



MEMORANDUM

FOR/TO : All Regional Executive Directors
All Staff Bureau Directors
Central Office:
Chief, Records Management Division
Chief, Accounting Division
Chief, Procurement Management Section
Chief, Statistics and Data Resource Management Division
Chief, Internal Affairs Division
Chief, Public Information Division
Chief, Development Communication Division
Chief, Stakeholders Management and Conflict Resolution Division
Chief, Management Division
Chief, FASPS-PMED
Chief, PPS-PMED

FROM : **The Interim Director**, Internal Audit Service, *and*
Head, Sub-CART on SPICS

SUBJECT : **GUIDELINES/INSTRUCTIONS IN FILLING OUT THE MODIFIED FORM A FOR THE FY 2021 PROCESS RESULTS / STREAMLINING AND PROCESS IMPROVEMENT OF CRITICAL SERVICES (SPICS)**

DATE : **DEC 06 2021**

Per AO 25 IATF Memorandum Circular No. 2021-1 on the “*Guidelines on the Grant of the Performance-Based Bonus (PBB) For Fiscal Year (FY) 2021 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016*”, one of the dimensions which will be assessed to evaluate the performance of government agencies is the Process Results/SPICS.

Accordingly, “*agencies should report and provide the objectively verifiable evidence of their achievements in ease of doing business or ease of transaction from the perspective of the transacting public*” using the prescribed **Modified Form A (Annex A)**.

In the light of the foregoing concerns, please see the **Guidelines/Instructions in Filling Out the Modified Form A (Annex B)**. It was crafted based on pertinent guidelines, and on discussions and agreements reached by the DENR Central Office Sub-CART on SPICS and the Regional and Staff Bureau SPICS Focal Persons.


Also, please take note that the required data/documents for the FY 2021 SPICS shall be finalized/submitted on or before the following dates:

Required Data/Document	Date
Entries in the Modified Form A (Google Sheet)	6 January 2022
Scanned copy of the signed Modified Form A and MOVs	10 January 2022

The late or non-provision/submission of the required data/document shall be a criterion for the possible **exclusion in the grant of the PBB for FY 2021**.

For questions and further clarifications, the concerned FMB personnel may contact **For. Jake Lorenz C. Aldovino** of the Management Audit Division, IAS at cellphone number 09168297683, or email us at ias.mad@denr.gov.ph.

For your information and appropriate action.


GAVIN D. EDJAWAN, MNSA

MEMO NO. 2021 - 833

cc : The Director, Financial and Management Service, *and* Co-Head, Sub-CART on SPICS

GUIDELINES/INSTRUCTIONS IN FILLING OUT THE MODIFIED FORM A
FY 2021 Performance-Based Bonus (PBB) Requirement on
Process Results / Streamlining and Process Improvement of Critical Services (SPICS)

References

- **AO25 IATF Memorandum Circular (MC) No. 2021-1**
 “Guidelines on the Grant of the PBB for FY 2021 under EO No. 80, s. 2012 and EO No. 201, s. 2016” dated 3 June 2021
- **AO25 IATF MC No. 2021-2**
 “Supplemental Guidelines” dated 25 October 2021
- **DENR MC No. 2021-11**
 “Guidelines on the Grant of the FY 2021 PBB” dated 30 September 2021

The PBB Requirement on Process Results/SPICS, and the Point System

Per AO 25 IATF MC No. 2021-1, one of the dimensions which will be assessed to evaluate the performance of government agencies is the Process Results/SPICS.

Accordingly, the target under **Process Results** is the greater ease of transaction of frontline services (in the point of view of clients) covering all of the following type of client transactions:

- government-to-citizens (G2C);
- government-to-businesses (G2B); and
- government-to-government (G2G).

CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5pts	10pts	15pts	20pts	25pts
Process Results	5	5pts	10pts	15pts	20pts	25pts
Financial Results	5	5pts	10pts	15pts	20pts	25pts
Citizen/Client Satisfaction Results	5	5pts	10pts	15pts	20 pts	25pts
TOTAL SCORE		MAXIMUM = 100 POINTS				

Rating Scale for Process Results				
1	2	3	4	5
No demonstrated ease of transaction	Achieved targets to ease transaction (streamlining, digitization, standardization) only for non-frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in less than 80% of frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in at least 80% of frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in all frontline services

Modified Form A

Data on initiatives/accomplishments pertaining to process improvements shall be presented using only the Modified Form A, which is provided in the AO25 IATF MC No. 2021-1 (Please see *Annex A*).

