



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

DEPARTMENT ORDER NO. 31, s. 2023

Subject : **INTERNAL GUIDELINES ON THE GRANT OF THE FISCAL
YEAR 2023 PERFORMANCE-BASED BONUS**

Date : 29 DECEMBER 2023

1.0 PURPOSE

In the interest of the service and pursuant to Memorandum Circular (MC) No. 2023-1¹ 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) 2023 for the following purposes:

- 1.1 Guide all bureaus, services, offices (B/S/Os) and employees concerned on the eligibility requirements for the FY 2023 PBB grant;
- 1.2 Guide all B/S/Os and employees concerned relative to the compliance with the eligibility requirements of the FY 2023 PBB grant;
- 1.3 Determine the roles and accountabilities of B/S/Os concerned², 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 2023 PBB.

2.0 COVERAGE

This Department Order (DO) covers the following:

- All B/S/Os, that is, Central Office units and Regional Offices, of the DBM-OSEC; and

¹ Guidelines on the Grant of the Performance-based Bonus for Fiscal Year 2023 Under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016

² Per Attachment A: Summary of Accountabilities and Timelines of B/S/Os and LCMO Units

- 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 funded from the appropriation for Personnel Services.

3.0 ELIGIBILITY CRITERIA

To become eligible for the grant of the FY 2023 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 2023 PBB, the **Performance Results** refer to the accomplishment of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the FY 2023 General Appropriations Act (GAA). The **Process Results** pertain to the achievements in ease of doing business/ease of transaction within the Department as a result of streamlining, digitization, standardization, systems and procedures reengineering, and other related improvements. 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 2023 GAA. The **Citizen/Client Satisfaction Results** cover the achievements in satisfying the quality expectations of the transacting public, including the Department's client agencies.

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

4.0 FY 2023 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 is assigned with corresponding weight, as shown in Table 1.

The Department may obtain a maximum score of 100 points; otherwise, the DBM 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 2023 PBB.

Table 1: FY 2023 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 2023 PBB.

- 4.1 **Performance Results.** The targets under Performance Results enable the Department to intensify transparency in public spending, concentrate efforts and available resources on the 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 2023 GAA.

The Department's performance in the achievement of targets shall be closely monitored through the use of the Unified Reporting System (URS) – generated Budget and Financial Accountability Reports (BFARs) to be submitted within thirty (30) days after the end of each quarter, as provided under item 3.15.2 of DBM National Budget Circular No. 590, pursuant to Section 101, General Provisions of Republic Act No. 11936 (FY 2023 GAA), indicating 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 2023 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 2023.

The requirements under Performance Results shall be assessed and scored as follows:

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met below 50% of performance indicators of the Congress-approved performance targets for FY 2023	Met 50% to less than 70% of performance indicators of the Congress-approved performance targets for FY 2023	Met 70% to less than 80% of performance indicators of the Congress-approved performance targets for FY 2023	Met 80% to less than 100% of performance indicators of the Congress-approved performance targets for FY 2023	Met each one or 100% of the Congress-approved performance targets for FY 2023 (all performance indicators)

The B/S/Os concerned shall submit the Physical Report of Operation (Physical Performance Results) as of December 31, 2023 to the Corporate Planning and Management Service (CPMS) on or before January 15, 2024.

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

Further ease of transaction of critical external and internal services may be achieved through more rigorous approaches such as reengineering, streamlining, digitalization and other technological applications, and other types of process innovations implemented in the Department, including the Regional Offices.

4.2.1 For FY 2023 PBB, the target entails substantive improvements in ease of doing business/ease of transaction concerning two (2) critical services, consisting of one (1) core service (external) based on the mandated function of the Department 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) Reengineering Manual.

Agencies may declare the critical services previously reported in FY 2022 Process Results Report, **provided that there are new improvements introduced with verifiable results** (e.g., number or percentage of reduction in total processing time, steps, requirements, costs, etc.).

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, back-end/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 to be subsequently validated by the ARTA in determining the Department's eligibility to 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. The service may refer to those that align 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 the prescribed processing time as declared in the DBM Citizen's Charter.

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

- d. A service **attributable to the PREXC/Programs** of the Department.
- e. A **service that involves inter-agency action** to complete the transaction.

4.2.3 The substantial improvements/reduction of the selected services may focus on the following areas:

- a. **Actual documentary requirements** for a transaction; for instance, any duplicative/unnecessary/non-value-adding documents and various prerequisites to be obtained from other government offices;
- b. **Total processing time** which includes queueing to start a transaction, waiting time to complete a transaction, and backroom processing; hence, the total turnaround time, not just the estimated time reflected in the agency's Citizens Charter;
- c. **Multiple hand-offs** where the transacting public needs to go to several offices and/or windows, and multiple reviews and approvals, in order to complete a transaction;
- d. **Administrative burden** associated with the transaction, i.e., the complexity and amount of effort that the agency need to expend in order to process the transaction; and
- e. **Access to the service** that makes the transaction very easy, convenient, without or only with very minimal cost, reliable, and predictable.

4.2.4 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 Department's **substantial improvement results** shall be reported through **Annex 2: Modified Form A** which also contains a guide in accomplishing said form. The Department must report objectively verifiable evidence of achievements from the completed transactions of the reported services in ease of doing business/ease of transaction using **Annex 2**.

The requirements under 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. 2023-01) Modified Form A – Department/Agency Process Results Report on or before January 15, 2024.***

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.

