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MAY 13 2022

DENR Memorandum Circular  
NO. 2022- 11

**SUBJECT: Guidelines on the Grant of FY 2022 Performance-Based Bonus (PBB)**

### **1.0 PURPOSE**

This Memorandum Circular is being issued to prescribe the criteria and conditions on the grant of Performance-Based Bonus (PBB) for FY 2022 performance. The overarching goal of the PBB is to strengthen the effectiveness of the incentives system to help agencies achieve the mission-critical objectives and expected outcomes of the government.

The FY 2022 cycle shall continue to observe the simplified PBB scheme. The FY 2022 PBB will sustain focus on results especially on the delivery of agency performance commitments and optimum utilization of agency budget, and make stronger the roles of agencies in ensuring accountability for results of their delivery units. Further, the FY 2022 PBB shall measure and evaluate agency performance highlighting the public's satisfaction with the quality of public service delivery, utilization of resources, and strengthened agency stewardship. The FY 2022 PBB shall facilitate a more transparent and objective assessment of performance and timely release of the PBB to eligible agencies.

### **2.0 COVERAGE**

- 2.1 All Delivery Units/Offices of the DENR at the Central, Regional, and Staff Bureaus, including Line Bureaus and Attached Agencies if deemed feasible.
- 2.2 All officials and employees holding regular, contractual and casual positions are covered by this Circular. Excluded from the coverage are individuals engaged without employer-employee relationship with the DENR and funded from non-Personnel Services (PS) budget.

### **3.0 ELIGIBILITY CRITERIA**

To be eligible for the grant of the FY 2022 PBB, the criteria and conditions under the four (4) dimensions of accountability, namely: **Performance**

**Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results** must be satisfied. A **total score of at least 70 points** based on the PBB Scoring System must be attained. This will be discussed in detail in Section 4.0.

Similar to FY 2021 PBB, the Performance Results refer to the accomplishment of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the FY 2022 General Appropriations Act (GAA). The Process Results refer to the achievements in ease of doing business/ease of transaction with the agency as a result of streamlining, standardization e.g., through the ISO-certified QMS or its equivalent, digitization, systems and procedures reengineering, and other related improvements. The Financial Results refer to the actual spending of the agency’s budget allotment vis-a-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/client.

For FY 2022 PBB, 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 accomplishments for each criterion 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 maximum score that may be obtained by the agency is 100 points. To be eligible for the FY 2022 PBB, the agency must attain **a total score of at least 70 points, and achieve at least a rating of 4 for at least three (3) criteria.**

TABLE 1: FY 2022 PBB SCORING SYSTEM						
		PERFORMANCE RATING				
CRITERIA AND CONDITIONS	WT	1	2	3	4	5
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
<b>TOTAL SCORE</b>		<b>MAXIMUM=100 POINTS</b>				

As can be gleaned in Table 1, a performance rating of 4 in all criteria will yield a total score of 80 points. In case the agency 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 PBB.**

##### **4.1 Performance Results**

The performance in the Congress-approved performance targets under

the Performance-Informed Budgeting (PIB) of the FY 2022 General Appropriations Act (GAA) shall be closely monitored through the use of the Unified Reporting System (URS) - generated Budget and Financial Accountability Reports (BFARs).

The quarterly BFARs, as uploaded in the URS, shall be submitted within thirty (30) days after the end of each quarter. BFARs will be used to monitor and validate accomplishments.

For deficiencies or non-attainment of FY 2022 targets, justifications must be submitted together with the prescribed BFAR forms to the Commission on Audit (COA), the DBM, and the Bureau of Treasury (BTr), as applicable through the DBM URS, thirty (30) days after the end of the 4<sup>th</sup> 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 2022 Congress-approved performance targets; deficiencies due to controllable factors	Met less than 80% of performance indicators of the 2022 Congress-approved performance targets; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the 2022 Congress-approved performance targets; deficiencies due to controllable factors	Met at least 80% of performance indicators of the 2022 Congress-approved performance targets; deficiencies due to uncontrollable factors	Met each one of the 2022 Congress-approved performance targets (all performance indicators)

The **Responsible Offices** for delivering the DENR Performance Results for the PBB 2022 are the following;

