report <u>results and evidence of FY 2021 improvements</u> , ease of transaction, digitization, and standardization.
Column 10	Report the <u>FY 2021 citizen/client satisfaction results</u> for each of the declared frontline services.
Column 11	In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the <u>remarks column</u> . The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.

CITIZEN/CLIENT SATISFACTION SURVEY

I. Rationale

The AO 25 IATF aims to continually achieve a government-wide improvement through seamless public service delivery. In achieving this, service quality standards in delivering frontline services, doing business with the government, industries, various sectors, and the citizens must be institutionalized across all government agencies.

Measuring and reporting the satisfaction level of citizens/clients that were served in FY 2021 is vital in ensuring that these standards are attained. For FY 2021 PBB, agencies should report the fulfillment of their services through a **Citizen/Client Satisfaction Survey (CCSS)** report. This shall generate verifiable data and tangible evidence to assist agencies determine the effectiveness of implemented ease of transaction and process improvements through identified indicators or service dimensions that were identified by the agencies and the citizens/clients they serve.

II. Guide in conducting the Citizen/Client Satisfaction Survey

Agencies are encouraged to observe the following procedures in conducting the CCSS:

1. Data Gathering Methodology

The agency should select the data collection methodology/ies deemed as the most efficient and effective way of gathering citizen/client feedback.

2. Respondents Criteria

The set characteristic of the respondent/s must be clearly identified by the agencies to properly represent the citizens/clients served for each service, and to collect accurate data.

3. Survey Sampling Coverage

Agencies should ensure that the sampling coverage of the CCSS would best represent the total population of its citizens/clients served for each service. It is important to note that the sampling frame should be able to accurately capture all units in the target population to avoid under coverage and/or over coverage. The total sample respondents will be compared with the data on the total citizens/clients served provided by the agency for statistical comparability.

4. Sampling Procedure

A systematic random sampling is the preferred sampling procedure. Due to budget and time constraints, agencies may set a limit on the sample size of the CCSS.

5. Survey Instrument/Questionnaire

Agencies should develop survey instruments fit for each of its services. A lean and harmonized measurement tool for citizen/client satisfaction may be used. Government agencies can customize their tool for relevance and effectiveness and for measuring the satisfaction level and progress over time to sustain continuous organizational and service delivery improvement.

5.1 Service Quality Dimensions

The CCSS must capture the total citizen/client experience, expectations, and satisfaction in the delivered public service with the following service quality dimensions:

- a. **Responsiveness** – the willingness to help, assist, and provide prompt service to citizens/clients.
- b. **Reliability (Quality)** – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
- c. **Access & Facilities** – the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
- d. **Communication** – the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
- e. **Costs** – the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
- f. **Integrity** – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
- g. **Assurance** – the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
- h. **Outcome** – the extent of achieving outcomes or realizing the intended benefits of government services.

5.2 Rating Scale

For a deeper understanding of citizen/client perception of agency services, the agencies may opt to include questions pertaining to the importance of attributes or agreements to statements. A **5-point Likert scale** is recommended to be used depending on the question/s asked. Here are some sample scales:

Table 1:

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
1	2	3	4	5

Table 2:

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
1	2	3	4	5

Table 3:

Not at all important	Slightly important	Moderately important	Important	Very important
1	2	3	4	5

Table 4:

Not at all effective	Slightly effective	Moderately effective	Very effective	Extremely effective
1	2	3	4	5

6. Data Analysis

The results of the survey shall be analyzed by service, and by applicable service quality dimensions. Agencies shall also report the **overall agency rating in the service quality dimensions** and the **overall agency citizen/client satisfaction score**.

Service Quality Dimension	Score by Frontline Service	Score in All Services
1. Responsiveness		
2. Reliability (Quality)		
3. Access & Facilities		
4. Communication		
5. Costs		
6. Integrity		
7. Assurance		
8. Outcome		
Overall Score		

Other segments that may be included in the analysis are:

- By type of citizen/client served:
 - General Public
 - Government Employees
 - Businesses/Organizations
- By area (depending on the area coverage):
 - Total Luzon
 - Total Visayas
 - Total Mindanao
- By region/field office
- Respondent profile
 - Gender
 - Age/Age Group

Service improvement shall also be drawn from the results of the survey and an appropriate action plan should be identified. Furthermore, the results of the 2021 survey should be compared to the CCSS results of 2020 for continuity, as appropriate.