4.2.5 Agencies are required to submit a **report on the digitalization** initiatives or digital transformation of external and internal services through the following:

- a. development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, and contactless transactions;
- b. utilization of disruptive and emerging technologies in system development and integration (e.g., blockchain, programming interface, robotic process automation, cloud services, etc.);
- c. enabling data linkages and interoperability capacities among information systems;
- d. creating capacities for data management and analytics;
- e. modernization of existing systems and applications; and
- f. other process improvements using information technology.

The report should highlight the tangible results of digitalization in terms of ease of doing business or ease of transaction from the point of view of the transacting public client, such as but not limited to reduced waiting and processing times; reduced wastes in the process; lowered costs; real-time generation of reports for informed decision-making; expanded coverage; improved client satisfaction rating and similar outcomes.

The complete report on digitalization is also included in the Agency Accountability as stated in Section 5.0.

4.3 **Financial Results.** This pertains to the attainment of the FY 2023 Disbursement BURs.

Targets under Financial Results reflect the final payments made from the Department's annual budget allotment to realize the committed programs and projects based on the valid appropriations for FY 2023. Hence for FY 2023, the Department shall accomplish the following Disbursements BUR:

- 4.3.1 **Disbursements BUR** is measured by the ratio of total disbursements (excluding Personnel Services) to the total obligations for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) made in FY 2023, net of goods and services obligated by **December 31, 2022**, but paid only in FY 2023. The **total obligations for MOOE and CO** shall refer to those made from the current appropriations under the FY 2023 GAA, and the continuing appropriations under FY 2022. Transfers to other agencies shall not be considered as disbursements until such time such transferred funds have been actually utilized for payment of accepted goods delivered and services rendered. Hence:

$$\text{Disbursements BUR} = \frac{\text{Total Disbursements (excluding Personnel Services), net of payments made in FY 2023 for past years' obligations}}{\text{Total Obligations}}$$

- 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 2023 from the aforementioned appropriations sources.

Similar to 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 2023 Financial Accountability Reports (FARs) No.1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) shall be the basis for determining the FY 2023 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
Below 40% Disbursements BUR	40% – 55% Disbursements BUR	55% – 70% Disbursements BUR	70% – 85% Disbursements BUR	85% - 100% Disbursements BUR

*The Finance Service (FS) shall prepare and submit the computation of the **FY 2023 Disbursements BUR** to the CPMS on or before **January 31, 2024**.*

- 4.4 **Citizen/Client Satisfaction Results.** The Department shall resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB).

Resolution and compliance to reported complaints from Hotline #8888 and CCB⁴. The Department shall ensure the resolution of all complaints and grievances reported to Hotline #8888 and CCB, and 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 and 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 Hotline #8888 and CCB complaints received in FY 2023 and the status thereof, i.e., 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 following⁵:

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. ⁶	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 recurrence. If the particular concern cannot be acted upon, the	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 Per item 3.4 and Annexes A and B of the PBB ADVISORY 2022-1 dated November 16, 2022

⁵ As provided in Section 2.4.2c of the Memorandum Circular 2021-2 of AO 25 IATF

⁶ Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizen's Complaint Center

PORTALS	RESOLUTION RATE	COMPLIANCE RATE
	<p>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 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 the #8888 Agency Portal, of the action taken on the complaint, concern or request. The #8888 CCC requires both the 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 abovementioned sources shall be submitted by the Media Affairs and Community Relations Office (MACRO), as Complaints Repository, to the CPMS-Monitoring Division on or before January 31, 2024.

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
0% resolution and compliance rate to #8888/CCB Complaints	At least 1 % resolution and compliance rate to #8888/CCB complaints	At least 50% resolution and compliance rate to #8888/CCB complaints	At least 75% resolution and compliance rate to #8888/CCB Complaints for more than 250 tickets	100% resolution and compliance to #8888/CCB complaints

			At least 80% resolution and compliance rate to #8888/CCB complaints for 250 tickets or less	
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In addition, 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>

5.0 AGENCY ACCOUNTABILITIES

To sustain the institutionalization of compliance with existing government-mandated laws and standards, the Department and its PMT shall continue to implement, monitor, and enforce compliance with the following requirements within the Department. See Annex 6: FY 2023 Agency Accountability Timelines.

TABLE 6: AGENCY ACCOUNTABILITIES⁷

Continuing Agency Accountabilities	<ul style="list-style-type: none"> a. Updating of Transparency Seal b. Compliance with 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) a. PhilGEPS posting of all invitations to bids and awarded contracts <ul style="list-style-type: none"> - Notices of Award/Bid Results, Actual Approved/Awarded Contracts, and Notices to Proceed/Purchase Orders for public bidding transactions above one million pesos (P1,000,000) (Annex 7) f. FY 2023 Non-Common Use Supplies and equipment (APP-non CSE)
New Agency Accountabilities beginning FY 2023 PBB	<ul style="list-style-type: none"> g. Posting of Indicative FY 2024 APP-non CSE h. FY 2024 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 2024 Procurement Projects k. Designation of the Agency's Committee on Anti-Red Tape (CART) l. Compliance with the National Competition Policy (NCP) <i>(Annex 5 to 5.4)</i> m. Continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process. <i>(Annex 3)</i> n. Administered Client Satisfaction Measurement (CSM) o. Report on the digitalization initiatives or digital transformation of external and internal services

5.1 All agencies are directed to adopt and implement, following the 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.

5.2 The Client Satisfaction Measurement (CSM) under item "n", identified as one of the new Agency Accountabilities for FY 2023 PBB, should be aligned with the ARTA Memorandum Circular No. 2022-05 dated September 20, 2022: *"Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement."*

⁷ As provided in Annex 6 of MC 2023-1 of AO 25 IATF.