For purposes of simultaneous inputting, review, and finalization of data for the FY 2021 SPICS, an editable Modified Form A was created using Google Sheets. Owners and implementers of processes/services which cater external clients, specifically the DENR-CO, Regional and Bureau SPICS Focal Persons, will be given access to edit such Google Sheet. Only one (1) email account per office shall be given the access to edit the file, to ensure centralized and regulated data processing/encoding.

Guidelines/instructions in filling in the required information for the Modified Form A are discussed below.

Agency Name

For the respective inputs of the concerned offices, we shall indicate the name of the originating office in the Modified Form A.

Originating Office	What Should Be Indicated in the Modified Form A
CENTRAL OFFICE <ul style="list-style-type: none">• AS-Records Management Division• FMS-Accounting Division• AS-PSMD-Procurement Management Section• KISS-Statistics and Data Resource Management Division• LAS-Internal Affairs Division• SCIS-Public Information Division	DENR CO (dash) Initials of the Service (dash) Name of the Specific Office Concerned Example: DENR CO-AS-Records Management Division
REGIONAL OFFICES Sixteen (16) ROs	DENR (dash) Region Examples: DENR-Region 4A DENR-Caraga DENR-CAR
STAFF BUREAUS Biodiversity Management Bureau Ecosystems Research and Development Bureau Forest Management Bureau Land Management Bureau	DENR (dash) Name of the Staff Bureau Example: DENR-Forest Management Bureau

Column 1: List of Frontline Services

Indicate the **name of the frontline service/s**. This form is used to present each of the frontline government services. Agencies shall reproduce this form based on the number of frontline services that the department/agency offers.

Please see the list of processes/services which cater external clients (*Annex B*) per approved DENR Citizen's Charter (5th edition), posted in the DENR website.

NOTE: This has already been provided in the Google Sheet. Please check the data for possible correction, etc.

Column 2. Responsible Unit/s

Indicate the **bureaus/offices/delivery units/processing units responsible** for the processing, delivery, and completion of the frontline government service.

The details required in this particular column will be based on the responsible units indicated in the posted Citizen's Charter.

NOTE: This has already been provided in the Google Sheet. Please check the data for possible correction, etc.

Column 3. Identified Clients (Per Service)

Identify the **clients/customers** who avail the frontline service/s declared by the agency.

Transactions shall at least include those which started and were completed during the period **January – 15 December 2021**. An additional **detailed list of clients** that enumerates the clients per type of transaction and the volume of their transactions per service shall be attached. The list shall be the basis of inputs for Columns 3-5.

ROs shall submit consolidated regional output. However, disaggregated data on the number of clients and volume of transactions shall be presented/discussed as categorized below:

- per type of client transaction (G2C, G2B, and G2G); and
- per field office (Regional, PENR, and CENR offices)

A designated row for each type of client transaction is embedded in the file.

NOTE: The details required in this particular column refer to the three (3) types of client transactions, and have already been provided in the Google Sheet. Please check the data for possible correction, etc.

Column 4. Number of Client Visits in FY 2021 (Per Service)

Report the **number of clients/customers who availed the frontline service in FY 2021**. If there are variations of the service, indicate the disaggregated data on the number of clients/customers for FY 2021.

Column 5. Volume of Transactions in FY 2021 (Per Service)

Report the **volume of transactions for FY 2021** for the frontline government service. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2021.

Column 6. FY 2020 Improvements (Ease of Transaction, Digitization, Standardization)

Indicate the **FY 2020 improvements in the reported frontline service/s**, demonstration of the ease of transaction, digitization, and standardization.

Considering that there are differences between the form prescribed in FY 2020 and the form that will be used for FY 2021, we will indicate the improvements based on the results of the FY 2020 SPICS. If none, we will just provide the details indicated in the posted Citizen's Charter

NOTE: PPS-PMED to provide data on the results of the FY 2020 SPICS.

Column 7. FY 2020 Results (Evidence)

Report **results and evidence of FY 2020 improvements**, ease of transaction, digitization, and standardization.

