INTER-AGENCY TASK FORCE ON THE HARMONIZATION OF NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND REPORTING SYSTEMS
(Administrative Order No. 25 s. 2011)

MEMORANDUM CIRCULAR NO. 2018 - 1

May 28, 2018

TO : **All Heads of Departments, Bureaus, Offices and Other Agencies of the National Government, including Constitutional Commissions, Congress, The Judiciary, Office of the Ombudsman, State Universities and Colleges, Government-Owned or-Controlled Corporations, Local Water Districts, and Local Government Units**

SUBJECT: **Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2018 under Executive Order No. 80 s. 2012 and Executive Order No. 201 s. 2016**

1.0 BACKGROUND AND RATIONALE

1.1 In his 2017 State of the Nation Address, President Rodrigo Duterte called for a government equipped with political will and braced by a concerned citizenry to be able to overcome the problems facing the country through collective purpose and collaborative actions. He emphasized the need for heightened transparency and deeper accountability to the Filipino people to fight corruption and cleanse the bureaucracy.

1.2 Hence, among his priorities is to ensure citizen-centric public service to bring the government closer to people with the citizenry empowered to evaluate and give feedback on public services and the bureaucracy, especially on frontline transactions. He reiterated his directive to all government offices to quickly respond and yield meaningful results in streamlining processes, working more efficiently, and providing high quality and genuine public service that Filipinos deserve without delay and bureaucratic red tape. He underscored the responsibility of each public servant to act with commitment and urgency in protecting and serving the values, welfare and well-being of every Filipino.

1.3 Moreover, in his Veto Message in the Fiscal Year (FY) 2018 National Budget, President Duterte declared confidence in strengthening the country's foundation for a *matatag, maginhawa, at panatag na buhay* that Filipinos aspire for. The FY 2018 National Budget represents the sound priorities and programs aimed at fostering the golden age of infrastructure, secure peace and order, and accelerate human capital development for sustained and inclusive growth. To this goal, he called for efficient, responsible and disciplined utilization of the National Budget.

1.4 To tighten the advocacy for intensified public accountability, heightened transparency, stronger fiscal discipline, and more efficient government processes, the government is leveraging the priorities of its Results-Based Performance Management System (RBPMS) and its people-centered Performance-Based Incentive System (PBIS) through requirements and conditions aiming to fight corruption, achieve higher citizen satisfaction and implement a firmer validation process to recognize outstanding performance in government service.

2.0 PURPOSE

This Memorandum Circular is issued to prescribe the criteria and conditions for the grant of Performance-Based Bonus (PBB) for FY 2018 performance to be given in FY 2019.

3.0 COVERAGE

3.1 This Circular covers all Departments, Bureaus, Offices and Other Agencies of the National Government, including Constitutional Commissions, Congress, The Judiciary, Office of the Ombudsman, State Universities and Colleges (SUCs), Government-Owned or-Controlled Corporations (GOCCs), Local Water Districts (LWDs) and Local Government Units (LGUs).

3.2 The implementation of this circular shall be done in close coordination with the following:

a. Department of Budget and Management (DBM) for the Departments and attached agencies;
b. Office of the President-Office of the Executive Secretary (OP-OES), Office of the Cabinet Secretary (OP-OCS), and DBM for the Other Executive Offices (OEOs), including the OP-attached agencies and GOCCs covered by DBM;
c. Commission on Higher Education (CHED) for the SUCs;
d. Governance Commission for GOCCs (GCG) for GOCCs covered by Republic Act No. 10149;
e. Local Water Utilities Administration (LWUA) for LWDs;
f. Department of the Interior and Local Government (DILG) for LGUs; and
g. Department of Education (DepEd) for regional and division offices, and secondary and primary schools.

3.3 All officials and employees of eligible departments/agencies holding regular plantilla positions; contractual and casual personnel having an employer-employee relationship with the said agencies, and whose compensation are charged to the Personnel Services budget; as well as those occupying positions in the DBM-approved contractual staffing pattern of the agencies concerned are covered by this Circular.

4.0 ELIGIBILITY CRITERIA

Each agency must satisfy the following conditions to be eligible for the grant of PBB. *See Annex 1: Master List of Departments/Agencies and Prescribed Delivery Units in Departments/Agencies.*

4.1 **Good Governance Conditions:** Satisfy 100% of the Good Governance Conditions (GGCs) for FY 2018 set by the AO 25 Inter-Agency Task Force (IATF) as provided in Section 5.0;

4.2 **Performance Targets of Agencies:** Achieve each one of the Physical Targets, Support to Operations (STO) and General Administration and Support Services (GASS) requirements for FY 2018.