Compliance with the above conditions are no longer required in determining the overall PBB eligibility of the Department, and shall be used as the basis in determining the eligibility of responsible units and individuals. The Department should submit the 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 2023 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 2023 PBB.
- b. For purposes of isolation from the grant of the FY 2023 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 unit/s determined as most responsible (including the unit head) for the non-compliance with the Agency Accountabilities shall be isolated from the grant of the FY 2023 PBB.

- 6.2 Eligible B/S/Os shall be granted FY 2023 PBB at uniform rates across the Department, including its officials and employees. The corresponding rates of the PBB shall be based on the Department's achieved total score as shown in Section 7.0.
- 6.3 The DBM Secretary shall be eligible for the FY 2023 PBB only if the Department is deemed eligible, for which the PBB rate for FY 2023 shall be equivalent to the rates provided in Section 7.0.
- 6.4 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.

- 6.5 Personnel who transferred from one government agency to another shall be included by the agency where he/she served the longest. If equal months were served for each agency, he/she will be included in the recipient agency.
- 6.6 Officials and employees who transferred from government agencies that are non-participating in the implementation of the PBB shall be rated by the agency where he/she served the longest; they shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service rendered in the participating implementing agency, as stated in Section 6.9.
- 6.7 To be eligible for FY 2023 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 requirement prescribed by the Career Executive Service Performance Evaluation System of the Career Executive Service Board (CESB).
- 6.8 An official or employee who rendered a minimum of nine (9) months of service during FY 2023 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, shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

TABLE 7: LENGTH OF SERVICE AND PERCENTAGE OF PBB	
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%

- 6.10 The following are the valid reasons for an employee who may not meet the nine-month actual service requirement to be considered for PBB grant on a pro-rata basis:
- Being a newly-hired employee;
 - Retirement;
 - Resignation;
 - Rehabilitation Leave;
 - Maternity Leave and/or Paternity Leave;
 - Vacation or Sick Leave with or without pay;
 - Scholarship/Study Leave; and/or
 - Sabbatical Leave.

- 6.11 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.
- 6.12 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2023 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.
- 6.13 Officials and employees who failed to submit the 2022 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 2023 PBB.
- 6.14 Officials and employees who failed to liquidate all cash advances received in FY 2023 within the reglementary period, as prescribed in 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 2023 PBB.

7.0 RATES OF THE PBB

- 7.1 The total score, as stated in Section 4.0, shall be the basis in determining the amount of the PBB that the Department is eligible for. The maximum rate of the PBB for agencies that will achieve 100 points shall be 100% of the 65% of the monthly basic salary (MBS) of an individual as of December 31, 2023 as illustrated in Table 8 below.

TABLE 8: 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)

- 7.2 The Department's **failure to submit the complete PBB requirements on time shall reduce the rates of the PBB grant by 5%.**

8.0 RESPONSIBILITIES OF B/S/Os, LEAD COORDINATING/MONITORING/ OVERALL OVERSIGHT (LCMO) UNITS and PMT⁸

The following are the duties and responsibilities of the B/S/Os, LCMO Units and PMT in implementing the FY 2023 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 the respective coverage;
- 8.2.2 Ensure consistency, completeness and timely submission of particular 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 with particular requirements, including the preparation of related documents or requirements on the issues/concerns; and facilitate the preparation of justifications/explanations for any non-compliance with the FY 2023 PBB requirements based on the results of evaluation by the AO 25 IATF.
- 8.2.4 **AS-Procurement Management Division** shall spearhead the compliance of, coordinate with, and provide technical assistance to B/S/Os concerned regarding the procurement-related requirements of the Central Office, as 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 the respective

⁸Attachment A - Summary of Accountabilities and Timelines of B/S/Os and LCMO Units

procurement-related requirements listed in Attachment "A". The ROs shall submit to LGRCB the corresponding proofs of compliance therewith, which the latter shall consolidate and submit to the CPMS.

8.2.6 **AS-Human Resource Development Division (HRDD)** shall prepare Form 1.0 Report on Eligibility of Agency for the Grant of the FY 2023 PBB (**Annex 9 of MC 2023-1**), containing a complete list of DBM employees, with corresponding information on the respective compliance with the FY 2023 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 the respective Accomplishment Reports, to be submitted to the DBM PMT and/or the Secretary for evaluation and 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 2023 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 Secretary for approval, and transmit 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 implementation and performance, based on the recommendation of the PMT-TWG and the reports thereof to the AO 25 IATF;
- 8.3.3 Lead the efforts in the DBM-OSEC 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 this guidelines, 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. 11936 (FY 2023 GAA). BFARs will be used to assess and validate the 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 29, 2024**, thru an electronic submission (scanned or digital copy of the official submission and editable MS Word or Excel files for use of the AO25 Secretariat). Late submission of complete PBB requirements of agencies that are assessed to be eligible to the grant of the FY 2023 PBB, shall be subject to a penalty (i.e., 5% reduction in the rates of incentives) as indicated in Section 7.2.

As part of the AO25 efforts in digitalizing and streamlining the assessment processes, beginning FY 2023 PBB, the submission of accomplishment reports shall be fully online through the **Government Executive Information System (GEIS)** platform. The GEIS serves as the main

source of performance information for agencies, including both the historical and current status of eligibility to the PBB and compliance with government standards. Further details on the use of the GEIS shall be disseminated to the agencies through a separate communication.

- 9.3 The Department shall ensure that all explanations and justifications for deficiencies are attached in the online submission.
- 9.4 The Department shall be ready for spot checks to be conducted by the AO25 IATF to validate claims and certifications on the reports and/or requirements to be submitted/posted.
- 9.5 The Department is encouraged to provide all the necessary information to the AO25 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 the Personnel Services Itemization and Plantilla of Personnel (PSIPOP) under the DBM'S Government Manpower Information System (GMIS). Under National Budget Circular (NBC) No. 549⁹, 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 2023 PBB requirement of the agency, to be complemented by a simplified *Annex 9: Report on Ranking of Offices/ Delivery Units*.

