



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



DEPARTMENT ORDER NO. 33, s. 2022

**Subject : INTERNAL GUIDELINES ON THE GRANT OF THE
FISCAL YEAR 2022 PERFORMANCE-BASED BONUS**

Date : NOV 10 2022

1.0 PURPOSE

In the interest of the service and pursuant to Memorandum Circular (MC) No. 2022-1¹ issued by the Inter-Agency Task Force (IATF) on Administrative Order (AO) No. 25, s. 2011, the Department of Budget and Management (DBM)–Office of the Secretary (OSEC) hereby adopts and implements its internal guidelines on the grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2022 for the following purposes:

- 1.1 Guide all bureaus, services, offices (B/S/Os) and employees concerned on the eligibility requirements for the FY 2022 PBB grant;
- 1.2 Guide all B/S/Os and employees concerned relative to the compliance with the eligibility requirements of the FY 2022 PBB grant;
- 1.3 Determine the roles and accountabilities of identified² B/S/Os, units, officials and employees in implementing these guidelines; and
- 1.4 Establish and communicate the deadlines for the submission of all the requirements of granting the FY 2022 PBB.

2.0 COVERAGE

This Department Order (DO) covers the following:

¹ Guidelines on the Grant of the Performance-based Bonus for Fiscal Year 2022 Under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016, dated March 24, 2022

² Bureaus/Services/Offices identified in the Attachment A: Summary of Accountabilities and Timelines of B/S/Os and LCMO Units

- All B/S/Os, that is, Central Office units and Regional Offices, of the DBM-OSEC; and
- 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 become eligible for the grant of the FY 2022 PBB, the Department must be able to a) satisfy the criteria and conditions set under the four dimensions of accountability, namely, **Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results**; b) attain a **total score of at least 70 points**; and c) **achieve at least a rating of 4 for at least three (3) criteria**, based on the PBB Scoring System as discussed in item 4.0 hereof.

In the context of the FY 2022 PBB, the **Performance Results** refer to the accomplishment of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the FY 2022 General Appropriations Act (GAA). The **Process Results** pertain 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. The **Financial Results** entail the actual spending of the department's budget allotment vis-à-vis the realization of the committed programs and projects based on the FY 2022 GAA. The **Citizen/Client Satisfaction Results** refer to the achievements in satisfying the quality expectations of the transacting public.

The Agency Accountability requirements, as discussed in Section 5.0, are retained and shall be used as the basis in determining the eligibility of responsible units and individuals.

4.0 FY 2022 PBB TARGETS, ASSESSMENT, AND SCORING SYSTEM

The Department's accomplishments for each of 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. The Department may obtain a maximum score of 100 points, but must attain a **total score of at least 70 points, and achieve at least a rating of 4 for at least three (3) criteria** to be eligible for the FY 2022 PBB.

Table 1: FY 2022 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.

Table 1 shows that a performance rating of 4 in all criteria will yield a total score of 80 points for the Department. In case the Department fails to meet a rating of 4 in at least three (3) criteria, the unit most responsible (including its head) for the criteria with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.

- 4.1 **Performance Results.** The targets under Performance Results enable 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 2022 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) which should be submitted in a timely manner, i.e., within thirty (30) days after the end of each quarter, as provided under item 3.19.2 of DBM National Budget Circular No. 587, pursuant to Section 99, General Provisions of Republic Act No. 11639 (FY 2022 GAA) to indicate the progress towards the accomplishment of broader sectoral and societal outcomes targeted by the Department for improving the lives of Filipinos.

BFARs will be used to monitor and validate the Department's accomplishments.

For deficiencies or non-attainment of FY 2022 targets, justifications shall be submitted together with the prescribed BFAR forms to the Commission on Audit (COA), the DBM, and the Bureau of the Treasury (BTr), as applicable through the DBM URS, thirty (30) days after the end of the 4th Quarter of FY 2022.

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 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)

The B/S/Os concerned shall submit the **Physical Report of Operation (Physical Performance Results) as of December 31, 2022 to the Corporate Planning and Management Service (CPMS) on or before January 16, 2023.**

- 4.2 **Process Results.** The target under Process Results is the greater ease of transaction of core services based on the mandated functions (external) covering government-to-citizens (G2C), government-to-business (G2B) and government-to-government (G2G) transactions, and the administrative and supporting services (internal) within the agency.

The ease of transaction of critical external and internal services may be achieved through streamlining: standardization of core 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 systems and procedures reengineering for faster, easily accessible, seamless and more efficient public service delivery.

- 4.2.1 **For FY 2022, the target will be substantive improvements in ease of doing business/ease of transaction with respect to two (2) critical services consisting of one (1) core service (external) based on the mandated function of the agency and one (1) support/administrative service (internal) as declared in the DBM updated Citizen's Charter and in line with the Anti-Red Tape Authority (ARTA)'s Whole-of-Government (WOG) Re-engineering Manual.**

In the process of improving the services of agencies and in promoting the WOG approach in the bureaucracy, the ARTA enjoins all government agencies to adopt the WOG Reengineering Manual as a tool in the reengineering of government services which focuses on the reengineering of systems and procedures. It aims to support government

agencies towards a new way of service delivery, giving better services for citizens through improvements in government agencies working in a more integrated, WOG approach.

As defined in ARTA MC 2019-002-A³ the services may be categorized based on the following:

- a. **External services** - refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office.
- b. **Internal services** - refer to government services applied for or requested by internal clients or individuals who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services include services such as, but are not limited to, backend/support services to regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorizing, or concession.

4.2.2 In selecting the critical services to be prioritized by the DBM-OSEC (and which will be validated later by the ARTA for purposes of determining eligibility for the PBB), the following factors shall be considered. **The selected critical service is:**

- a. **A core service** which is a process needed to achieve the overall mission and objectives of the public sector organization. These services may refer to those that are aligned with the DBM-OSEC's mandate and main functions.
- b. The **most complained service** with the greatest number of complaints received by the DBM-OSEC and other complaints-handling agencies.
- c. The **service/s with the greatest number of pending transactions or backlogs** that went beyond its prescribed processing time as declared in the DBM Citizen's Charter.
- d. A service **attributable to the Major Final Outputs (MFOs)/Programs** of agencies.
- e. A **service that involves inter-agency action** to complete the transaction.

³ Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002 s., 2019 Guidelines on the Implementation of the Citizen's Charter in Compliance with RA No. 11032

- 4.2.3 The Department may use the concepts and tools indicated in the WOG Reengineering Manual in its reengineering efforts and may refer to the submitted *initial Reengineering Plan* to ARTA as the basis in prioritizing areas for improvement. The results of the implemented reengineering plan shall be reported through **Annex 2: Modified Form A: Department/Agency Process Results Report** which also contains a guide in accomplishing said form. The Department must report objectively verifiable evidence of achievements in ease of doing business/ease of transaction using **Annex 2**.

The report should highlight the tangible improvements **from the viewpoint of the transacting public/client** in terms of access, turnaround time, transaction costs, documentary and other requirements. Proof or evidence may be any of the following:

- a. ISO-QMS certification or equivalent certification, which covers the selected critical external and internal services. The ISO-QMS certification or equivalent certification of critical external and internal services of the agency must be valid as of 31 December 2022. The certificate must indicate the scope of certification. The Department must pursue continued certification and shall ensure that there is no gap or minimal gap in terms of the expiration of its previous certification and the effectivity date of its existing certification, except with justifiable reasons, *e.g., change of certification body which may cause a gap in the certification*. For specific details on the validation of ISO QMS certification submitted as evidence or requirement, and the list of the acceptable ISO QMS and equivalent certifications, please refer to **Annex 3: Guidelines** on the validation of ISO Quality Management System (QMS) Certification/Recertification.
- b. Most current and updated Citizen's Charter, reflecting the Department's improved and streamlined/re-engineered system and procedure for all its government services to citizens, businesses, and government agencies as prescribed by ARTA.
- c. Report on the digitization initiatives or digital transformation of external and internal 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. The report should highlight 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/client.