- a. Regional Offices – shall ensure accomplishment of targets under the Performance-Informed Budgeting (PIB) of the FY 2022 General Appropriations Act (GAA), especially output indicators (*Annex 1*). For physical accomplishments, there shall be no separate form to be used. The accomplishments shall be derived from the submitted Monthly Accomplishment Reports (MAR), which shall be used by the National Focal for monitoring.
- b. Bureaus – shall ensure submission of necessary reports to be included in the Budget and Financial Accountability Reports (BFARs), specifically for outcome indicators.
- c. Policy and Planning Service – shall **serve as the National Focal Office** that will monitor the accomplishments submitted by the

Regions and Bureaus. Consolidate and submit the BFARs through the Unified Reporting System (URS) and ascertain the agency's compliance with the FY 2022 PBB requirements under this dimension.

## 4.2 Process Results

The target under Process Results is the greater ease of transaction of core services based on 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 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, Satellite, and Extension Offices; 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 agency's updated Citizen's Charter and in line with the Anti-Red Tape Authority (ARTA)'s Whole-of- Government (WOG) Reengineering 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-A 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, authorization, or concession.

4.2.2 In selecting the critical services to be prioritized by the agency (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 agency's mandate and main functions.
- b. The **most complained service** with the greatest number of complaints received by the agency 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 agency's Citizen's Charter.
- d. A **service that generates income/revenue** for the government.
- e. A service **attributable to the Major Final Outputs (MFOs)/Programs** of agencies.
- f. A **service that involves inter-agency action** to complete the transaction.

4.2.3 The agency may use the concepts and tools indicated in the WOG Reengineering Manual in their 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* which also contains a guide in accomplishing said form. The agency 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 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 agency 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 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 agency’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 frontline and non-frontline services of the agency, including those implemented at the Regional, Satellite, and Extension Offices. The report should highlight the tangible results of standardization of the frontline and non-frontline services in assuring ease of transaction and doing business with the agency.

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 <b>internal service</b>	Achieved substantial improvements to ease transaction in <b>external service only</b>	Achieved substantial improvements to ease transaction in <b>external but non-priority core service and internal service</b>	Achieved substantial improvements to ease transaction <b>priority core service (external) and internal service</b>

The **Responsible Offices** for delivering the DENR Process Results for the PBB 2022 are the following;

- a. Regional Offices – shall ensure implementation of streamlining processes, especially of frontline services, and accomplishment of Modified Form A
- b. Central Office – shall ensure implementation of their concerned streamlining processes, especially the frontline services, and accomplishment of Modified Form A.
- c. Staff Bureaus – shall ensure implementation of their concerned streamlining processes, and accomplishment of Modified Form A.
- d. DENR QMS Team – shall ensure QMS re-Certification to ISO 9001:2015
- e. The Sub-Committee on Anti-Red Tape (Sub-CART) on Citizen Charter (Compliance and Monitoring) – shall ensure the updating and posting of DENR Citizen’s Charter
- f. The Sub-Committee on Anti-Red Tape (Sub-CART) on Streamlining and Process Improvement of Critical Services (SPICS) – shall **serve as the Principal Body** that will ensure the implementation, monitoring and consolidation of the Modified Form A, including pertinent documents submitted by the respective offices. Said Modified Form A must be signed by the Supervising Undersecretary for CART and approved by the DENR Secretary.
- g. DENR CART – shall ensure the overall compliance of the Department on the Process Results Dimension. Said Committee must submit a signed copy of the accomplishment report to the DENR PBB Secretariat.

#### 4.3 Financial Results

Targets under Financial Result reflect final payments made from the annual budget allotment to realize committed programs and projects based on the valid appropriations for FY 2022. Hence, for FY 2022, the Disbursements BUR shall be accomplished as follows:

**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, respectively.

The objective is to measure the disbursements for 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:

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

Same as the Performance Results, concerned offices shall 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 (FAR) No.1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) shall be the basis in determining the FY 2022 BUR accomplishment of agencies.