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. 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 violation of the provisions of the IATF on AO 25 MC No. 2023-1.

11. COMMUNICATION AND CHANGE MANAGEMENT

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

⁹ Monthly Updating of the PSIPOP Under their Web-based Application System dated October 21, 2013

- a. Engagement of the DBM employees in understanding the PBB, the performance targets, as well as the services and outputs to be delivered to meet the targets.
- b. Dissemination of the performance targets and accomplishments of the Department to the employees, as well as publication of the same 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 2023 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.

13.0 CALENDAR OF PBB ACTIVITIES

The indicative timeline, set by AO 25 IATF for compliance with the requirements of the FY 2023 PBB implementation, and 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.


AMENAH F. PANGANDAMAN
Secretary

Attachment A and List of Annexes from IATF AO 25 MC 2023-1:

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

Annex 2 – Template – FY 2023 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 2023 PBB Grant

Annex 5 – Guidelines on the Compliance with National Competition Policy (NCP)-Related Requirements for FY 2023

Annex 7 – Guidelines on PhilGEPS Posting

Annex 8 – Submission of the 2024 APP-CSE to the PS-DBM

Annex 9 – Form 1.0 Report on Ranking of Delivery Units

Annex 10 – ARTA Harmonized CSM Report Outline

SUMMARY OF ACCOUNTABILITIES and TIMELINES OF B/S/Os and LCMO UNITS
FY 2023 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 2024 Procurement Projects to the GPPB-TSO <i>Note: EPA should be conducted in FY 2023</i>	GPPB-TSO	AS-PMD for CO and all ROs for their respective jurisdiction	AS – PMD for CO LGRCB for ROs
	March 31, 2023	Submit FY 2023 APP non-CSE to GPPB-TSO	GPPB-TSO	AS-PMD for CO and all ROs for their respective jurisdiction ICTSS OCIO	AS – PMD for CO LGRCB for ROs
	June 30, 2023	Submit Results of the APCPI system for FY 2022 Procurement Transactions to GPPB-TSO	GPPB-TSO	AS-PMD	AS –PMD
	July 31, 2023*	Submit the FY 2024 APP-CSE thru the PhillGEPS Virtual Store <i>*The deadline for submission has been extended until August 31, 2023 based on PS Advisory 2023-014.</i>	PS-DBM	AS-PMD for CO and all ROs for their respective jurisdiction	AS – PMD for CO LGRCB for ROs
	September 30, 2023	Post Indicative FY 2024 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
	October 1, 2023	Maintain/Update the agency Transparency Seal (TS) under Section 102 of the General Provisions of the FY 2023 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
		Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the agency Transparency Seal for FY 2023.	CSC	All DBM B/S/Os concerned; DBM Review and Compliance Committee ICTSS OCIO	CPMS
	November 30, 2023	Submit the complete set of applicable National Competition Policy or NCP-related requirements to the Philippine Competition Commission (PhCC) as stated in Annex 5 of the AO 25 MC No. 2023-1.	PhCC	CPMS	CPMS
	December 31, 2023	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 2021 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 2023.	COA	All DBM B/S/Os concerned	FS

Item No. per D.O.	AO 25 DEADLINE	REQUIREMENTS/ACCOUNTABILITIES	VALIDATING AGENCY	RESPONSIBLE/ CONTRIBUTING B/S/Os	LCMO UNIT
	December 31, 2023	Posting on the TS webpage the copy/ies of ISO QMS certification/ recertification or equivalent certification.	GQMC-DBM Secretariat - Systems and Productivity and Improvement Bureau (SPIB)	QMS Secretariat	CPMS
	January 31, 2024	Update all procurement requirements for transactions above 1 million from January 1, 2023 to December 31, 2023 in the PhilGEPS	PS-PhilGEPS	AS-PMD for CO and all ROs for their respective jurisdiction	AS – PMD for CO LGRCB for ROs
	January 31, 2024	Submit the following Freedom of Information (FOI) Program requirements to PCOO: 1. Updated People's FOI Manual 2. Updated One-Page FQI Manual 3. Updated FOI Reports (Agency Information Inventory, 2023 FOI Registry, and 2023 FOI Summary Report) 4. Onboarding to the eFOI portal 5. FOI Feedback Report 6. Addressed overdue or pending FOI Requests	PCOO	ACTS CRD ICTSS OCIO	OCIO
	January 15, 2024	Report on the digitalization initiatives or digital transformation of external and internal services to be submitted to the AO25 Secretariat. Agencies may submit based on their preferred format for the report on digitalization	AO 25	ICTSS OCIO	OCIO
	February 29, 2024	Designation of the Agency's Committee on Anti-Red Tape (CART) Compliance and submission of requirements to ARTA pertaining to the agency's CART as stated in ARTA MC No. 2020-007.	ARTA	CART Secretariat	CPMS
	January 15, 2024	Administered Client Satisfaction Measurement of CSM be aligned with the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.	ARTA	CPMS	CPMS
		<p><i>Deadlines of submission</i></p> <ol 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. 			