- d. Standard operating procedures, manual or documentation of service delivery standards for the core services of the Department, including those implemented at the Regional Offices. The report should highlight the tangible results of standardization of the core services in assuring ease of transaction and doing business with 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 substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvements to ease transaction in internal service	Achieved substantial improvements to ease transaction in external service only	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

*For the preparation of the consolidated report on Process Results, the B/S/Os concerned shall submit to the CPMS the accomplished **Annex 2 (MC No. 2022-01) Modified Form A** – Department/Agency Process Results Report on or before **January 16, 2023**.*

The Department, through the DBM Performance Management Team (PMT), shall issue a supplemental PBB Advisory on the two (2) critical services to be enrolled for the above purpose, determining the core service (external) and support/administrative service (internal) and pertinent information in the undertaking thereof.

- 4.3 **Financial Results.** This pertains to the attainment of the FY 2022 Disbursement BURs.

Targets under Financial Results indicate the final payments made from the Department's annual budget allotment to realize committed programs and projects based on the valid appropriations for FY 2022. Hence for FY 2022, 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 2022, net of goods and services obligated by **December 31, 2021**, but paid only in 2022. The **total obligations for MOOE and CO** shall refer to those made from the current appropriations under the FY 2022 GAA, and the continuing appropriations under FY 2021. The objective is to measure the

disbursements on the obligations for MOOE and CO made in 2022 from all valid appropriations. Transfers to other agencies shall not be considered as disbursements until such time such transferred funds have been actually utilized for payment, inspection and acceptance of goods delivered and services rendered. Hence:

$$\text{Disbursements BUR} = \frac{\text{Total Disbursements (cash and non-cash, excluding Personnel Services), net of payments made in 2022 for past years' obligations}}{\text{Total Obligations}}$$

- 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 FY 2022 from the aforementioned appropriations sources.

Same as the Performance Results, the DBM-OSEC must ensure the submission of the quarterly BFARs through the DBM-URS, in a timely manner within thirty (30) days after the end of each quarter. The submitted FY 2022 Financial Accountability Reports (FARs) No.1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) shall be the basis in determining the FY 2022 BUR accomplishment of the Department.

The requirements under the Financial Results shall be assessed and 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 **FY 2022 Disbursements BUR** to the CPMS on or before **January 31, 2023.***

- 4.4 Citizen/Client Satisfaction Results.** The Department shall 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).

- 4.4.1 For evidence on the citizen/client satisfaction results, the Department shall report the results of the CCSS using **Annex 5** of MC 2022-1. Said report should follow the prescribed requirements and rating scale as stated in **Annex 5**. The report should include a description of the methods and rating scale used in determining the FY 2022 Overall Satisfaction Score for its services. The Department shall report the overall Department rating in the service quality dimensions and overall agency citizen/client satisfaction score for the reported services.

The B/S/Os shall submit to CPMS-Monitoring Division (MonD) the **CCSS Report** on or before **January 16, 2023** for the consolidated **Annex 5**.

- 4.4.2 Resolution **and compliance to reported complaints from Hotline #8888 and CCB**. The Department shall ensure resolution of all complaints and grievances reported to Hotline #8888 and CCB, and their compliance to the 72-hour prescribed period to take actions on complaints as provided in EO No. 6, s. 2016.

Reported complaints and grievances shall cover government service procedures of the department, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities.

To provide evidence on this, the Department may submit a report summarizing the #8888 and CCB complaints received in FY 2022 and their status if resolved or pending. The validation shall be complemented with reports and collected data on feedback and complaints from citizens/clients gathered by the Office of the President, Presidential Management Staff, Civil Service Commission, and from Hotline #8888 and CCB databases, as well as the Freedom of Information (FOI) portals.

To determine the resolution and compliance rates to Hotline #8888 and CCB complaints, the DBM-OSEC shall refer to the following⁴:

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. ⁵	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	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	The percentage of negative feedback resolved within the prescribed timeline of 72 hours over the total number of negative feedbacks received within a particular period.

⁴ As provided in Section 2.4.2c of the Memorandum Circular 2021-2 of AO 25 IATF

⁵ Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizen's Complaint Center

PORTALS	RESOLUTION RATE	COMPLIANCE RATE
	<p>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>	

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.

The consolidated report of all resolutions on complaints received from the above-mentioned-sources shall be submitted by the Media Affairs and Community Relations Office (MACRO), as Complaints Repository, to the CPMS-MonD on or before January 31, 2023.

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

TABLE 5: RATING SCALE FOR CLIENT SATISFACTION RESULTS				
1	2	3	4	5
No submission/ Did not conduct CCSS	Average satisfaction rate with unresolved complaints and at	More than average rate with unresolved complaints and at	High satisfaction rate with 100% complaints	High satisfaction rate with 100% complaints

	least 30% compliance rate to #8888 and CCB	least 50% compliance rate to #8888 and CCB	resolved and at least 80% compliance rate to #8888 and CCB	resolved and compliance rate to #8888 and CCB
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4.4.3 In addition to item 4.4.2, the MACRO shall handle all complaints received from stakeholders through the Hotline #8888 and CCB, in accordance with the following additional guidance provided to the Department by the Office of the President (OP) and Civil Service Commission (CSC):

Particulars	Hotline #8888 (OP)	CCB (CSC)
Complaints received by the DBM which can be resolved by the B/S/O concerned based on the DBM jurisdiction, mandate and/or authority	<ul style="list-style-type: none"> ✓ <i>8888 Citizens' Complaint Center (CCC) generates reports on resolution rate and compliance rate as extracted from the 8888 Portal.</i> ✓ <i>The DBM shall inform 8888 CCC on the concrete and specific action/s taken by the DBM through the 8888 Portal in order for a ticket/s concern be closed.</i> ✓ <i>Open tickets in the 8888 Portal are tagged by the system as unacted tickets during the generation of resolution rate and compliance rate.</i> 	
Complaints received by the DBM which are not within its jurisdiction; hence, needing referral to the department and/or agency of proper authority and/or mandate to resolve the same	<ul style="list-style-type: none"> ✓ <i>If the report/complaint does not fall under the DBM mandate, a request for the reversal of the ticket/concern shall be made by tagging the same as "FOR REVERSION" in the 8888 Portal and with a note or justification regarding the request to revert the concern to another and appropriate government departments/ agencies.</i> ✓ <i>Once approved, said tickets are removed from the 8888 Portal of the DBM.</i> 	<ul style="list-style-type: none"> ✓ <i>Only complaints on the services of the DBM shall be reported by the CCB to the IATF on AO 25.</i> ✓ <i>If a complaint was referred to another government office, agency, or department for appropriate action or disposition, the DBM shall send a letter to the CCB (CSC) to inform of the action taken and notify that the complaint falls outside of its jurisdiction.</i> ✓ <i>The CCB will consider the complaint resolved upon receipt of the letter/ update from the DBM.</i>

The Department, through the DBM PMT, shall issue a supplemental PBB Advisory pertaining to **Resolution and compliance to reported complaints from Hotline #8888 and CCB** and other portals/platforms for pertinent information in the undertaking thereof.