NOTE: To be provided/accomplished by PPS-PMED.

Column 8. FY 2021 Improvements

Indicate the **FY 2021 improvements in the reported frontline service/s**, demonstration of the ease of transaction, digitization, and standardization.

For the assessment of accomplishments under Process Results, agencies may submit to the A025 Secretariat evidence and/or documentation of ease of transaction through **one or a combination** of the following:

Means of Process Improvement	Description/Particulars
Streamlining	<p>Report actual reduction in the number of:</p> <ul style="list-style-type: none">• client steps• turnaround time• fees paid• documentary requirements• signatories <p>Report tangible improvements from the viewpoint of the transacting public in terms of access, turnaround time, transaction costs, documentary and other requirements.</p>

Standardization	<p>The ISO-certified QMS or its equivalent certification for frontline services, service delivery standards manual, and the like may be used as evidence to the standardization achievements of the agency.</p> <p>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</p> <p>Valid ISO QMS certification or equivalent certification of frontline and non-frontline services of the agency, as of 31 December 2021. The certificate must indicate the scope of certification.</p> <p>Standardization also includes the issuance/updating of harmonized citizen's charter.</p>
Digitization	<p>Report on the digitization initiatives or digital transformation of frontline and non-frontline services through the development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, contactless transactions, and other process improvements using information technology. 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.</p> <ul style="list-style-type: none"> • electronic submission of applications, requests and/or payments (Rule V of RA 11032's IRR) • payment thru online banking/fund transfer (i.e. LBP iAcces, etc.) • issuance of documents via email, etc. • availability of downloadable forms in the office/regional website
Others	<ul style="list-style-type: none"> • policy updates/new issuances • delivery of requested documents, items, or products via couriers • remote site validation via live video conferencing and/or geotagged photographs

Accomplishments shall focus on the improvement of the streamlined processes. However, improvements on the performance of the streamlined processes could also be considered as inputs in presenting the results of the FY 2021 SPICS.

The following process owners/offices shall provide the initial data for Column 8, if any, especially for those processes/services which are implemented in the Regional, PENR and CENR Offices:

- Forest Management Bureau
- Lands Management Bureau
- AS-Records Management Division

- FMS-Accounting Division
- AS-PSMD-Procurement Management Section

Column 9. FY 2021 Results (Evidence)

Report **results and evidence of FY 2021** improvements, ease of transaction, digitization, and standardization.

As agreed in previous meetings, at least one (1) MOV per quarter per process/service which verifies the reported initiatives/accomplishments shall be submitted.

Column 10. FY 2021 Citizen/Client Satisfaction Rating

Report the **FY 2021 citizen/client satisfaction results** for each of the declared frontline services.

Agency-wide and Regional/Bureau Client Satisfaction Rating per process/service shall be sourced out from the Client Satisfaction Survey (CSS) Team at the DENR Central Office. However, satisfaction rating per Regional Office/Bureau shall be provided by the respective offices if such data is not available in the Central Office.

Column 11. Remarks

In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide **justifications/explanations** using the remarks column. The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.

- Provide the justifications/ explanations, if necessary.
- Include the legal bases for each process, if any. Attach a separate document which enumerates the specific provisions. This is possible justification for some process which could no longer be improved.

Signatories

Submissions per office shall be signed as follows:

Services of the DENR Central Office

- Prepared by the concerned Division Chief
- Approved by the Service Director

Regional Office

- Prepared by the Assistant Regional Director for Management Services
- Approved by the Regional Executive Director

Staff Bureau

- Prepared by the concerned Division Chief or Assistant Director
- Approved by the Staff Bureau Director

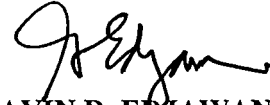
Deadline of Submissions

The required data/documents shall be finalized/submitted on or before the following prescribed dates:

Required Data/Document	Date
Entries in the Modified Form A (Google Sheet)	6 January 2022
Scanned copy of the signed Modified Form A and MOVs	10 January 2022

NOTE: The late or non-provision/submission of the required data/document shall be a criterion for the possible exclusion in the grant of the PBB for FY 2021.

Approved by:



GAVIN D. EDJAWAN, MNSA
Interim Director, IAS, and
Chair, Sub-CART on SPICS