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

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

The **Responsible Offices** for delivering the DENR Financial Results for the PBB 2022 are the following;

- a. Regional Offices, Staff Bureaus, Central Office Delivery Units -- shall ensure disbursement of their respective total budget allotment.
- b. Financial Management Service – shall **serve as the National Focal Office** that will monitor, consolidate, submit Financial Report and ensure the agency’s compliance with FY 2022 PBB requirements under this dimension.

#### 4.4 Citizen/Client Satisfaction Results

Citizen/Client Satisfaction Survey (CCSS) must be undertaken and reports must be submitted. Likewise, all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB) must be resolved.

- a. For evidence on the citizen/client satisfaction results, the results of the CCSS may be submitted using *Annex 4*. Said report should follow the prescribed requirements and rating scale as stated in the *Annex*. It should include a description of the methods and rating scale used in determining the FY 2022 Overall Satisfaction Score for its services. It should also contain the overall agency rating in the service quality dimensions and overall agency citizen/client satisfaction score for the reported services.



- b. Ensure the resolution of all complaints and grievances reported to Hotline #8888 and CCB, and their compliance with the 72-hour prescribed period to take actions on complaints as provided in EO No. 6, s. 2016.

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

To provide evidence on the resolution of complaints, submit a report summarizing the Hotline #8888 and CCB complaints received in FY 2022 and their status if resolved or pending.

To determine the resolution and compliance rates with Hotline #8888 and CCB complaints, refer to item IV of *Annex 4*.

The requirements under the Citizen/Client Satisfaction Survey (CCSS) shall be scored as follows:

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

The **Responsible Offices** for delivering the DENR Client Satisfaction Results for the PBB 2022 are the following;

- a. Regional Offices, Staff Bureaus and Central Office Delivery Units, – shall ensure the attainment of High Citizen/ Client Satisfaction rate and submit a report summarizing the #8888 and CCB complaints received in FY 2022. The report shall include the status of the complaints, whether resolved or pending.
- b. DENR Action Center, Strategic Communication and Initiative Service (SCIS) and Knowledge and Information Systems Service (KISS) – shall **serve as the National Focals** that will monitor, consolidate and submit the report and ensure agency’s compliance with FY 2022 PBB requirements under this dimension.

The above-mentioned Responsible Offices shall submit their accomplishment reports to the identified National Focal Office/s for each dimension. The National Focal Office/s shall then be responsible for the assessment and consolidation of the submitted accomplishment reports and shall provide the DENR's scores using the rating scale.

Should there be deficiencies in the accomplishments of said criteria and conditions, justifications shall be made, as will be discussed in Section 8. **The reports and scores should be submitted to the Performance Management Group (PMG), through the DENR PBB Secretariat (Policy and Planning Service), not later than 1<sup>st</sup> week of February 2023.** It should be noted, however, that all the submissions for FY 2022 PBB qualifications shall be subjected to further validation by the AO25 IATF.

## 5.0 AGENCY ACCOUNTABILITIES

To sustain the institutionalization of compliance to existing government-mandated laws and standards, the Performance Management Team (PMT) shall continue to implement, monitor, and enforce compliance with the following requirements. *(See Annex 5: FY 2022 Agency Accountability Timelines.)*

TABLE 6. AGENCY ACCOUNTABILITIES	
Existing Agency Accountabilities	a. Updating of Transparency Seal
	b. Compliance to Audit Findings and Liquidation of Cash Advances
	c. Compliance with 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 <i>(Annex 6)</i>
	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) <i>(Annex 7)</i>
	i. Results of FY 2021 Agency Procurement Compliance and Performance (APCPI) System
	j. Undertaking of Early Procurement Activities 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)

Compliance with 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".

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

The DENR Central Office Focal for each agency accountability as shown in *Annex 5* shall be responsible for monitoring the compliance of the Regional Offices, Staff Bureaus and Central Office Delivery Units and should **submit report of compliance of the Delivery Units to DENR-PMG, through the DENR PBB Secretariat (Policy and Planning Service), not later than 1<sup>st</sup> week of February 2023.**

## 6.0 ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

- 6.1 The Delivery Units (DUs) shall no longer be ranked. However, the following shall be isolated from the grant of the PBB.
  - a. The unit/s most responsible (including its Head) for all the criteria stated in Section 3.0 with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.
  - b. The unit/s most responsible (including the Head) for the non-compliance with the Agency Accountabilities provided in Section 5.0.
- 6.2 Eligible DUs shall be granted FY 2022 PBB at uniform rates across the agency, including their officials and employees. The corresponding rates of the PBB shall be based on the achieved total score as shown in Section 7.0.
- 6.3 The Secretary is eligible only if his agency is eligible. If eligible, his PBB rate shall be equivalent to the rate as stated in Section 7.0 and shall be based on his monthly basic salary as of 31 December 2022.
- 6.4 To be eligible for the PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "**Very Satisfactory**" based on the CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.