5.0 AGENCY ACCOUNTABILITIES

To sustain the institutionalization of compliance to existing government-mandated laws and standards, the Department and its PMT shall continue to implement, monitor, and enforce compliance with the following requirements.

TABLE 6: AGENCY ACCOUNTABILITIES ⁶	
Existing Agency Accountabilities	a. Updating of Transparency Seal
	b. Compliance to Audit Findings and Liquidation of Cash Advances
	c. Compliance with the Freedom of Information (FOI) Program
	d. Submission and Review of Statement of Assets, Liabilities and Net Worth (SALN)
	e. PhilGEPS posting of all invitations to bids and awarded contracts (Annex 7)
	f. FY 2022 Non-Common Use Supplies and equipment (APP-non CSE)
	g. Posting of Indicative FY 2023 APP-non CSE
	h. FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE) (Annex 8)
	i. Results of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI) System
	j. Undertaking of Early Procurement Activities (EPA) covering FY 2023 Procurement Projects
New Agency Accountabilities beginning FY 2022 PBB	k. Designation of the Agency's Committee on Anti-Red Tape (CART)
	l. Compliance with the National Competition Policy (NCP)

5.1 The Department shall comply with the requirements on the designation of a Committee on Anti-Red Tape (CART) pursuant to Section 1, Rule III of the Implementing Rules and Regulations of RA No. 11032; and in accordance with the issued ARTA Memorandum Circular 2020-007 or "Guidelines on the Designation of a CART".

5.2 All agencies are directed to adopt and implement, following their respective mandates, the NCP and its key elements, as contained in the National Economic and Development Authority and Philippine Competition Commission Joint Memorandum Circular No. 01 -2020, s. 2020.

If there are no such relevant policy issuances, rules, and/or regulations, a certification signed by the head of the agency stating that there is none, shall be submitted. See **Annex 9.2 Certificate of No Policy Issuances, Rules, or Regulations Relevant to Market Competition**.

While the above conditions are no longer required in determining the overall PBB eligibility of the Department, compliance with these conditions

⁶ As provided in Annex 6 of MC 2022-1 of AO 25 IATF.

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 validating agencies.

(Please see **Attachment A - Summary of Accountabilities and Timelines of B/S/Os and Lead Coordinating/Monitoring/Overall Oversight [LCMO] Units**).

6.0 ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

6.1 For FY 2022 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 2022 PBB.
- b. For purposes of isolation from the grant of the FY 2022 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 2022 PBB.

- 6.2 Eligible B/S/Os shall be granted FY 2022 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 To be eligible for FY 2022 PBB, employees belonging to the First, Second, and Third Levels should receive a final and overall rating of at least "Very Satisfactory" based on the CSC-approved DBM Strategic Performance Management System (SPMS) or the prescribed Career Executive Service Performance Evaluation System of the Career Executive Service Board (CESB).
- 6.4 The DBM Secretary shall be eligible for the FY 2022 PBB only if the Department is deemed eligible, for which the PBB rate for FY 2022 shall

be equivalent to the rates provided in Section 7.0, and based on the monthly basic salary (MBS) as of December 31, 2022.

- 6.5 Eligibility of personnel in detail to another government agency for six (6) months or more shall be included 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 2022 and garnered a final and overall performance rating of at least Very Satisfactory 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 a final and overall performance rating of at least Very Satisfactory for FY 2022 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 2022 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 2021 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 2022 PBB.
- 6.13 Officials and employees who failed to liquidate all cash advances received in FY 2022 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 2022 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. 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, 2022 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 PMT⁷

The following are the duties and responsibilities of the B/S/Os, LCMO Units and PMT in implementing the FY 2022 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 2022 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.
- 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.

⁷Attachment A - Summary of Accountabilities and Timelines of B/S/Os and LCMO Units

8.2.6 **AS-HRDD** shall prepare Form 1.0 Report on Eligibility of Agency for the Grant of the FY 2022 PBB (**Annex 10 of MC 2022-1**), containing a complete list of DBM employees, with corresponding information on their respective compliance with the FY 2022 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 **MACRO**, designated as the **Complaints Repository (ComRep)**, shall act as receiver of queries/complaints, sender of responses, and official contact point unit to the Hotline #8888 and CCB and other portals/platforms.

8.2.8 **CPMS**

8.2.8.1 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;

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

8.2.8.3 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;

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

8.2.8.5 Act as Help Desk, through pmtsecretariat@dbm.gov.ph, to respond to queries and comments on the DBM-OSEC's FY 2022 PBB targets and accomplishments, and other PBB-related concerns.

(Please see **Attachment A - Summary of Accountabilities and Timelines of B/S/Os and LCMO Units**).

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 quarterly BFARs of the Department which will be used to assess and validate Performance Results shall be submitted through the DBM URS in a timely manner, *i.e.*, within thirty (30) days after the end of each quarter, as provided under Item 3.19.2 of National Budget Circular No. 587 pursuant to Section 99, General Provisions of Republic Act No. 11639 (FY 2022 GAA). BFARs will be used to assess and validate Performance Results. Non-compliance thereto must be supported with relevant justification.
- 9.2 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, 2023**, thru an electronic submission (scanned or digital copy of the official submission and editable MS Word or Excel files for use of the A025 Secretariat).
- 9.3 The Department shall ensure that all explanations and justifications for deficiencies are already attached in their submission.
- 9.4 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.
- 9.5 The Department is encouraged to provide information to the AO 25 Secretariat in compliance with the Agency Accountabilities provided in Section 5.0.

9.6 The Department shall be responsible for the review and updating of their respective Personnel Services Itemization and Plantilla of Personnel (PSIPOP) under the DBM'S Government Manpower Information System (GMIS). Under National Budget Circular (NBC) No. 549⁸, the Department shall review the PSIPOP and update the Plantilla of Personnel (POP) portion thereof, and upload the same to the GMIS database every last week of the month. The PSIPOP shall serve as the primary source of data in determining the total FY 2022 PBB requirement of the agency, to be complemented by a simplified *Annex 10: Report on Eligibility of Agency* for the Grant of the FY 2022 PBB.

For non-permanent positions or excluded from the coverage of the GMIS, a modified Form 1.0 shall be submitted to the DBM for review and evaluation.

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.

12.0 APPEALS

All appeals relative to the implementation of the DBM-OSEC's grant of the FY 2022 PBB shall be acted upon pursuant to item 9.0 of DO No. 22, s. 2017 on the DBM SPMS Guidelines dated November 17, 2017.

⁸ Monthly Updating of the PSIPOP Under their Web-based Application System dated October 21, 2013

13.0 CALENDAR OF PBB ACTIVITIES

The indicative timeline set by AO 25 IATF for compliance with the requirements of the FY 2022 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.