III. Reporting of the CCSS Results

Agencies must submit the CCSS report following this outline:

- a. Description of the methodology of the CCSS used for each reported service**
 - 1. Respondents Criteria
 - 2. Survey Sampling Coverage
 - 3. Sampling Procedure
 - 4. Survey Instrument/Questionnaire
- b. Results of the CCSS for FY 2021**
(include a sample of the feedback/survey form used)
- c. Results of Agency Action Plan reported in FY 2020 PBB**
- d. Continuous Agency Improvement Plan for FY 2022**

SUMMARY OF ACCOUNTABILITIES and TIMELINES OF B/S/Os and LCMO UNITS
FY 2021 PERFORMANCE-BASED BONUS (PBB)
Department of Budget and Management

Item No. per D.O.	AO 25 DEADLINE	REQUIREMENTS/ACCOUNTABILITIES	VALIDATING AGENCY	RESPONSIBLE/ CONTRIBUTING B/S/Os	LCMO UNIT
5.0	On or before 31 January of the fiscal year	Submit Certificate of Compliance that the agency conducted Early Procurement Activities (EPA) for at least 50% of the Total Value of the FY 2022 Procurement Projects to the GPPB-TSO	GPPB-TSO	AS-PMD for CO and all ROs for their respective jurisdiction	AS – PMD (CO) LGRCB (ROs)
	March 31, 2021	Submit FY 2021 APP non-CSE to GPPB-TSO Posting to the Transparency Seal	GPPB-TSO	AS-PMD for CO and all ROs for their respective jurisdiction ICTSS OCIO	AS – PMD (CO) LGRCB (ROs)
	June 30, 2021	Submit Results of the APCPI system for FY 2020 Procurement Transactions to GPPB-TSO	GPPB-TSO	AS-PMD	AS – PMD
	August 31, 2021-original deadline September 30, 2021-Extended deadline by DBM-PS per IATF on AO 25 Secretariat email dated November 16, 2021	Submit the FY 2022 APP-CSE thru the PhilGEPS Virtual Store	DBM-PS	AS-PMD for CO and all ROs for their respective jurisdiction	AS – PMD (CO) LGRCB (ROs)

September 30, 2021	Post Indicative FY 2022 APP non-CSE in the Transparency Seal (TS) webpage	DBM-OCIO	AS-PMD for CO and all ROs for their respective jurisdiction ICTSS OCIO	AS – PMD (CO) LGRCB (ROs)
October 1, 2021	Maintain/Update the DBM Transparency Seal (TS) under Section 96 of the General Provisions of the FY 2021 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page.	DBM-OCIO	All DBM B/S/Os concerned	ICTSS
October 1, 2021	Post the DBM's policy on the Establishment and Conduct of DBM Review and Compliance of SALN in the DBM TS webpage for FY 2021	CSC	All DBM B/S/Os concerned; DBM Review and Compliance Committee ICTSS OCIO	DBM Review and Compliance Committee Secretariat
December 4, 2021-original deadline March 31, 2022-Extended deadline by ARTA per IATF on AO 25 Secretariat email dated December 2, 2021	Set-up the most current and updated Citizen's or Service Charter , reflecting the DBM's improved and streamlined/re-engineered system and procedure for all its government services to citizens, businesses, and government agencies. The DBM shall submit their Certificate of Compliance (CoC) to the Anti-Red Tape Authority (ARTA) at compliance@arta.gov.ph on or before March 31, 2022	ARTA	All DBM B/S/Os concerned	CPMS
December 31, 2021 (validity of certificate)	Post on the DBM TS webpage not later than December 31, 2021 the ISO QMS certification (ISO 9001:2015 Certification(s)/ Re-certification(s) of DBM which should be valid until December 31, 2021	To be provided in the GQMC guidelines on the validation of the certification.	All DBM B/S/Os concerned CPMS ICTSS OCIO	OCIO CPMS
December 31, 2021	Sustained Compliance with Audit Findings Fully implement 30% of the prior years' audit	COA	All DBM B/S/Os concerned	FS