- 6.5 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. Payment of the PBB shall come from the mother agency.
- 6.6 Personnel who transferred from one government agency to another agency 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.
- 6.7 An Official or employee who transferred from government agencies that are non-participating in the implementation of the PBB shall be rated by the agency where he/she served the longest; the official/employee shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the 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 fiscal year and with at least Very Satisfactory rating will be eligible for the full grant of the PBB.
- 6.9 An official or employee who has rendered less than nine (9) months but a minimum of three (3) months of service and with at least Very Satisfactory rating shall be eligible for the grant of PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

<b>Length of Service</b>	<b>% of PBB</b>
8 months but less than 9 months	90%
7 months but less than 8 months	80%
6 months but less than 7 months	70%
5 months but less than 6 months	60%
4 months but less than 5 months	50%
3 months but less than 4 months	40%

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

- a. Being a newly hired employee
- b. Retirement and Death
- 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

- 6.9 Heirs of the deceased personnel who qualified for 2022 PBB shall be

required to present proof of legitimacy of claim.

- 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 their 2021 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015; or those who are responsible for the non-compliance with the establishment and conduct of the review and compliance procedure of SALN shall not be entitled to the PBB.
- 6.13 Officials and employees who failed to liquidate all cash advances received in FY 2022 within the reglementary period shall not be entitled to the 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 the agency is eligible for. The maximum rate of the PBB that will achieve 100 points shall be 100% of the 65% monthly basic salary of an individual as of 31 December 2022. For illustration, see Table 7 below:

TABLE 7: RATES OF THE PBB	
TOTAL SCORE	PBB RATES
100 points	<b>65%</b> (100% of the 65% monthly basic salary)
95 points	<b>61.75%</b> (95% of the 65% monthly basic salary)
90 points	<b>58.5%</b> (90% of the 65% monthly basic salary)
85points	<b>55.25%</b> (85% of the 65% monthly basic salary)
80 points	<b>52%</b> (80% of the 65% monthly basic salary)
75 points	<b>48.75%</b> (75% of the 65% monthly basic salary)
70 points	<b>45.5%</b> (70% of the 65% monthly basic salary)

## **8.0 JUSTIFICATION FOR DEFICIENCY**

In the event of non-attainment of the prescribed performance rating of at least “4” for all the dimensions and non-compliance of the agency’s accountabilities, the responsible office/s shall provide a justification or underlying reasons for the deficiencies or non-attainment of a particular PBB requirement in the report to be submitted on/or before the deadline, as will be discussed in Section 10.

If the deficiency or non-compliance of each criterion is caused by controllable factors, the names of the most responsible unit and/or individuals who shall be isolated from the grant of FY 2022 PBB shall be included in the report. The justification for the controllable factor is still subject for verification of the concerned national focal.

Meanwhile, if the deficiency or non-compliance of each criterion is caused by uncontrollable factors, such as inaccessibility in the uploading of accomplishments in the Unified Reporting Systems due to system error, there shall be an issuance of justification which shall be subjected to further verification by the AO 25 Secretariat.

## **9.0 RECIPROCITY**

In case of further instructions relative to the FY 2022 PBB Guideline founded on the AO 25 IATF directives, Memorandum/Advisory from the PMG Chair shall be issued, whenever necessary.

## **10.0 TIMELINES AND SUBMISSION**

All Regional Offices, Staff Bureaus, and Central Office Delivery Units shall submit to the National Focal/s proofs of accomplishment (MOVs) with corresponding justification/s, in case of non-attainment of criteria, on Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results (as provided in Section 4.0) using the prescribed forms on or before 15 January 2023 for their assessment, review and consolidation.