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 29, 2024	Performance Results: The B/S/Os concerned shall submit the Physical Report of Operation (Physical Performance Results) as of December 31, 2023 to the CPMS	IATF on AO 25	B/S/Os with GAA commitments CPMS	On or before January 15, 2024	CPMS
4.2		Process Results: 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. 2023-01) Modified Form A – Department/Agency Process Results Report	IATF on AO 25	B/S/Os concerned	On or before January 15, 2024	CPMS
4.3		Financial Results: The Finance Service (FS) shall prepare and submit the computation of the FY 2023 Disbursements BUR to the CPMS	DBM/COA	FS	On or before January 31, 2024	FS
4.4		Citizen/Client Satisfaction Results: a. 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 MACRO	On or before January 15, 2024 On or before January 31, 2024	CPMS MACRO
8.2.6 9.6		Form 1.0 (Annex 10: Report on Eligibility of Agency for the Grant of the FY 2023 Performance-Based Bonus (PBB)) (a complete list of DBM employees, with corresponding information on their respective compliance with the FY 2023 PBB requirements for eligibility of individual employees) 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.	IATF on AO 25	AS-HRDD	within (5) five working days upon receipt of the Overall Department Performance Rating	AS-HRDD

MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT

AGENCY NAME: _____

	(A) ONE (1) EXTERNAL CORE SERVICE	(B) 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 2023		
(5) Volume of Transactions in FY 2023		
(6) Volume of Transactions in FY 2022		
(7) FY 2022 Improvements (ease of transaction, digitization, standardization)		
(8) FY 2022 Results (evidence)		
(9) FY 2023 Improvements (ease of transaction, digitization, standardization)		
(10) FY 2023 Results (evidence)		
(11) FY 2023 Citizen/Client Satisfaction Rating of the Service (per service rating)		
(12) Remarks		

Prepared by:

Approved by:

Name of Officer / Designation / Date_____
Department Secretary/Agency Head/ Date

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

This Annex shall serve as the guidelines for agencies in line with the Agency Accountability under Section 5.0 of the AO 25 Memorandum Circular No. 2023-1 which is a continuing ISO QMS certification or equivalent certification.

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 agency accountability.

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 31 December 2023**, i.e., the effectivity date indicated in the certificate. Accordingly, certifications/recertifications with an effectivity date starting 1 January 2024 onwards **shall not be considered** as compliance with said agency accountability.

Agencies are reminded that they must pursue **continued certification**, i.e., ensure that there is no gap in terms of the expiration of its previous certification and the effectivity date of its existing certification, except for 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, state colleges and universities (SUCs), and government-owned or -controlled corporations (GOCCs) under the DBM, it shall cover **at least one (1) critical frontline service or core process** of the agency concerned, based on its mandate under existing pertinent laws.
 - b. For GOCCs under Governance Commission for GOCCs (GCG) and local water districts (LWDs) under Categories 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. 2009.²

Beginning FY 2023, government agencies which are still in their 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 **shall not be considered** as compliance to the ISO QMS certification agency accountability.
- 1.6 As an alternative, ISO QMS-equivalent certifications are **considered** as compliance with the subject agency accountability. The following 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

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 18 May 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.

- Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc. (AACUP)'s Institutional Accreditation (*for SUCs*)
- Qmentum International Canada Accreditation (*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 the Philippine Postal Corporation*)

- 1.7 Certifications **not included in the list shall not be accepted** as equivalent to ISO 9001 certification and could not serve as compliance to the ISO QMS certification as agency accountability.

2.0 RESPONSIBILITIES OF PARTICIPATING AGENCIES

- 2.1 All departments/agencies, SUCs, and GOCCs under the DBM must post a copy of their respective ISO QMS certification or equivalent certification in their respective Transparency Seal webpages **not later than 31 December 2023**.

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.

- 2.2 In order to facilitate the conduct of the final validation of the submitted ISO certification/recertification with the CBs, agencies, which have not yet submitted the following in the previous PBB cycle, shall:
- Include a provision in the **contract with the winning CB** that they shall accommodate requests of the Government Quality Management Committee (GQMC)-DBM Secretariat, i.e., Systems and Productivity Improvement Bureau (SPIB) and/or other oversight/validating agencies/units⁴ for information or documents relative to their ISO QMS certification/recertification; or
 - Ensure completeness of details and information in the **authorization and consent form** and submit the same **to the CBs**, attached as **Annex 3.1** hereof, to provide information/documentation to the GQMC-DBM Secretariat and/or oversight/validating agencies relative to their ISO QMS certification/recertification.

⁴ Commission on Higher Education for SUCs; GCG for GOCCs under its coverage; and LWUA for LWDs.

Copy of the contract or the 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 2024 or within fifteen (15) working days from the issuance of the Notice to Proceed by the agency to the CB, whichever comes earlier.**

The editable copy of the authorization and consent form is available for download on the Results-Based Performance Management System (RBPMS) website at <https://rbpms.dap.edu.ph/downloads/>.

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/units**, hereinafter referred to as the "validating agencies," **shall consolidate the details of the ISO QMS certifications** of their respective agency coverages:

- GQMC-DBM Secretariat –SPIB, for departments/agencies and GOCCs under the DBM;
- Commission on Higher Education (CHED), for SUCs;
- GCG, for GOCCs under its coverage; and
- LWUA, for LWDs.

4.0 VALIDATION PERIOD

4.1 The validating agencies for departments/agencies, SUCs, and GOCCs under the DBM shall conduct the consolidation of the details of the ISO QMS certifications from **2 January 2024** until **29 February 2024**.

On the other hand, the validating agencies for GOCCs and LWDs shall conduct the consolidation of the details of the ISO QMS certifications and the initial validation of the compliance of the agencies based on their respective guidelines within the same period.

5.0 RESPONSIBILITIES OF THE VALIDATING AGENCIES

5.1 The **validating agencies shall provide the consolidated ISO QMS certification or equivalent certification details** of the agencies within their respective coverages using the template herein attached as **Annex 3.2**.