		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 2019 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 2021.			
	January 29, 2022	Update all procurement requirements for transactions above 1 million from January 1, 2021 to December 31, 2021 in the PhilGEPS	PS-PhilGEPS	AS-PMD for CO and all ROs for their respective jurisdiction	AS – PMD (CO) LGRCB (ROs)
	January 29, 2022	Submit the following Freedom of Information (FOI) Program requirements to PCOO: a. Updated People's FOI manual b. FOI reports: Agency Information Inventory, 2021 FOI Registry, and 2021 FOI Summary Report c. Modified One-page FOI Manual d. Screenshot of agency's home page	PCOO	BITS CRD ICTSS OCIO	OCIO
		<p><i>Deadlines of submission</i></p> <p>2. <i>Responsible/Contributing B/S/O submissions will be set by the respective LCMO units</i></p> <p><i>LCMOs to CPMS of the consolidated proof of compliance/submission of the contributing B/S/Os:</i></p> <p><i>5 working days after the issuance of the DO (for requirements earlier submitted/complied);</i></p> <p><i>On the same day the responsible/contributing B/S/Os comply with the requirements of the validating agency;</i></p> <p><i>On or before the prescribed B/S/O deadlines set in Attachment A.</i></p>			
				B/S/O Deadline	LCMO Unit
4.1		Performance Results: CPMS to consolidate the Physical Report of Operation (Physical Performance Results)	IATF on AO 25	B/S/Os with GAA commitments CPMS	January 15, 2022 (4th Quarter QPRO submission)

	February 28, 2022	based on the Budget Accountability Report (BAR) No. 1 as of December 31, 2021				
4.2		Process Results: For preparation of the consolidated report on Process Results, the B/S/Os shall submit to the CPMS their accomplished Modified Form A – Department/ Agency Process Results Report (Annex "A") using the provided Guidelines	IATF on AO 25	B/S/Os CPMS	January 14, 2022	CPMS
4.3		Financial Results: The Finance Service (FS) shall prepare and submit the computation of the FY 2021 Disbursements BUR to the CPMS	DBM/COA	B/S/Os	January 31, 2022	FS
4.4		Citizen/Client Satisfaction Results: a. The B/S/Os shall submit to CPMS-Monitoring Division (MonD) the CCSS Report needed for the consolidated Annex 4 The consolidated report shall be submitted to CPMS b. The B/S/Os shall submit to the Administrative Service – Human Resource Management Division (AS-HRMD) all resolutions on complaints received from the Office of the President. The consolidated report shall be submitted by AS-HRMD to the CPMS	IATF on AO 25	B/S/Os CPMS-MD B/S/Os AS-HRMD	January 14, 2022 January 31, 2022 January 14, 2022 January 31, 2022	CPMS AS-HRMD
Annex 2		Form 1.0 (Report on Ranking of Offices/Delivery Units – Annex 2) (a complete list of DBM employees, with corresponding information on their respective compliance with the FY 2021 PBB requirements for eligibility of individual employees)	IATF on AO 25	AS-HRDD	within (5) five working days upon receipt of the Overall Department Performance Rating	AS-HRDD



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF BUDGET AND MANAGEMENT
GENERAL SOLANO STREET, SAN MIGUEL, MANILA

DEPARTMENT ORDER NO. 30, s. 2021

Subject : **AMENDMENT TO DEPARTMENT ORDER NO. 10, S. 2020
DATED MAY 8, 2020 RE RECONSTITUTION OF THE
DEPARTMENT'S PERFORMANCE MANAGEMENT TEAM
(PMT)**

Date : 6 OCTOBER 2021

1.0 In the exigency of service, the DBM PMT is hereby reconstituted as follows:

Chairperson: Functional Group Head (FGH), Legal and Legislative Liaison Group

Vice Chairperson: FGH, Internal Management Group

Members: Directors
Administrative Service
Finance Service
Corporate Planning and Management Service (CPMS)
Legal Service
Information and Communications Technology Systems Service
Regional Office – National Capital Region

President/Representative, Budget Union for the Declaration of Genuine Employees' Thrusts

Secretariat: CPMS

2.0 All FGHs shall update/confirm their designated representative(s) to the DBM PMT-Technical Working Group through the DBM PMT Secretariat.