The National Focal/s and Central Office Focal/s shall submit the consolidated reports to the PMG Chair, through its Secretariat, on or before 1<sup>st</sup> week of February 2023 at [ppso.pmed@denr.gov.ph](mailto:ppso.pmed@denr.gov.ph).

All Responsible Offices identified are encouraged to submit scanned copy of the official submission and editable MS Word or Excel Files.

The DENR-PBB Secretariat shall consolidate and package all pertinent documents for submission to AO 25 IATF on 28 February 2023.

The Personnel Division shall be responsible for the preparation of Form 1.0 (Report on Eligibility of Agency for the Grant of the FY 2022 PBB) following the format shown in Annex 8 including the Supplemental Report. It shall also take charge in the review and updating of the Personnel Services Itemization

and Plantilla of Personnel (PSIPOP) under the DBM'S Government Manpower Information System (GMIS). The PSIPOP shall serve as the primary source of data in determining the total FY 2022 PBB requirement of the agency.

<b>TABLE 8. SUMMARY OF TIMELINES</b>	
<b>REQUIRED DOCUMENTS</b>	<b>DEADLINE OF SUBMISSION</b>
Means of Verification and Justification for the non-attainment of targets from Central Office Units, Regions and Staff Bureaus	January 15, 2023
Consolidated Reports from National Focal(s) and Central Office Focal(s)	1st week of February 2023
Submission of packaged pertinent documents to AO25 Secretariat	February 28 2023

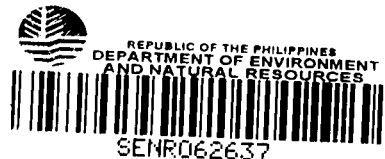
**11.0 SOURCE OF PBB FUND**

The DENR-PBB shall be charged against Miscellaneous Personnel Benefits Fund (MPBF) in the General Appropriations Act.

**12.0 EFFECTIVITY**

This Circular shall take effect immediately.

**JIM G. SAMPULNA**  
Secretary



## DENR Performance Information

Performance Information	2022 Target
<b>OO1. Natural Resources Sustainably Managed</b>	
<b>NATURAL RESOURCES ENFORCEMENT AND REGULATORY PROGRAM</b>	
<b>Outcome Indicators</b>	
1. Percentage of illegal logging hotspot area neutralized	<ul style="list-style-type: none"> <li>By the end of 2022, illegal logging hotspots decreased by 50%</li> </ul>
0. Percentage of 8.2M ha of forests protected against forest fires, poaching, pest and diseases etc.	<ul style="list-style-type: none"> <li>75% protected against forest fire, poaching, pest and diseases</li> </ul>
<b>Output Indicators</b>	
1. Number of hectares of open-access/ untenured lands of the public domain placed under appropriate management arrangement/tenure	<ul style="list-style-type: none"> <li>15% of open-access/untenured lands of the public domain placed under appropriate management arrangement/ tenure</li> </ul>
2. Percentage of wildlife permits, certifications and/or clearance applications acted upon within 7 working days from the date of receipt	<ul style="list-style-type: none"> <li>80% of wildlife permit applications acted upon</li> </ul>
<b>NATURAL RESOURCES CONSERVATION AND DEVELOPMENT PROGRAM</b>	
<b>Outcome Indicators</b>	
1. Area of terrestrial protected areas (including inland wetlands and caves) under the NIPAS effectively managed increased (in ha)	<ul style="list-style-type: none"> <li>Poor- 0 ha</li> <li>Fair- 5,401.58 ha</li> <li>Good – 319,994.99 ha</li> <li>Excellent – 1,330,956.09 ha</li> </ul>
2. Area of marine protected areas under NIPAS effectively managed increased (ha)	<ul style="list-style-type: none"> <li>Poor- 0 ha</li> <li>Fair- 0 ha</li> <li>Good – 1,439,448.20 ha</li> <li>Excellent – 1,287, 266.08 ha</li> </ul>
3. Ownership of public alienable and disposable lands secured (2011-Present)	<ul style="list-style-type: none"> <li>By the end of 2022, 360,000 residential and agricultural patents issued</li> </ul>
4. Percentage increase in forest cover	<ul style="list-style-type: none"> <li>By the end of 2022, forest cover increased by 12%</li> </ul>
<b>Output Indicators</b>	
1. Number of terrestrial protected areas/wetlands/caves established/conserved	