Moreover, the validating agencies for LWDs and GOCCs covered by the GCG must also provide the validation on the compliance of the agencies based on the guidelines to be issued by the LWUA and GCG, respectively.

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 31 December 2023 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 GQMC-DBM Secretariat at dbm-spib@dbm.gov.ph, on or before ten (10) working days after the validation period, i.e., **on or before 14 March 2024**, the accomplished **Annex 3.2**.

6.0 RESPONSIBILITIES OF THE GQMC-DBM SECRETARIAT

- 6.1 Upon receipt of the initial reports from the oversight agencies/units, the GQMC-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 reports, i.e., **on or before 11 April 2024**.
- 6.3 In case of changes in the compliance status of the agencies, specifically the GOCCs under the 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. 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 the 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 compliance status of the 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 agencies concerned.
- 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 electronic mail to the dbm-spib@dbm.gov.ph on or before **31 December 2023**.

8.0 REQUESTS FOR RECONSIDERATION AND EXEMPTION

- 8.1 An agency subject for compliance with the ISO QMS certification that is deemed non-compliant may request for the following, **within thirty (30) calendar days** from the posting of the result of the validation for the ISO QMS certification as agency accountability 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 as agency accountability, 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.
- 8.2 The foregoing requests for reconsideration and exemption shall be addressed to the DBM-Organization and Systems Improvement Functional Group Head, thru the GQMC-DBM 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, copy furnished the validating agency concerned and the 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 agencies**,¹ as deemed necessary, for the grant of the Performance-Based Bonus (PBB).

The consent provided shall remain valid for the duration of the FY 2023 PBB cycle and the years thereafter, and the collected information from the certification body shall be used only in the validation of the ISO Quality Management System certification/recertification as an Agency Accountability 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) (Republic Act No. 10173). The *(name of the agency)* hereby confirms 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 AO25 Secretariat for departments/agencies; Commission on Higher Education for state universities and colleges; Governance Commission for Government -Owned or -Controlled Corporations (GOCCs) for GOCCs; and Local Water Utilities Administration for local water districts

Database of the Agencies' ISO QMS Certifications/Recertifications as Evidence or Proof of Compliance for the FY 2023 PBB Grant
(Agency Category)

Data from Agency Submissions						Analysis of the Validating Agency	
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]	Compliance Status [7]	Reason for non- compliance [8]

Prepared by:

Reviewed by:

Approved by:

 Name/Designation/Date

 Name/Designation/Date

 Head or Authorized Representative
of Oversight Agency/Date

GUIDELINES ON THE COMPLIANCE WITH NATIONAL COMPETITION POLICY (NCP)-RELATED REQUIREMENTS FOR FY 2023

These guidelines shall provide guidance to covered agencies for the preparation of the NCP-related requirements relative to **FY 2023 PBB Guidelines**.

1.0 REQUIREMENTS AND CONDITIONS FOR COVERED AGENCY COMPLIANCE

1.1 Identified Covered Agencies (Annex 5.1)

The compliance of Department-level entities shall only cover the central offices. Only attached agencies of Departments specifically identified in Annex 5.1 shall be subjected to NCP-related accountabilities.

The identified covered agencies shall be subject to and accordingly submit the following NCP-related accountabilities:

1.1.1 Designation of an NCP Focal Committee

1.1.1.1 Agencies shall constitute an NCP Focal Committee via a *Special Order, Office Order, or its equivalent* signed by the Head of Agency or his/her authorized representative.

1.1.1.2 The functions of the NCP Focal committee may include but are not limited to the following:

- (a) Acts as the liaison and coordination unit of the agency for NCP concerns.
- (b) Facilitates the agency's compliance with NCP requirements.
- (c) Coordinates with appropriate offices/units within the covered agency to ensure compliance with NCP requirements.
- (d) Ensures the timely submission of NCP requirements on or before **30 November 2023** to the PCC as validating agency.

training requirement includes representatives from the regional offices.

1.1.2.3 Should the newly constituted NCP Focal Committee include members with previous completion of the NCP-related training provided through the iCLP: Online Learning Hub on Competition Law and Policy, the completion of the specific member shall be credited as part of the agency's compliance with the training requirement.

1.1.2.4 Course completers are not required to submit a copy of training certificates. This requirement shall be validated by the PCC through its learning portal.

1.1.3 **Provision of List of Agency's Policies, Issuances, Rules, and/or Regulations**

1.1.3.1 Agencies must submit a list of agency's policies, issuances, rules and/or regulations. Policies covered shall only include those which relate and apply to external entities and those which are in accordance with the mandate of the agency. Further, agencies shall subject these policies to a thorough scanning to identify remarks on the policy's relevance to market competition based on keywords from **Annex 5.3 CIA Keywords**.

1.1.3.2 Agencies shall provide the list following the format in **Annex 5.4 List of Agency's Policy Issuances, Rules and/or Regulations**. Agencies shall then indicate the following remarks on each of the identified policies based on the equivalent considerations:

(a) **Relevant.** Policy includes at least one (1) keyword identified in **Annex 5.3 CIA Keywords**.

(b) **Potentially Relevant.** Policy includes no keyword identified in **Annex 5.3 CIA Keywords**, but the agency has determined it to have potential effect on market competition.

(c) **Not Relevant.** Policy includes no keyword identified in **Annex 5.3 CIA Keywords** and may not have a potential effect on market competition.

(e) Perform any other functions that may be deemed necessary by the Head of the Agency.