AMENA F. PANGANDAMAN
Secretary

Attachment A and List of Annexes from IATF AO 25 MC 2022-1:

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

Annex 2 – Template – FY 2022 Modified Form A – Department/ Agency Process Results Report (with Guidelines in Accomplishing the Form)

Annex 3 – Guidelines on the Compliance with, and Validation of, ISO Quality Management System (QMS) Certification/Recertification

Annex 3.1 – Consent and Authorization to Disclose Information and/or Documentation

Annex 3.2 – Database of the Department's ISO QMS Certifications/ Re-Certifications as Evidence or Proof of Compliance for the FY 2022 PBB Grant

Annex 5 – Citizen/Client Satisfaction Survey (CCSS) Report

Annex 7 – Guidelines on PhilGEPS Posting

Annex 8 – Submission of the 2023 APP-CSE to the PS-DBM

Annex 9.2 – Certificate of No Policy Issuances, Rules, or Regulations Relevant to Market Competition

Annex 10 – FY 2022 Form 1.0 Report on Eligibility of Agency for the Grant of the FY 2022 Performance-Based Bonus (PBB)

SUMMARY OF ACCOUNTABILITIES and TIMELINES OF B/S/Os and LCMO UNITS
FY 2022 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	before January 31st 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 2023 Procurement Projects to the GPPB-TSO <i>Note: EPA should be conducted in FY 2022</i>	GPPB-TSO	AS-PMD for CO and all ROs for their respective jurisdiction	AS – PMD for CO LGRCB for ROs
	March 31, 2022	Submit FY 2022 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 for CO LGRCB for ROs
	June 30, 2022	Submit Results of the APCPI system for FY 2021 Procurement Transactions to GPPB-TSO	GPPB-TSO	AS-PMD	AS –PMD
	October 31, 2022*	Submit the FY 2023 APP-CSE thru the PhillGEPS Virtual Store *extended from the original deadline of September 30, 2022 per email of the AO 25 Secretariat dated September 30, 2022	PS-DBM	AS-PMD for CO and all ROs for their respective jurisdiction	AS – PMD for CO LGRCB for ROs
	September 30, 2022	Post Indicative FY 2023 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 for CO LGRCB for ROs

Item No. per D.O.	AO 25 DEADLINE	REQUIREMENTS/ACCOUNTABILITIES	VALIDATING AGENCY	RESPONSIBLE/ CONTRIBUTING B/S/Os	LCMO UNIT
5.0	October 1, 2022	Maintain/Update the DBM Transparency Seal (TS) under Section 102 of the General Provisions of the FY 2022 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	OCIO
	October 1, 2022	Post the DBM's policy on the Establishment and Conduct of DBM Review and Compliance of SALN in the DBM TS webpage for FY 2022	CSC	All DBM B/S/Os concerned; DBM Review and Compliance Committee ICTSS OCIO	CPMS
	November 30, 2022	Submission of the National Competition Policy (NCP) requirements as stated in Section 5.2 of the FY 2022 PBB Internal Guidelines	PhCC	CPMS	CPMS
	December 31, 2022	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 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 2022.	COA	All DBM B/S/Os concerned	FS
	January 30, 2023	Update all procurement requirements for transactions above 1 million from January 1, 2022 to December 31, 2022 in the PhilGEPS	PS-PhilGEPS	AS-PMD for CO and all ROs for their respective jurisdiction	AS – PMD for CO LGRCB for ROs

Item No. per D.O.	AO 25 DEADLINE	REQUIREMENTS/ACCOUNTABILITIES	VALIDATING AGENCY	RESPONSIBLE/ CONTRIBUTING B/S/Os	LCMO UNIT	
5.0		<p>Submit the following Freedom of Information (FOI) Program requirements to PCOO:</p> <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	BITS CRD ICTSS OCIO	OCIO	
	February 28, 2023	<p>Designation of the Agency's Committee on Anti-Red Tape (CART)</p> <p>Compliance and submission of requirements to ARTA pertaining to the agency's CART as stated in ARTA MC No. 2020-007.</p> <p><i>Deadlines of submission</i></p> <ul style="list-style-type: none"> 1. Responsible/Contributing B/S/O submissions will be set by the respective LCMO units 2. LCMOs to CPMS of the consolidated proof of compliance/submission of the contributing B/S/Os: <ul style="list-style-type: none"> ➤ 10 working days after the issuance of the DO (for requirements earlier submitted/complied); ➤ 5 working days after the prescribed AO 25 deadline. 	PCOO	CART Secretariat	CPMS	
Item No. per D.O.	AO 25 DEADLINE	REQUIREMENTS/ACCOUNTABILITIES	VALIDATING AGENCY	RESPONSIBLE/ CONTRIBUTING B/S/Os	B/S/O Deadline	LCMO Unit
4.1	February 28, 2023	<p>Performance Results:</p> <p>The B/S/Os concerned shall submit the Physical Report of Operation (Physical Performance Results) as of December 31, 2022 to the CPMS</p>	IATF on AO 25	B/S/Os with GAA commitments CPMS	On or before January 16, 2023	CPMS
4.2		<p>Process Results:</p> <p>For the preparation of the consolidated report on Process Results, the B/S/Os concerned shall submit to the CPMS the accomplished Annex 2 (MC No. 2022-01) Modified Form A – Department/Agency Process Results Report</p>	IATF on AO 25	B/S/Os concerned	On or before January 16, 2023	CPMS

Item No. per D.O.	AO 25 DEADLINE	REQUIREMENTS/ACCOUNTABILITIES	VALIDATING AGENCY	RESPONSIBLE/ CONTRIBUTING B/S/Os	B/S/O Deadline	LCMO Unit
4.3	February 28, 2023	Financial Results: The Finance Service (FS) shall prepare and submit the computation of the FY 2022 Disbursements BUR to the CPMS	DBM/COA	FS	On or before January 31, 2023	FS
4.4		Citizen/Client Satisfaction Results: a. The B/S/Os shall submit to the CPMS-Monitoring Division the CCSS Report for the consolidated Annex 5 b. The B/S/Os shall coordinate/validate with the Media Affairs and Community Relations Office (MACRO), on all resolutions on complaints received from the Office of the President, Presidential Management Staff, Civil Service Commission, and Presidential Communications Operations Office from Hotline #8888 and CCB databases, as well as the Freedom of Information (FOI) portals. The consolidated report shall be submitted by MACRO to the CPMS	IATF on AO 25	B/S/Os	On or before January 16, 2023	CPMS
				B/S/Os	On or before January 16, 2023	
				MACRO	On or before January 31, 2023	AS- HRMD
8.2.6		Form 1.0 (Annex 10: Report on Eligibility of Agency for the Grant of the FY 2022 Performance-Based Bonus (PBB)) (a complete list of DBM employees, with corresponding information on their respective compliance with the FY 2022 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
9.6		For non-permanent positions or excluded from the coverage of the GMIS, a modified Form 1.0 shall be submitted to the DBM for review and evaluation.				

MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT

AGENCY NAME: _____

	(A)	(B)
	ONE (1) EXTERNAL CORE SERVICE	ONE (1) INTERNAL SERVICE
(1) Name of Service		
(1a) Reason for Selection		
(2) Responsible Unit/s		
(3) Identified Clients (per service)		
(4) Number of Client Visits in FY 2022		
(5) Volume of Transactions in FY 2022		
(6) FY 2021 Improvements (ease of transaction, digitization, standardization)		
(7) FY 2021 Results (evidence)		
(8) FY 2022 Improvements (ease of transaction, digitization, standardization)		
(9) FY 2022 Results (evidence)		
(10) FY 2022 Citizen/Client Satisfaction Rating		
(11) Remarks		

Prepared by:

Name of Officer / Designation / Date

Approved by:

Department Secretary/Agency Head/ Date

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

Agency Name	Indicate the <u>name of the agency.</u>
Column A	Information about the <u>external core service</u> prioritized for improvement, as identified in the initial Reengineering Plan submitted to ARTA. External services refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office.
Column B	Information about the <u>internal service</u> prioritized for improvement, as identified in the initial Reengineering Plan submitted to ARTA. Internal services refer to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services include services such as, but are not limited to, back-end/support services and regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorization, or concession.
Row 1	Indicate the <u>name of the critical services</u> prioritized for improvement, as identified Section 4.2 of the FY 2022 PBB Guidelines.
Row 1a	Indicate the <u>reason for selecting</u> the critical services prioritized for improvement. Cite any of the six (6) factors identified in Section 4.2.2 of the FY 2022 PBB Guidelines or cite "(7) Others" but specify and justify why the service was prioritized for improvement.
Row 2	Indicate the <u>bureaus/offices/delivery units/processing units responsible</u> for the processing, delivery, and completion of the critical government service.
Row 3	Identify the <u>clients/customers</u> who avail the critical service/s declared by the agency.
Row 4	Report the <u>number of clients/customers</u> who availed the critical service in FY 2022. If there are variations of the service, indicate the disaggregated data on the number of clients/customers for FY 2022.
Row 5	Report the <u>volume of transactions for FY 2022</u> for the selected critical services. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2022.
Row 6	Indicate the <u>FY 2021 improvements in the reported critical service/s</u> , demonstration of the ease of transaction, digitization, and standardization.
Row 7	Report <u>results and evidence of FY 2021 improvements</u> , ease of transaction, digitization, and standardization.
Row 8	Indicate the <u>FY 2022 improvements in the reported critical service/s</u> , demonstration of the ease of transaction, digitization, and standardization. The agency may refer to the initial Reengineering Plan submitted to ARTA as basis in prioritizing areas for improvement .
Row 9	Report <u>results and evidence of FY 2022 improvements</u> , ease of transaction, digitization, and
Row 10	Report the <u>FY 2022 citizen/client satisfaction results</u> for each of the declared critical services.
Row 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.

GUIDELINES ON THE COMPLIANCE WITH, AND VALIDATION OF, ISO QUALITY MANAGEMENT (QMS) CERTIFICATION/RECERTIFICATION

This annex shall serve as guidelines for agencies wherein the ISO QMS certification/recertification is the **ultimate requirement**, and for agencies wherein the ISO QMS certification/recertification **could serve as evidence**, for the *Process Results* criterion.

1.0 GUIDELINES IN DETERMINING COMPLIANCE WITH THE ISO QMS CERTIFICATION/RECERTIFICATION

- 1.1 **Only a valid ISO 9001:2015 QMS certification/recertification or the latest version of the ISO 9001 certification** is considered as compliance with the subject requirement.

Should a new version of the ISO 9001 be available during the year, agencies are encouraged to endeavor in migrating to said latest version as soon as possible.

The **certifications/recertifications must be valid as of December 31, 2022**, i.e., effectivity date indicated in the certificate. Accordingly, certifications/recertifications with an effectivity date starting January 1, 2023 onwards **shall not be considered** as compliance with said requirement.

Agencies are reminded that they must pursue **continued certification**, i.e., ensure that there is no gap or minimal gap in terms of the expiration of its previous certification and the effectivity date of its existing certification, except with justifiable reasons, e.g., change of certification body (CB) which may cause gap in the certification.

- 1.2 The **scope** of the QMS indicated in the agency's ISO QMS certification shall be as follows:
- a. For departments/agencies and state colleges and universities (SUCs), it shall include **two (2) critical services consisting of one (1) external core service and one (1) internal service**.

The definition of the external and internal services, as well as the parameters in identifying critical services, are enumerated under items 4.2.1 and 4.2.2 of AO 25 Memorandum Circular (MC) No. 2022-1, respectively.

- b. For government-owned or-controlled corporations (GOCCs) under Governance Commission for GOCCs (GCG) and local water districts (LWDs) under Category A and B, the scope of their certification shall be based on the guidelines to be issued by the GCG and Local Water Utilities Administration (LWUA), respectively.

- 1.3 The ISO QMS certifications must be issued by any of the CBs accredited by the International Accreditation Forum (IAF) member.

However, the CBs which are duly **accredited by the Department of Trade and Industry - Philippine Accreditation Bureau (DTI-PAB)**¹ to certify the agencies' ISO QMS shall be preferred for the latter's provision of certain degree of control over CBs engaged by government agencies on their ISO QMS certification. This will better address the challenges in the validation process on acquiring information from CBs, among others. The DTI-PAB, aside from being an IAF member, is the recognized national accreditation body in the Philippines pursuant to Executive Order No. 802, s. 2009².

Beginning FY 2023, government agencies which are still in its certification journey or those which have expiring/expired contract, shall endeavor to obtain their certification/recertification from CBs accredited by the DTI-PAB.

- 1.4 The CBs contracted shall have been accredited to audit and certify QMS for the specified scopes which are deemed relevant to the nature and functions of the agency e.g., accreditation under ISO 9001 QMS for IAF 36 (Public Administration), IAF 37 (Education), and/or IAF 38 (Health and Social Work).
- 1.5 **Letters of attestation or similar documents issued by CBs** indicating that certification/recertification audits have been completed but still subject to approval of their Certificate Decision Maker³ **will not be considered** as compliance to the ISO QMS certification requirement.
- 1.6 As an alternative, ISO QMS-equivalent certifications are **considered** as compliance with the subject requirement. The following

¹ The list of the CBs accredited by DTI-PAB could be accessed at the DTI webpage (http://pabaccreditation.dti.gov.ph/public/public_mscb.php).

² *Strengthening and Recognizing the Philippine Accreditation Office Attached to the Department of Trade and Industry as the National Accreditation Body* dated May 18, 2009

³ As provided under **Clause 9.5 Certification Decision** of ISO/IEC 17021-1:2015 (*Conformity assessment – Requirements for bodies providing audit and certification of management systems*), the CB shall ensure that the persons or committees that make the decisions for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification are **different** from those who carried out the audits. Moreover, the Certificate Decision Maker may seek additional information or clarification from the audit team or other sources during its technical review with respect to, among others, the certification requirements, scope of certification, and the client's corrections and corrective actions for nonconformities, if any.

certifications/awards are considered equivalent to ISO 9001 certification inasmuch as they similarly ensure consistency of quality of products and services through quality processes enabling the provision of better service delivery and thereby enhancement of public sector performance:

- Philippine Quality Award (PQA)/Recognition (*for specific office concerned*)
- ISO/IEC 17025 or 17020 Accreditation
- Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc. (AACCUP)'s Institutional Accreditation (*for SUCs*)
- Accreditation Canada International's Qmentum International Gold Award (*for hospitals*)
- Supreme Audit Institutions (SAI) Performance Measurement Framework (PMF) of the International Organization of SAIs (*for the Commission on Audit*)
- Universal Postal Union's Quality Management Certification (*for Philippine Postal Corporation*)

- 1.7 On the other hand, certifications **not included in the list will not be accepted** as equivalent to ISO 9001 certification and could not serve as compliance/evidence to the *Process Results* criterion.
- 1.8 Nonetheless, for departments/agencies and SUCs, they may opt to use other forms of evidence for the *Process Results* criterion as enumerated under item 4.2.3 of AO 25 MC No. 2022-1.

2.0 RESPONSIBILITIES OF PARTICIPATING AGENCIES

- 2.1 These responsibilities shall apply to agencies which will use the ISO QMS as a requirement/evidence for the *Process Results* criterion.
- 2.2 As stated in the notes of Modified Form A (columns 8 and 9) referred as Annex 2 of AO 25 MC No. 2022-1, the agencies concerned must indicate the **details of the certification with justifications**, e.g., the ISO QMS certification covers (i) internal service only, (ii) external service only, (iii) external but non-priority core service and internal service, and/or (iv) priority external core service and internal service.

Additional sheet/s may be provided for supporting information that would serve as justification.