To align government's performance with the priorities of the Duterte Administration toward the efficient delivery of citizen-centric public services, the AO 25 IATF is requiring National Government Agencies (NGAs), and GOCCs covered by DBM to streamline government processes, achieve higher citizen/client satisfaction, and sustain fiscal discipline as detailed in Section 6.0.

Notwithstanding the above, the physical targets of SUCs, GOCCs covered by RA 10149, LWDs and LGUs shall pertain to the following:

a. For SUCs, achieve each one of the Congress-approved performance targets under the FY 2018 General Appropriations Act, and the FY 2018 STO and GASS requirements;

b. For GOCCs covered by RA No. 10149, achieve the targets reflected in their approved FY 2018 Performance Scorecard and eligibility requirements specified in a separate guideline to be issued by GCG;

c. For LWDs, achieve each one of the physical targets, STO and GASS indicators as identified by LWUA in a Joint Memorandum Circular to be issued by LWUA and DBM; and

d. For LGUs, performance targets shall be based on the Guidelines on the Grant of PBB for LGUs to be issued by the AO 25 IATF and DILG.

4.3 **Performance Rating of Employees and CES positions.** Use the CSC-approved Strategic Performance Management System (SPMS) in rating the performance of the First and Second Level officials and employees of departments/agencies in NGAs, GOCCs and LGUs, including officials holding managerial and Director positions but are not Presidential appointees. The rating of the performance of Career Executive Service (CES) officers and incumbents to CES positions shall be based on the requirement to be issued by the Career Executive Service Board (CESB).

5.0 FY 2018 GOOD GOVERNANCE CONDITIONS (GGCs)

5.1 The AO 25 IATF sets the following GGCs based on performance drivers of the RBPMS and the priorities of the Duterte Administration for 1) heightened transparency, 2) stronger public accountability, and 3) more inclusive and people-centered public service:

a. **Maintain/Update the agency Transparency Seal** (TS) pursuant to Section 99 of the General Provisions of the FY 2018 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page. See *Annex 2: Guideline on Transparency Seal* for full details of requirements, which shall include the following:

1) Agency's mandate and functions; names of its officials with their position and designation, and contact information;
2) Annual Financial Reports;
3) DBM Approved Budget and Corresponding Targets for FY 2018
4) Major Projects, and Programs, Beneficiaries, and Status of Implementation for FY 2018;
5) FY 2018 Annual Procurement Plan (FY 2018 APP Non-CSE), Indicative FY 2019 APP Non-CSE, and FY 2019 APP for Common-Supplies and Equipment (FY 2019 APP CSE). *See also Section 6.4.*;
6) Quality Management System (QMS) Certification to ISO 9001:2015 issued by any of the certification bodies (CBs) accredited by the International Accreditation Forum (IAF) members or similar standards relating to Total Quality Management (TQM), e.g. Philippine Quality Award, ISO/IEC 17025, ISO 17020, and Omentum Accreditation Canada, of at least one (1) core process or frontline service. *See also Section 6.3;*
7) System of Agency Ranking Delivery Units for FY 2018 PBB. *See Section 8.6.*
8) The Agency Review and Compliance Procedure of Statements and Financial Disclosures (*See Section 6.5.a)*; and
9) The Final People's Freedom to Information (FOI) Manual signed by head of agency; Agency Information Inventory; 2017 and 2018 FOI Summary Report, and 2017 and 2018 FOI Registry (*See Section 6.5.b)*

b **Post/Update the PhilGEPS posting of all Invitations to Bids and awarded contracts** pursuant to the Government Procurement Reform Act (RA No. 9184) for transactions from November 16, 2017 to January 31, 2018, including the Early Procurement of FY 2019 Non-CSE items. Agencies should track their status through PhilGEPS microsite: http://data.philgeps.gov.ph/directory/pbb.aspx. *See Annex 6 Guideline on PhilGEPS Posting.*

c. **Maintain/Update the Citizen's or Service Charter or its equivalent**, reflecting the agency's enhanced service standards for all its frontline services to citizens, businesses, and government agencies, consistent with the objectives of the Anti-Red Tape Act of 2007 (RA No. 9485), and the President's directive to reduce

processing time of all public transactions with government, and ensure accessible and convenient delivery of services to the public, as reiterated in CSC Memorandum Circular No. 14, s. 2016.