1.1.1.3 The Committee shall include at least one (1) person with sufficient authority to drive compliance with NCP-related accountabilities within the agency (*i.e., Director-level, Division Chief, and/or equivalent*). The number of members of the Committee shall be within the discretion of the Head of Agency.

1.1.1.4 **For Department-level entities and government agencies with regional offices**, the composition of the Committee shall also include at least one (1) representative from each regional office.

1.1.1.5 Agencies must also include in their submission the **Annex 5.2 Directory/Contact Details for FY 2023 NCP-PBB** signed by the Head of Agency or his/her authorized representative.

1.1.1.6 To facilitate the coordination and assistance to covered agencies during the implementation for FY 2023, the *Special Order, Office Order, or its equivalent* on the constitution of the NCP Focal Committee and the accomplished Annex 5.2 Directory/Contact Details for FY 2023 NCP-PBB shall be submitted to the NCP-PBB Secretariat through ncp-pbb@phcc.gov.ph **on or before thirty (30) days after the issuance of the FY 2023 PBB Guidelines or 17 July 2023, whichever comes later.**

1.1.2 **Certificate of Training Completion of NCP Focal Committee Members**

1.1.2.1 To facilitate the covered agency's compliance to other NCP-related accountabilities, at least 50% of the NCP focal committee members shall complete the ***"Leveling the Playing Field through the National Competition Policy: A Blended Learning Course for Government Agencies"*** offered through the iCLP: Online Learning Hub on Competition Law and Policy (<https://iclp.phcc.gov.ph/>).

1.1.2.2 **For Department-level entities and government agencies with regional offices**, compliance to the

- 1.1.3.3 Agencies shall also certify the completeness of the submitted list based on their available resources and information.
- 1.1.4 **Review of at least one (1) policy, issuance, rule, and/or regulation based on the application of the Competition Impact Assessment (CIA) checklist.**
- 1.1.4.1 From the list of policies in Annex 5.4, the agency shall subject **at least one** (1) policy, issuance, rule, and/or regulation to the CIA checklist. Those which were identified to be relevant or potentially relevant to market competition are recommended to be subjected to the CIA checklist.
- 1.1.4.2 The application of the CIA checklist will allow agencies to conduct an **initial** determination of whether there are potential competition-related issues with the existing regulation.
- 1.1.4.3 The accomplished CIA checklist will serve as input to the full CIA which may be conducted. The CIA evaluates the potential competitive effects of a proposed or existing policy. It enables a competition agency or a government body to identify regulations that potentially restrict or harm competition, and thus to develop alternative regulations.
- 1.1.4.4 Agencies shall accomplish the CIA checklist through <https://tinyurl.com/CIAChecklist-NCP-PBB>.

2.0 SUBMISSION OF REQUIREMENTS

- 2.1 In order to facilitate the conduct of the validation of submissions, the covered agencies shall:
- 2.1.1 Submit the complete set of applicable NCP-related requirements to the Philippine Competition Commission through email at ncp-pbb@phcc.gov.ph.
- 2.1.2 Forms/Requirements to be submitted shall follow this file name format: **Agency Name (Acronym)_FY 2023 NCP-PBB Submission_List of Agency's Policies** (e.g., Philippine Competition Commission (PCC)_FY 2023 NCP-PBB Submission_List of Agency's Policies)

2.1.3 The email subject for the submission shall follow the format of **Agency Name (Acronym)_FY 2023 NCP-PBB Submission** (e.g., Philippine Competition Commission (PCC)_FY 2023 NCP-PBB Submission)

2.2 The deadline for submission shall be **on or before 30 November 2023**. Agencies are also required to provide scanned or digital copies of the official submission and editable MS Word or Excel file for use of the NCP-PBB Secretariat.

List of Covered Agencies for FY 2023 NCP Implementation Cycle

Agency
Departments
1. Department of Agrarian Reform
2. Department of Agriculture
3. Department of Budget and Management
4. Department of Education
5. Department of Environment and Natural Resources
6. Department of Finance
7. Department of Foreign Affairs
8. Department of Human Settlements and Urban Development
9. Department of Information and Communications Technology
10. Department of the Interior and Local Government
11. Department of Justice
12. Department of Migrant Workers
13. Department of National Defense
14. Department of Science and Technology
15. Department of Social Welfare and Development
16. Department of Tourism
17. Department of Transportation
18. Department of Public Works and Highways
Other Government Agencies
19. National Meat Inspection Services
20. National Irrigation Administration
21. National Tobacco Administration
22. National Nutrition Council
23. Intellectual Property Office of the Philippines
24. National Food Authority
25. National Privacy Commission
26. Land Transportation Franchising and Regulatory Board
27. Land Transportation Office

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, 2023 to December 31, 2023, 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, 2023 to December 31, 2023, including the Early Procurement of FY 2023 Non-CSE items, is updated on or before January 31, 2024. *Failed or canceled 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 for determining the eligibility of responsible units and individuals.

SUBMISSION OF THE 2024 APP-CSE TO THE PS-DBM

The Procurement Service - Department of Budget and Management (PS-DBM) advises all government agencies to submit their FY 2024 Annual Procurement Plan - Common-use Supplies and Equipment (APP-CSE) to PS-DBM via the Virtual Store (VS) facility.

The deadline for submission is on **31 July 2023**.

Submission of the FY 2024 APP-CSE is exclusively through the PS-DBM Virtual Store under the Modernized PhilGEPS (MPhilGEPS) system. PS-DBM **will not accept** hard copies and submissions via email.