- 2.3 To reiterate the required submissions, for the departments/agencies and SUCs, the deadline of **submission** of the Modified Form A, together with

the copy of said ISO certification/recertification and other pertinent documents as necessary, to the AO 25 Secretariat for the **Process Results** criterion shall **not be later than February 28, 2023**, consistent with item 8.2 of AO 25 MC No. 2022-1.

For GOCCs covered by the GCG and LWDs, the deadline of the submission of forms and/or posting of the ISO QMS certification/recertification in their respective websites, as applicable, shall be based on the guidelines to be issued by the GCG and LWUA, respectively.

2.4 In order to facilitate the conduct of the final validation of the submitted ISO certification/recertification with the CBs, agencies shall:

- Include a provision in the **contract with the winning CB** that they shall accommodate requests of Government Quality Management Committee (GQMC)-DBM Secretariat, i.e., Systems and Productivity Improvement Bureau (SPIB) and/or other oversight⁴/validating agencies for information or documents relative to their ISO QMS certification/recertification; or
- Submit an **authorization and consent to the CBs**, attached as **Annex 3.1** to provide information/documentation to the GQMC-DBM Secretariat and/or oversight/validating agencies relative to their ISO QMS certification/recertification.

Copy of the contract or authorization and consent form, shall be submitted to their respective CBs, copy furnished the DBM-SPIB at dbm-spib@dbm.gov.ph on or before **31 January 2023 or within fifteen (15) working days from the issuance of the Notice to Proceed by the agency to the CB, whichever comes earlier.**

Said authorization and consent form should be updated every time there will be a change in the head of the agency or authorized representative.

3.0 VALIDATING AGENCIES

3.1 The following **oversight agencies shall conduct the corresponding validation of the compliance** with the ISO QMS certification as evidence/requirement of their respective agency coverages:

- Commission on Higher Education for SUCs;
- GCG for GOCCs under its coverage; and
- LWUA for LWDs.

⁴ AO 25 Secretariat

For departments/agencies, the validation of their compliance shall be conducted by the AO 25 Composite Teams⁵.

- 3.2 These agencies and AO 25 Composite Teams responsible for the validation of the ISO QMS certification compliance may hereinafter referred to as the "validating agencies".

4.0 VALIDATION PERIOD

- 4.1 The validating agencies shall conduct the validation on agency compliance with the ISO QMS certification requirement from **March 1, 2023** until **April 21, 2023**.

On the other hand, the AO 25 Composite Teams, as the validating entity for the departments/agencies, shall determine the ratings of agencies during the Composite Team Reviews within the same period.

5.0 RESPONSIBILITIES OF THE VALIDATING AGENCIES

- 5.1 Upon receipt of the agency submissions, the **validating agency⁶ shall proceed with the validation of the submissions of agencies** within their respective coverages. The results of such validation shall be reported using the template herein attached as **Annex 3.2**. The Annex 3.2 shall include detailed information on the agency submission, and the compliance status and equivalent rating, as applicable, of the agency as to the ISO QMS certification as evidence/requirement:

- For departments/agencies and SUCs, the validating agency shall indicate the corresponding rating, in accordance with item 4.2 of AO 25 MC No. 2022-1.
- For LWDs and GOCCs covered by the GCG, the determination of compliance status of the agencies shall be based on the guidelines to be issued by the LWUA and GCG, respectively.

⁵ Created by the AO 25 Technical Working Group to evaluate the agency submissions on the PBB streamlining and process improvements, and citizen/client satisfaction results requirement of the PBB. Each composite team include member/s from the following agencies: DBM, Office of the President, Presidential Management Staff, Department of Finance, National Economic Development Authority, Civil Service Commission, Commission on Audit, Presidential Communications Operations Office, Development Academy of the Philippines, Anti-Red Tape Authority and DTI.

⁶ For departments/agencies, constitutional offices, other executive offices, and GOCCs under DBM, the AO 25 Secretariat shall accomplish the same.

The reason for non-compliance shall also be indicated in column [8] using the following codes:

Code	Description
N	No submitted ISO 9001 certification or equivalent certification/accreditation , nor any ISO QMS-related documents
Q	Submitted QMS Documents only (Quality Manual, Internal Quality Audit Certification and/or Management Review minutes)
E	ISO 9001 certification or equivalent certification/accreditation is invalid or has expired
A	Submitted Attestation/Confirmation Letter/Audit Report from CB only
U	Submitted documents are unnecessary which are not only not required under the guidelines but also not considered as QMS documents (e.g., office orders, memorandum of agreement with Development Academy of the Philippines, Human Resources manual/handbook, program-based AACCUP accreditation, certification from the agency head/QMS consultant on the agency's QMS efforts)
B	Validity of the ISO 9001 certification or equivalent certification/accreditation commences beyond the December 31, 2022 deadline
C	Scope covered by the ISO QMS certification or equivalent certification/accreditation is not based on the requirement <i>(only applicable to agencies which the ISO QMS certification/recertification is the ultimate requirement)</i>

- 5.2 Said annexes shall be duly signed by the authorized personnel of the validating agency.
- 5.3 The CHED, GCG and LWUA shall submit to the AO 25 IATF at ao25secretariat@dap.edu.ph, copy furnish the QPMC-DBM Secretariat at dbm-spib@dbm.gov.ph, on or before ten (10) working days after the validation period i.e., **on or before May 8, 2023**, the accomplished **Annex 3.2** with the ISO QMS certification as evidence/requirement and Modified Form A, as applicable, for processing/information, whichever is applicable.

6.0 RESPONSIBILITIES OF THE QPMC-DBM SECRETARIAT

- 6.1 Upon receipt of the initial reports from oversight agencies, the QPMC-DBM Secretariat shall consolidate the same for confirmation by the CBs/Accrediting Agencies.

- 6.2 Accordingly, the GQMC-DBM Secretariat shall provide the final reports on the validation, or in case of no changes, confirmation of the initial reports of the validating agencies, to the AO 25 IATF on or before twenty (20) working days after the submission of the initial findings, i.e., **on or before June 5, 2023.**
- 6.3 In case of changes in the ratings or compliance status of the agencies, specifically the GOCCs under GCG and LWDs, after the submission of the final report to the AO 25 IATF, the GQMC-DBM Secretariat shall submit a revised report on the summary of findings on the agencies' compliance to the AO 25 IATF, as it deems necessary e.g., if the rating or status of fifty percent (50%) of the agencies has been changed. Such changes could be as follows:
- a. the request for reconsideration/exemption of an agency has been granted; and
 - b. the status of the ISO QMS certification of the agency was confirmed only after the validation period/submission of final report to the AO 25 IATF.

The Annex 3.2 shall be updated to reflect the changes in the rating or compliance of the agencies concerned, and shall be submitted together with the revised report on the summary of findings.

However, if there is only **less than** fifty percent (50%) change in the rating or compliance status of aforesaid agencies, the GQMC-DBM Secretariat shall inform the AO 25 Secretariat on said changes but the revision of the reports need not be made.