3.0 This Order shall take effect immediately. For compliance.


TINA ROSE MARIE L. CANDIA
Undersecretary and Officer-in-Charge



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF BUDGET AND MANAGEMENT
GENERAL SOLANO STREET, SAN MIGUEL, MANILA

PERFORMANCE MANAGEMENT TEAM ADVISORY NO. 2021-2

October 19, 2021

Subject : **UPDATING OF THE FUNCTIONAL GROUP REPRESENTATIVES TO THE DEPARTMENT OF BUDGET AND MANAGEMENT PERFORMANCE MANAGEMENT TEAM-TECHNICAL WORKING GROUP**

- 1.0 In the interest of the service and pursuant to Department Order No. 30, s. 2021 dated October 6, 2021,¹ the following officials/employees are hereby designated as representatives to the Department of Budget and Management Performance Management Team-Technical Working Group (DBM PMT-TWG), based on the nomination by their respective Functional Groups (FGs):

FG	REPRESENTATIVES
Office of the Secretary (OSEC)	Grace L. Magalona <i>Executive Assistant V</i> OSEC
	Crismel Dara G. Tengson (alternate) <i>Executive Assistant II</i> OSEC
Budget Policy and Strategy	Gillian C. Servida <i>Senior Budget and Management Specialist</i> Fiscal Planning and Reforms Bureau
	Angelica Beatrice SM. Natividad (alternate) <i>Executive Assistant III</i> Office of Undersecretary Rolando U. Toledo
	Odilon C. Bucag (alternate) <i>Senior Budget and Management Specialist</i> Budget Information and Training Service
Budget Preparation and Execution	Mary Anne Z. Dela Vega <i>Director IV</i> Budget and Management Bureau (BMB)-D

¹ Amendment to Department Order No. 10, s. 2020 dated May 8, 2020 re Reconstitution of the Department's Performance Management Team (PMT)

FG	REPRESENTATIVES
	Ms. Ma. Cecilia Socorro M. Abogado (<i>alternate</i>) <i>Chief Budget and Management Specialist</i> BMB-A
	May L. Pinga (<i>alternate</i>) <i>Supervising Budget and Management Specialist</i> BMB-B
Information and Communications Technology	Amiel G. Del Rosario <i>Officer-in-Charge (OIC), Director IV</i> Information and Communications Technology Systems Service
	Jenah Flor G. Lagdameo (<i>alternate</i>) <i>Executive Assistant IV</i> OSEC
Legal and Legislative Liaison	Atty. Rosemarie D. Pagala <i>OIC-Director III</i> Legal Service
	Hay-C A. Maneclang (<i>alternate</i>) <i>Budget and Management Specialist II</i> Legal Service
	Perpetual Judea P. Quaizon <i>Chief Budget and Management Specialist</i> Department Liaison Office (DLO) – House of Representatives
	Mark James S. Evangelista (<i>alternate</i>) <i>Chief Budget and Management Specialist</i> DLO – Senate
Local Government and Regional Operations	Robin Justine U. Cunanan <i>Executive Assistant II</i> Office of Assistant Secretary Achilles Gerard C. Bravo
	Renissa Adriane M. Dizon (<i>alternate</i>) <i>Executive Assistant III</i> Office of Assistant Secretary Achilles Gerard C. Bravo
Organization and Systems Improvement	Atty. Maria Paula B. Domingo <i>Director IV</i> Systems and Productivity Improvement Bureau
	Maria Lourdes T. Aganon (<i>alternate</i>) <i>Director III</i> Organization, Position Classification and Compensation Bureau

2.0 As FG representatives, the above-named officials/employees shall serve as subject matter experts, providing the lead/assistance to the DBM PMT-TWG for the recommendations to resolve performance management issues/concerns in their respective FGs. Specifically, the representatives shall be responsible for the following:

- Rationalization and leveling-off of the performance commitments and targets of all bureaus/services/offices (B/S/Os), including the harmonization of performance monitoring tools for common success indicators;
- Spearheading of the application/adoption of the leveled-off performance commitments and targets in their respective FGs, as well as the harmonized or similar performance monitoring tools, as may be applicable;
- Review and updating of the DBM Strategic Performance Management (SPMS) Implementing Guidelines;

- Provision of recommendation on areas for improvement and corresponding plan of actions of the DBM SPMS for the consideration of DBM PMT; and
- Other relevant functions/tasks as may be assigned by the DBM PMT.

3.0 The FG and B/S/O Heads concerned shall ensure the participation of the representatives in the PMT TWG meetings to support the timely submission of collective decisions and recommendations to the DBM PMT for resolution of performance management issues/concerns.

4.0 For information and guidance.

X 

Signed by: Usec. Janet B. Abuel

JANET B. ABUEL

Undersecretary

Chairperson, DBM PMT