IMPORTANT NOTES ON THE UPLOADING OF 2024 APP-CSE:

1. Agency should have an active Virtual Store (VS) Account under the MPhilGEPS system to be able to upload the 2024 APP-CSE.
2. For agencies not yet registered to the VS, please contact the PS-DBM Virtual Store Team at appcse.helpdesk@ps-philgeps.gov.ph or you may call 0918-2954426.
3. For detailed procedures on how to upload the FY 2024 APP-CSE, please visit the PS-DBM website at www.ps-philgeps.gov.ph.
4. Agencies may also watch the online video tutorial on uploading the APP-CSE on YouTube.
5. PS-DBM will publish the list of agencies that have successfully submitted their 2024 APP-CSE on the PS-DBM website. The list shall be updated regularly.

Note:

*The submission of APP-CSE is in compliance with **Memorandum Circular No. 2023-01** issued by the Inter-agency Task Force on the Harmonization of National Government Performance Monitoring, Information Systems (Administrative Order No 25 s. 2011).*

FORM 1.0
REPORT ON RANKING OF DELIVERY UNITS

Department/Agency: _____

I. SUMMARY OF INFORMATION REQUIRED:

1.1 Total No. of Delivery Units: _____
1.2 Total No. of Delivery Units that achieved their performance targets: _____
1.3 Total No. of Filled Positions as of December 31, 2023: _____
1.4 Total No. of Officials and Employees Entitled to the PBB: _____
1.5 Total Agency Score: _____
1.6 Total Amount Required for Payment of the PBB: _____

II. REPORT ON ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

Position Title	Details for Head of Agency					
	Name	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of service in 2023	Amount of the PBB

A. Eligible Employees to the PBB

Name of Delivery Units	List of Employees					
	Name	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of service in 2023	Amount of the PBB
Delivery Unit 1						
Sub-total:						
Delivery Unit 2						
Sub-total:						
Delivery Unit 3						

Name of Delivery Units	List of Employees					
	Name	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of service in 2023	Amount of the PBB
Sub-total:						
GRAND TOTAL:						

B. Ineligible Employees to the PBB

	Name of Delivery Unit	Name of Employee	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of Service in 2023
Did not meet PBB Targets	Delivery Unit 1					
	Delivery Unit 2					
Did not submit SALN	Delivery Unit 1					
	Delivery Unit 2					
Did not liquidate Cash Advance within reglementary period	Delivery Unit 1					
	Delivery Unit 2					
Did not submit SPMS Forms	Delivery Unit 1					

Others	Delivery Unit 2					
	Delivery Unit 1					
	Delivery Unit 2					

Prepared by:

Approved by:

Head of HR Unit

Department/Agency Head

Date:

Date:

Total No. of Delivery Units :

Total No. of Delivery Units that achieved their performance targets :

Total No. of Filled Positions as of *December 31, 2023* :

Total No. of Officials and Employees Entitled to the PBB :

Total Agency Score :

Total Amount Required for Payment of the PBB :

No. of DU	Name of Delivery Unit	No. of Officials and	Total Requirement
1			
2			
3			
4			
5			
	Add rows...		
Sub-total			
Agency Head			

Grand Total	1	
-------------	---	--



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



Harmonized CSM Report Outline:

I. Title Page

- This section shall contain the Agency's official logo and official name. The page shall also include the label "Client Satisfaction Measurement Report", the year covered by the report, and the report's edition (Ex. 2nd Edition).

II. Table of Contents

III. Overview

- The content of the Overview section shall be at the discretion of the agency. It may include a brief description of the agency and the CSM mandate.

IV. Scope and Methodology

- a. Period covered
- b. Geographic and Office coverage
- c. List of services surveyed
- d. Sampling
 - i. Applied confidence level and margin of error
 - ii. Mode of survey implementation (Ex. Paper questionnaire in the office)

- The Scope section of the CSM Report shall include the period the survey was conducted and the geographical coverage of the survey.
- In addition, the section shall include a table of the agency's services, the number of clients that completed the survey, and the total number of transactions during the year (surveyed + unsurveyed clients).
- The agency shall create a separate table for services that had no clients during the period.
- The sampling calculator is attached in the CSM Guidelines document.

e. Feedback and Collection Mechanism

f. Scoring system

- i. Table of the scale and its equivalent number

g. How numerical results will be interpreted

- The Methodology section of the CSM Report shall discuss all the physical and digital methods used by the agency to implement the CSM survey.
- Additionally, the section shall provide a table of the 5-point Likert scale and the survey's scoring system.

V. Results

- a. Response rates (per service)
 - i. Number of clients surveyed per service
 - ii. Number of clients surveyed per customer type
- b. Total number of transacting clients during the period (per service)
- c. Client Demographic



- d. Citizen's Charter results
- e. Service Quality Dimension results
- f. Free responses

- *The response rate is integral to the survey so it shall be explicitly stated in the CSM report. It shall be followed by a discussion of why the agency thinks the response rate is high, low, or as expected.*
- *Furthermore, the agency shall provide reasons for why services have 0 responses, if any.*
- *A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.*
- *Then, a breakdown of the Citizen's Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.*
- *Afterward, a breakdown of each services' scores shall be provided. The agency shall also provide an analysis of these results.*

VI. Results of the Agency Action Plan reported in the previous year

VII. Continuous Agency Improvement Plan for the following year

- *Sections VI and VII shall contain the action steps, the responsible unit/person, and a timeline. Agencies are also encouraged to incorporate CSM findings to the Improvement Plan.*
- *Section VI shall not apply for the first year of CSM implementation*

VIII. Index

- A. Clear image of physical CSM survey used
- B. Detailed list of regional and satellite offices covered
- C. CSM results of each regional and satellite office
 - i. Response rates of each office
 - ii. Demographic of each office
 - iii. Citizen's Charter results of each office
 - iv. SQD results of each office