The Certificate of Compliance (CoC) submitted pursuant to CSC MC No. 14, s. 2017 shall be the basis for the validation for FY 2018. For agencies which have not submitted the CoC, the same shall be complied with pursuant to the guidelines set forth in CSC MC No. 14, 2017 and shall be submitted on or before August 1, 2018 to the CSC's Office for Strategy Management through the AO 25 Secretariat. The CSC validation shall be complemented with reports on feedback and complaints from citizens gathered by the OP, PMS, CSC and PCOO from the 8888 Hotline and the FOI portals. The CSC shall issue guidelines in the validation of the Citizen's Charter requirements for FY 2018.

5.2 Non-compliance with any of the GGCs will render the entire department/agency ineligible for the PBB. Assessment of agency compliance with GGC requirements shall be conducted starting October 1, 2018.

6.0 FY 2018 PERFORMANCE TARGETS

With respect to the Physical Targets, the AO 25 IATF sets the following requirements to strengthen the performance of departments and agencies in efficiently providing public services.

6.1 **Streamlining and Process Improvement of the Agency's Critical Services** covering Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G) transactions as cited in the agency's Citizen's/Service Charter. To promote the periodic measurement of agency performance in delivering said services, agencies shall determine and report the following using the Modified Form A-Department/Agency Performance Report (*See Annex 3A*):

a. **Number of Steps.** For each critical service, departments/agencies shall report the number of steps necessary to complete the service/process.

b. **Transaction Costs.** These are the costs incurred by the transacting citizens/clients in securing services from government. For purposes of FY 2018 PBB, these costs are categorized as follows:

1) **Primary Transaction Costs/Fees.** These are the fees incurred by the transacting citizens/clients paid to government agencies in availing the critical services. These are the fees declared in the agency's Citizen's/Service Charter. Examples are application fees, registration fees, etc.

2) **Other Transaction Costs.** These are the other fees that transacting citizen/client has to pay in obtaining supporting information from another agency to secure needed primary information. Examples of these costs are those for getting birth certificates to secure passports, barangay clearance to secure business permit, and required photos, printing costs, photocopying costs, etc.

c. **Substantive Compliance Costs** which are the incremental costs to the target group in complying with a regulation, other than administrative costs (OECD, 2014, p.13). These costs can include implementation costs, direct labor costs, overhead costs, equipment costs, material costs, and external service costs. Examples are the purchase of early warning devices for vehicle owners, installation of accelerograph for building with 10 floors and up, maintenance of waste disposal system for establishments, etc.

d. **Number of Signatures.** Departments/Agencies shall declare the number of signatures required to complete each service/process, including the initials required.

e. **Number of Documents.** For each critical service, departments/agencies shall indicate the total number of documents necessary to complete the transaction cycle. The number of documents shall refer to the documents required from the transacting citizens/clients, and the documents that are used by departments/agencies in their internal processing until the completion/delivery of the critical service to the transacting citizens/clients.

f. **Turnaround Time.** For each critical service, departments/agencies shall estimate the turnaround time to complete the service/process. Turnaround time is the sum of the waiting and processing time. It starts from the moment the transacting citizen/client enters the queue or fills out a form, and the waiting time incurred until the service has been completed/delivered.

The information above shall serve as the baseline data for each service/process. Departments/agencies should aim to achieve the following improvements for each of their critical services/processes:

a. Reduction in the number of signatures to not more than three (3);
b. Simplification of application forms or documentary requirements; and
c. 50% reduction in the turnaround time and completion of the transaction within 15 days.

Departments/agencies shall declare the bureaus/offices/delivery units responsible for the delivery and completion of each critical service. Every bureau/office/delivery unit should be declared in at least one (1) of the critical services, or other key processes performed by the department/agency. The details of the performance of bureaus/offices/delivery units shall be reported using the Modified Form A1 (*See Annex 3B*). The declaration of responsible bureaus/offices/delivery units for each critical service or other key processes shall provide performance data as basis in the ranking of each delivery unit. *See also Section 6.7 and 8.1.*

In the event the department/agency is unable to achieve the targets they set in this section, they shall provide justifications/explanations using the "Remarks" column. The acceptance of explanation shall be subject to the review and recommendation of the validating agency.