Inland wetlands Caves	<ul style="list-style-type: none"> <li>• 17</li> <li>• 18</li> </ul>
2. Number of critical habitats established and managed	<ul style="list-style-type: none"> <li>• 2 established and 7 managed</li> </ul>
3. Number of legislated NIPAS MPAs with Water Quality Assessment Monitoring conducted	<ul style="list-style-type: none"> <li>• 31</li> </ul>
4. Number of established Marine Protected Areas Network (within NIPAS MPA or with at least one NIPAS MPA component) strengthened	<ul style="list-style-type: none"> <li>• 3</li> </ul>
5. Number of residential free patent issued	<ul style="list-style-type: none"> <li>• 21,268</li> </ul>
6. Area of denuded and degraded forestlands/Pas decreased (in ha cumulative)	<ul style="list-style-type: none"> <li>• 45,706 ha</li> </ul>
7. Number of hectares planted area maintained and protected	<ul style="list-style-type: none"> <li>• 192,645 ha</li> </ul>
8. Percentage of annual survival rate of seedlings planted	<ul style="list-style-type: none"> <li>• 85%</li> </ul>
<b>OO3. Adaptive capacities of human communities and natural systems improved</b>	
<b>ENVIRONMENT AND NATURAL RESOURCES RESILIENCY PROGRAM</b>	
<b>Outcome Indicator</b>	
1. Percentage of critical watershed with interventions implemented	<ul style="list-style-type: none"> <li>• By the end of 2022, 100% of critical watersheds with interventions implemented</li> </ul>
<b>Output Indicator</b>	
1. Number of priority watershed supporting National Irrigation System characterized and vulnerability assessed	<ul style="list-style-type: none"> <li>• 24</li> </ul>

## 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 <i>(per service)</i>		
(4) Number of Client Visits in FY 2022		
(5) Volume of Transactions in FY 2022		
(6) FY 2021 Improvements <i>(case of transaction, digitization, standardization)</i>		
(7) FY 2021 Results <i>(evidence)</i>		
(8) FY 2022 Improvements <i>(case of transaction, digitization, standardization)</i>		
(9) FY 2022 Results <i>(evidence)</i>		
(10) FY 2022 Citizen/Client Satisfaction Rating		
(11) Remarks		

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

<b>Agency Name</b>	Indicate the <b><u>name of the agency.</u></b>
<b>Column A</b>	Information about the <b><u>external core service</u></b> prioritized for improvement, as identified in the <b>initial Reengineering Plan</b> 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.
<b>Column B</b>	Information about the <b><u>internal service</u></b> prioritized for improvement, as identified in the <b>initial Reengineering Plan</b> 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.
<b>Row 1</b>	Indicate the <b><u>name of the critical services</u></b> prioritized for improvement, as identified Section 4.2 of the FY 2022 PBB Guidelines.
<b>Row 1a</b>	Indicate the <b><u>reason for selecting</u></b> 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.
<b>Row 2</b>	Indicate the <b><u>bureaus/offices/delivery units/processing units responsible</u></b> for the processing, delivery, and completion of the critical government service.
<b>Row 3</b>	Identify the <b><u>clients/customers</u></b> who avail the critical service/s declared by the agency.
<b>Row 4</b>	Report the <b><u>number of clients/customers</u></b> 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.
<b>Row 5</b>	Report the <b><u>volume of transactions for FY 2022</u></b> for the selected critical services. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2022.
<b>Row 6</b>	Indicate the <b><u>FY 2021 improvements in the reported critical service/s,</u></b> demonstration of the ease of transaction, digitization, and standardization.
<b>Row 7</b>	Report <b><u>results and evidence of FY 2021 improvements,</u></b> ease of transaction, digitization, and standardization.
<b>Row 8</b>	Indicate the <b><u>FY 2022 improvements in the reported critical service/s,</u></b> demonstration of the ease of transaction, digitization, and standardization. The agency may refer to the <b>initial Reengineering Plan</b> submitted to ARTA as basis in prioritizing areas for improvement.