7.0 RESPONSIBILITIES OF THE CBs

- 7.1 The CBs shall provide necessary information and/or clarifications to the GQMC-DBM Secretariat in relation to the submitted ISO QMS certification/recertification by the participating agencies.
- 7.2 To facilitate the conduct of verification by the GQMC-DBM Secretariat (SPIB) from the CBs, the latter are encouraged to provide their respective contact persons and contact information by sending an e-mail to dbm-spib@dbm.gov.ph on or before **December 31, 2022.**

8.0 REQUESTS FOR RECONSIDERATION AND EXEMPTION

- 8.1 For departments/agencies and SUCs, as the ISO QMS certification/recertification only serves as one of the possible pieces of proof or evidence for *Process Results* criterion, instead of requesting reconsideration, they may resort to presenting other pieces of evidence for the *Process Results* criterion other than ISO QMS certification/recertification.
- 8.2 An agency subject for compliance with the ISO QMS certification **requirement** that is deemed non-compliant may request for the following, **within thirty (30) calendar days** from the posting of the result of validation for the ISO QMS certification as a requirement or evidence in the Results-Based Performance Management System website (<https://rbpms.dap.edu.ph/>)
- A reconsideration based on justifiable reasons and factors that are considered beyond the control of the agency e.g., errors in the validity period of the certification as prepared by the CB/accrediting agency; or
 - An exemption in view of circumstances which make it impossible for agencies to comply with the ISO QMS requirements such as an ongoing agency restructuring, functional and organizational modifications and other related circumstances which may result in the agency's failure to effectively implement key activities of its documented QMS, thereby hindering its attainment of an ISO QMS certification or could constitute as a ground for suspension/cancellation/withdrawal of its existing ISO QMS certification.
- 8.3 The foregoing requests for reconsideration and exemption shall be addressed to the DBM Organization and Systems Improvement Functional Group Head, thru the DBM-GQMC Secretariat (SPIB) and submit via email at dbm-spib@dbm.gov.ph for proper evaluation. After finalization of the evaluation, the GQMC shall inform the agency concerned of the action to said request/s copy furnish the validating agency concerned and AO 25 Secretariat.

-end-

CONSENT AND AUTHORIZATION TO DISCLOSE INFORMATION AND/OR DOCUMENTATION

The *(name of the agency)* hereby authorizes the *(name of the certification body)*, *its agents or representatives*, to provide information/documentation in relation to the former's ISO 9001 certifications/recertifications to the **Government Quality Management Committee-Department of Budget and Management (Systems and Productivity Improvement Bureau) and other oversight/validating agencies¹**, as deemed necessary, in compliance with the *Process Results* criterion for the grant of Performance-Based Bonus (PBB).

The consent provided shall remain valid for the duration of the FY 2022 PBB cycle and the years thereafter and the collected information from the certification body shall be used only in the validation of the ISO QMS as evidence or requirements for the grant of the PBB.

The collection, use, recording, disclosure and storage of the information shall be in accordance with the Data Privacy Act (DPA). The *(name of the agency)* hereby confirm that under Section 16 of the DPA, the agency has the **1)** right to withdraw the consent given or object to the processing of the information; **2)** right to reasonable access; **3)** right to rectification; and **4)** right to erasure or blocking the information, among others. The rights entitled to the agency are still subject to limitations and conditions under the DPA.

Name and Signature of the Head of Agency
or his/her Authorized Representative

Date

¹ AO 25 Secretariat for departments/agencies; Commission on Higher Education for state universities and colleges; Governance Commission for Government -Owned or -Controlled Commissions (GOCCs) for GOCCs, Local Water Utilities Administration for local water district

**Database of the Agencies' ISO QMS Certifications/Recertifications as Evidence or Proof of Compliance for the FY
2022 PBB Grant
(Agency Category)**

<i>Data from Agency Submissions</i>										<i>Analysis of the validating agency</i>	
Certification Body/ Accrediting Agency [1]	Gov't Entity [2]	Type of Certification/ Accreditation [3]	Site/s Covered [4]	Effectivity of Certification [5]	Date of Expiration/ End of Validity [6]	Scope/Processes [7]				Compliance Status [8]	Rating (if applicable) [9]
						Internal service only [7.1]	External service only [7.2]	External but non-priority core service and internal service [7.3]	Priority external core service and internal service [7.4]		

Prepared by:

Name/Designation/Date

Reviewed by:

Name/Designation/Date

Approved by:

Head or Authorized Representative
of Oversight Agency/Date

Legends and Notes:

- [1] Name of the certification body (*e.g., SOCOTEC, TÜV Rheinland*) or accrediting agency¹ of the agency (*e.g., AACCUP, DTI-PAB*). The validating agency shall encode the details in an alphabetical order based on the name of the CB then names of the agency.
- [2] The name of the agency and acronym [*e.g., Department of Budget and Management (DBM)*]
- [3] The type of certification/accreditation of the agency (*e.g., ISO 9001:2015, Philippine Quality Award*)
- [4] The site/s of the agency certified with the ISO 9001 Standard as indicated in the certification (*e.g., DBM Central Office Sites at General Solano Street, San Miguel, Manila, Philippines*)
- [5] The date of effectivity of certification as indicated in the certification (*e.g., October 28, 2021*)
- [6] The date of expiration of the certification as indicated in the certification or any information on recertification of the agency (*e.g., October 28, 2024*)
- [7] The scope/processes certified with the ISO 9001 Standard as indicated in the certification (*e.g., Policy formulation, preparation of the national budget, management/ administration of the national budget, and monitoring and analysis of performance*). As applicable, the oversight agency shall indicate the scope of the certification under column [7.1] if it covers internal service only, under column [7.2] if it covers external service only, [7.3] if it covers external but non-priority core service and internal service, and [7.4] if it covers priority external core service and internal service, based on the submission of the agency of its Modified Form A.
- [8] The corresponding compliance status i.e., compliant, non-compliant, or exempted.
For departments/agencies and SUCs, compliance status should only include compliant/non-compliant.
For the non-compliant status, include the reason for non-compliance using the codes indicated under item 5.1 of Annex _ of AO 25 MC No. 2022-1 and report using the format: "Non-compliant [code]".
- [9] The equivalent rating of the agency as to the ISO QMS certification of the agency based on the rating matrix/scoring as provided under the AO 25 Memorandum Circular, as applicable

¹ Refers to institutions which confer awards or recognitions similar to ISO 9001:2015 certification.

CITIZEN/CLIENT SATISFACTION SURVEY

I. Rationale

The AO25 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 2022 is vital in ensuring that these standards are attained. For FY 2022 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 to 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 2021 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 2022**
(include a sample of the feedback/survey form used)
- c. Results of Agency Action Plan reported in FY 2021 PBB**
- d. Continuous Agency Improvement Plan for FY 2023**

IV. Hotline #8888 and Contact Center ng Bayan (CCB) Resolution and Compliance Rates

For compliance to Section 4.4b, please refer to the following definitions as provided by the Office of the President (OP) and Civil Service Commission (CSC):

PORTALS	RESOLUTION RATE	COMPLIANCE RATE
Hotline #8888 (OP)	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency 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 ¹ .	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency within the 72-hour period to take action, as prescribed in EO No. 6, s. 2016.
Contact Center ng Bayan (CCB) (CSC)	<p><i>Negative feedback</i> on government services, processes, and procedures lodged through the CCB are considered <i>resolved</i> after the agency has responded to the referral and provided detailed action taken to correct the reported dissatisfaction and prevent its re-occurrence.</p> <p>If the particular concern cannot be acted upon, the agency has to provide an explanation as to why it cannot be addressed. The negative feedback will be considered <i>resolved</i> upon receipt of the reply/explanation from the agency.</p> <p>If the complaint involves an administrative case, the CCB will still forward the negative feedback to the agency 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 agency and will consider the ticket resolved.</p>	Percentage of negative feedback resolved by the agency within the prescribed timeline of 72 hours over the total number of negative feedback received within a particular period.

¹ Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizen's Complaint Center

GUIDELINES 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, 2022 to December 31, 2022, including the Early Procurement of FY 2022 Non-CSE items.