<p><b>Row 9</b></p>	<p>Report <b>results and evidence of FY 2022 improvements</b>, ease of transaction, digitization, and standardization.</p> <p>Evidence of systems and procedure improvement efforts other than the immediate reduction of steps, fees, and processing times, among others, can be considered, such as:</p> <p>(1) Service improvements declared and reflected in the agency’s updated Citizen’s Charter;</p> <p>(2) No pending/aging transactions beyond the standard processing time declared in the Citizen’s Charter, subject to automatic approval;</p> <p>(3) Savings garnered by the agency in terms of administrative cost;</p> <p>(4) Changes/improvements institutionalized in policies/ procedures;</p> <p>(5) documentation and evidence of ongoing systems and process review and improvement (e.g. conduct of time and motion study, cost compliance analysis, regulatory impact assessment, systems development, inter-agency review and harmonization of regulations and procedure) with corresponding action plan and timeline of implementation;</p> <p>(6) ongoing systems development provided with specific timeline for implementation.</p>
<p><b>Row 10</b></p>	<p>Report the <b>FY 2022 citizen/client satisfaction results</b> for each of the declared critical services.</p>
<p><b>Row 11</b></p>	<p>In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the <b>remarks column</b>. The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.</p>

**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:

Reviewed by:

Approved by:

\_\_\_\_\_  
Name/Designation/Date

\_\_\_\_\_  
Name/Designation/Date

\_\_\_\_\_  
Head or Authorized Representative  
of Oversight Agency/Date

## Legends and Notes:

- [1] Name of the certification body (*e.g., SOCOTEC, TÜV Rheinland*) or accrediting agency<sup>1</sup> of the agency (*e.g., AACCCUP, 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

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<sup>1</sup> 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:

<b>Very dissatisfied</b>	<b>Dissatisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Satisfied</b>	<b>Very satisfied</b>
1	2	3	4	5

Table 2:

<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree or disagree</b>	<b>Agree</b>	<b>Strongly agree</b>
1	2	3	4	5

Table 3:

<b>Not at all important</b>	<b>Slightly important</b>	<b>Moderately important</b>	<b>Important</b>	<b>Very important</b>
1	2	3	4	5

Table 4:

<b>Not at all effective</b>	<b>Slightly effective</b>	<b>Moderately effective</b>	<b>Very effective</b>	<b>Extremely effective</b>
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**.

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

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**

PORTALS	RESOLUTION RATE	COMPLIANCE RATE
<p><b>Hotline #8888 (OP)</b></p>	<p>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<sup>2</sup>.</p>	<p>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.</p>
<p><b>Contact Center ng Bayan (CCB) (CSC)</b></p>	<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>	<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.</p>

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):

<sup>2</sup>Institutionalizing the 8888 Citizen’s Complaint Hotline and Establishing the 8888 Citizen’s Complaint Center

### FY 2022 Agency Accountability Timelines

For reference, all Delivery Units and Central Office Focal/s should observe the timelines and comply with the following requirements under Section 5.0: Agency Accountabilities of MC No. 2022-1:

DEADLINE	REQUIREMENTS	Central Office Focal	VALIDATING AGENCY
before January 31st of the fiscal year	Submit Certificate of Compliance that the agency conducted <b>Early Procurement Activities</b> for at least 50% of the Total Value of the <b>FY 2023 Procurement Projects</b> to the GPPB-TSO. <i>Note: Early Procurement Activities should be conducted in FY 2022</i>	Administrative Service-PSMD	GPPB-TSO
March 31, 2022	Submit <b>FY 2022 APP-non CSE</b> to GPPB-TSO.	Administrative Service -PSMD	GPPB-TSO
June 30, 2022	Submit Results of the <b>APCPI</b> system for <b>FY 2021 Procurement Transactions</b> to GPPB-TSO.	Administrative Service-PSMD	GPPB-TSO
September 30, 2022	Posting of <b>Indicative FY 2023 APP-non CSE</b> in the agency's Transparency Seal webpage.	Administrative Service-PSMD	DBM-OCIO
September 30, 2022	Submit the <b>FY 2023 APP-CSE</b> thru the PhilGEPS Virtual Store.	Administrative Service-PSMD	PS-DBM
October 1, 2022	<b>Maintain/Update the agency Transparency Seal (TS)</b> 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.	SCIS	DBM - OCIO
October 1, 2022	Post the agency's policy on the <b>Establishment and Conduct of the Agency Review and Compliance of SALN</b> in the agency Transparency Seal for FY 2022.	HRDS-Personnel Division	CSC