Departments/agencies should ensure that the status of notices in the PhilGEPS System for all transactions for the period January 1, 2022 to December 31, 2022, including the Early Procurement of FY 2022 Non-CSE items, is updated on or before January 31, 2023. *Failed or cancelled bid status should still be updated in PhilGEPS.*

Agencies should track their status through the PhilGEPS microsite link for monitoring purposes: <https://open.philgeps.gov.ph/pbb>. In the generated Excel report, bid notices will only be tagged as COMPLY if the Notice of AWARD and the Notice to Proceed have been posted. Likewise, those NOTICES with multiple lots and PARTIALLY AWARDED, FAILED and CANCELLED NOTICES will also be considered COMPLY.

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 public bidding transactions above one million (P1,000,000) in the PhilGEPS due to factors that are outside of their control, the agency is no longer required to submit a letter of justification to PhilGEPS/AO25 IATF.

The Agency Head, with the help of its Performance Management Teams, shall continue to implement, monitor, and enforce compliance with the PhilGEPS requirements. Justification shall be subject to the self-assessment of the agency whether acceptable or not. Compliance with these conditions shall still be used as the basis in determining the eligibility of responsible units and individuals.

SUBMISSION OF THE 2023 APP-CSE TO THE PS-DBM

The Procurement Service - Department of Budget and Management (PS-DBM) advises all government agencies to submit their 2023 Annual Procurement Plan - Common-use Supplies and Equipment (APP-CSE) to PS-DBM via the Virtual Store (VS) facility.

The deadline of submission is on **30 September 2022**.

The PS-DBM wishes to reiterate that hard copy or manual submission will not be accepted.

- Log-in to VS to download the 2023 APP-CSE template:

<https://philgeps.gov.ph/home>

- Visit our website for the procedural guidelines in uploading APP-CSE:

<https://ps-philgeps.gov.ph/home/>

footnotes:

- *The submission of APP-CSE is in compliance with **Memorandum Circular No. 2022-xxx** dated DD-MM-YYYY issued by the Inter-agency Task Force on the Harmonization of National Government Performance Monitoring, Information Systems (Administrative Order No 25 s. 2011)*

ANNEX 9.2

For agencies identified in Annex 9 WITHOUT policy, issuance, rules and/or regulations relevant to market competition

CERTIFICATE OF NO POLICY ISSUANCES, RULES, OR REGULATIONS RELEVANT TO MARKET COMPETITION

Pursuant to Administrative Order No. 44, or Directing the Adoption and Implementation of the National Competition Policy

I, <name of Head of Agency>, Filipino, of legal age, <designation> of <agency>, hereby declare and certify that the <agency> has no policy issuances, rules and/or regulations relevant to market competition, as defined in Administrative Order No. 44 Directing the Adoption and Implementation of the National Competition Policy (NCP).

This Certification is being made in compliance with Administrative Order No. 44 directing the adoption and implementation of the NCP and its elements, as contained in the National Economic and Development Authority – Philippine Competition Commission Joint Memorandum Circular No. 01-2020 (s.2020) and the integration of such by the Inter-Agency Task Force under AO25 on the Harmonization of National Government Performance, Monitoring, Information and Reporting Systems as part of the agency accountability requirements for the grant of the FY 2022 Performance-Based Bonus to government personnel.

The undersigned attests to the accuracy of all information contained herein based on available records and information.

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

<date>

(NAME OF HEAD OF AGENCY)

(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).

NOTARY PUBLIC

Doc. No. ____

Page No. ____

Book No. ____

Series of 2022.

**REPORT ON ELIGIBILITY OF AGENCY
FOR THE GRANT OF THE FY 2022 PERFORMANCE-BASED BONUS (PBB)
(Form 1.0)**

Department/Agency: _____

Summary of Information Required:

Total Agency Score: _____

Rate of the PBB (%): _____

From the Personnel Services Itemization and Plantilla of Personnel (PSIPOP):

Total Actual Annual Salary as of December 31, 2022: _____

Total Actual Monthly Salary as of December 31, 2022: _____

Total Number of Filled Positions as of December 31, 2022: _____

Particulars (as indicated in the Supplemental Report):

A. Total Number of Officials and Employees Entitled to the Full Rate of the PBB: _____

Amount Required for Payment of the PBB (A): _____

B. Total Number of Officials and Employees Entitled to Prorated PBB: _____

Amount Required for Payment of the PBB (B): _____

C. Total Number of Officials and Employees Disqualified from PBB: _____

Total Monthly Salary of Disqualified Personnel: _____

Total Number of Officials and Employees Entitled to the PBB (A + B) _____

Total Amount Required for the Payment of the PBB (A + B) _____

SUPPLEMENTAL REPORT

B. List of Personnel Entitled to Prorated Share of the PBB						
No.	Name of Employee	Delivery Unit	Months of Service in 2022	Actual Monthly Basic Salary as of December 31, 2022	Amount of PBB	Reason for the Grant of Prorated PBB (Newly-hired, Due to Retirement/Resignation, etc)
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
					0.00	
0					0.00	

C. List of Disqualified Personnel					
No.	Name of Employee	Delivery Unit	Months of Service in 2022	Actual Monthly Basic Salary as of December 31, 2022	Reason for Disqualification
					RENDERED LESS THAN THREE (3) MONTHS OF SERVICE
0				0.00	
			x		DID NOT SUBMIT SALN
			x		
			x		
			x		
			x		
0				0.00	
			x		DID NOT LIQUIDATE CASH ADVANCE WITHIN REGLEMENTARY PERIOD
			x		
			x		
			x		
			x		
0				0.00	
			x		DID NOT SUBMIT FY 2022 APP NON-CSE
			x		
			x		
			x		
			x		
0				0.00	
			x		OTHERS (SPECIFY)
			x		
			x		
			x		
			x		
0				0.00	
0				0.00	

Instructions in Accomplishing the FY 2022 PBB Form 1.0

1. Provide the following information in the Form 1.0:

1.1 Summary of Information Required:

- Department/Agency
- Total Agency Score
- Rate of the PBB (%)

1.2 Generate the agency PSIPOP and complete the following:

- Total Actual Annual Salary as of December 31, 2022
- Total Actual Monthly Salary as of December 31, 2022
- Total Number of Filled Positions as of December 31, 2022

1.3. Indicate the total Number of officials and employees entitled to the full rate of the PBB and the amount required for the payment thereof (A).

2. Provide the following information in the Supplemental Report, if applicable:

2.1 Under the List of Personnel Entitled to Prorated Share of the PBB (B):

- Name of Employee
- Delivery Unit
- Months in Service in 2022
- Actual Monthly Basic Salary as of December 31, 2022
- Reason for the Grant of the Prorated PBB

2.1.1 For employees who retired or are no longer in service as of December 31, 2022, the actual monthly basic salary as of the date of separation from service shall apply.

The amount of PBB shall be prorated in accordance with Section 6.11 of MC No. 2022-____.

2.2 Under the List of Disqualified Personnel (C):

- Name of Employee
- Delivery Unit
- Months in Service in 2022
- Actual Monthly Basic Salary as of December 31, 2022

2.2.1 Except for employees who rendered less than three (3) months of service, the agency need not indicate the months of service rendered by disqualified employees from the PBB.

2.3 The information in the Supplemental Report should correspond to the information indicated in the Form 1.0.

3. The Form 1.0 and Supplemental Report shall be submitted electronically to the AO25 Secretariat at ao25secretariat@dap.edu.ph and DBM-OPCCB at dbm-opccb@dbm.gov.ph.