November 30, 2022	Submission of the <b>National Competition Policy (NCP) requirements</b> as stated in Section 5.2 of the IATF AO 25 Memorandum Circular No. 2022-1 dated March 24, 2022 (FY 2022 PBB Guidelines).		PhCC
December 31, 2022	<b>Sustained Compliance w/ Audit Findings</b> 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 2020 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.	FMS-Management Division	COA
January 30, 2023	<b>Update</b> all procurement requirements for transactions above 1 million from January 1, 2022 to December 31, 2022 in the <b>PhilGEPS</b> .	Administrative Service-PSMD	PS-PhilGEPS

January 30, 2023	<p>Submit the following <b>Freedom of Information (FOI) Program</b> requirements to PCOO:</p> <ul style="list-style-type: none"> <li>a. Updated People’s FOI manual</li> <li>b. Updated One-page FOI Manual</li> <li>c. FOI reports: Agency Information Inventory, 2022 FOI Registry, and 2022 FOI Summary Report</li> <li>d. Link to the agency’s dashboard in the electronic FOI (eFOI) portal (<a href="http://www.foi.gov.ph">www.foi.gov.ph</a>)</li> <li>e. Updated AID-FOI Tool</li> <li>f. FOI Client/Customer Satisfaction Report</li> </ul>	Administrative Service-Records Division	PCOO
February 28, 2023	<p><b>Designation of the Agency’s Committee on Anti-Red Tape (CART)</b></p> <p>Compliance and submission of requirements to ARTA pertaining to the agency’s CART as stated in ARTA MC No. 2020-007.</p>	FMS-Management Division	ARTA

*Notes:*

*\*As provided in IATF AO 25 MC No. 2022-1, while the above conditions are no longer required in determining the overall PBB eligibility of agencies, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals. Agencies should submit these requirements directly to the oversight/validating agencies.*

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

**GUIDELINES 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)*



**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 (%):	
Total Number of Authorized Positions 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:	-

<b>Total Number of Officials and Employees Entitled to the PBB (A + B):</b>	-
<b>Total Amount Required for the Payment of the PBB (A + B):</b>	-

## SUPPLEMENTAL REPORT

A. List of Personnel Entitled to the Full Rate of the PBB						
No	Name of Employee	Delivery Unit	Salary Grade and Step	Months of Service in 2022	Actual Monthly Basic Salary as of December 31, 2022	Amount of PBB
						0.00
						0.00
						0.00
						0.00
						0.00
						0.00
						0.00
						0.00
						0.00
<b>0</b>						<b>0.00</b>

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

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

## Instructions in Accomplishing the FY 2022 PBB Form 1.0

*Note: The Form 1.0 shall be given to agencies which are excluded from the DBM's Government Manpower Information System*

### 1. Provide the following information in the Form 1.0:

#### 1.1 Summary of Information Required:

- Ø Department/Agency
- Ø Total Agency Score
- Ø Rate of the PBB (%)
- Ø Total Number of Authorized Positions as of December 31, 2022
- Ø Total Number of Filled Positions as of December 31, 2022

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

#### 2.1 Under the List of Personnel Entitled to the full rate of the PBB (A):

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

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

- Ø Name of Employee
- Ø Delivery Unit
- Ø Salary Grade and Step
- Ø Months in Service in 2022
- Ø Actual Monthly Basic Salary as of December 31, 2022
- Ø 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. 2022-1.

#### 2.2 Under the List of Disqualified Personnel (C):

- Ø Name of Employee

- Ø Delivery Unit
- Ø Months in Service in 2022
- Ø 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](mailto:AO25secretariat@dap.edu.ph) and DBM-OPCCB at [dbm-opccb@dbm.gov.ph](mailto:dbm-opccb@dbm.gov.ph).