6.2 **Citizen/Client Satisfaction.** In order to determine the effectiveness of the streamlining and process improvements initiated by agencies, the satisfaction level of the citizens/clients will be measured and reported. Thus, agencies should embed feedback mechanisms and citizen/client satisfaction measurement in their process improvement efforts. Agencies shall report the results of the Citizen/Client Satisfaction Survey for each service.

The description of the methodology of the survey, and the agency improvement action plan for FY 2019 shall be submitted using Citizen/Client Satisfaction Report (*See Annex 4*).

GOCCs covered by RA No. 10149 will report the results of client/customer satisfaction survey based on the standard methodology and corresponding questionnaire prescribed by the GCG.

The DAP will be conducting training fora to assist the agencies in these streamlining and process improvement efforts. The AO 25 Secretariat can be contacted for the schedule of these trainings.

6.3 **STO Target. Initial certification/Recertification of the QMS for at least one (1) core process or frontline service as mandated under its existing pertinent laws.**

For the ISO 9001:2015 QMS certification, it must be issued by any of the certification bodies (CBs) accredited by the International Accreditation Forum (IAF) members. Preferably, the CB is accredited by the Philippine Accreditation Bureau under the Department of Trade and Industry, which is the Philippine Accreditation Body of the IAF. ISO 9001:2015 QMS equivalent certifications/attestations granted by similar internationally recognized bodies promoting Total Quality Management (TQM) shall be considered, e.g. Philippine Quality Award, ISO/IEC 17025, ISO 17020, and Omentum Accreditation Canada.

The certification must be valid until December 31, 2018 or a later date, and must be posted in the agency TS page not later than December 31, 2018. A certified-true copy of the Agency's QMS Certificate/s shall be submitted to the Government Quality Management Committee (GQMC), through the DBM Secretariat – Systems and Productivity Improvement Bureau, immediately after obtaining a QMS Certificate or Recertification not later than December 31, 2018, for verification purposes.

For frontline agencies, it is expected that the core process pertains to an agency process most demanded by citizens and business and targeted for improvement under Sections 6.1 and 6.2 above.

6.4 **GASS Targets.** The common GASS targets shall include the following:

a. **Budget Utilization Rate (BUR)**, which shall consist of:

1) **Obligations BUR** computed as obligation rates for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) of all programs, activities, and projects funded in FY 2018 from all appropriation sources, including those released under the General Appropriations Act as the allotment order policy, net of savings from procurement, and implementation of cost-cutting measures; and

2) **Disbursements BUR** which is measured by the ratio of total disbursements (cash and non-cash, excluding Personnel Services) to total obligations for MOOE and CO in FY 2018, net of goods and services obligated by December 31, 2018 but accounts payable and not yet due and demandable on the said date.

3) BUR for GOCCs is computed as follows:

Obligations BUR = Total Obligations / DBM Approved Corporate Operating Budget (both net of Personnel Services)
Disbursement BUR = Total Actual Disbursement / Total Actual obligations (both net of Personnel Services)

4) BUR for SUCs is computed as follows:

i. **Obligations and Disbursements BUR** will be the same as those for department/agencies.
ii. Because all income of the SUCs (e.g. trust funds, internally generated income, and revolving funds) should benefit and improve the SUCs operations, its Obligations and Disbursements utilization rates will also be reported following the reporting format in *Annex 5: FY 2018 GAA Accomplishments and BUR Form for SUCs*.

b. **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 in FY 2017 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 2020.

c. **Compliance with Quarterly Submission of Budget and Financial Accountability Reports (BFARs) Online Using the DBM's Unified Reporting System (URS)** 15 days after end of each quarter, as provided in Section 95 of the FY 2018 GAA.

d. **Submission of Annual Procurement Plan (APP-non CSE)** approved by the Head of Procuring Entity (HOPE) to the Government Procurement Policy Board (GPPB) in the format prescribed under GPPB Circular No. 07-2015 by posting it in the agency TS.

1) **FY 2018 APP-non CSE** should have been submitted to the GPPB-TSO on January 31, 2018 per Section 7.3.5 of the 2016 Revised Implementing Rules and Regulations of RA No. 9184. The same should be posted on the agency TS page on not later than one month after the issuance of this Circular.

2) To support Early Procurement, the **Indicative FY 2019 APP-non CSE consistent with the FY 2019 National Expenditure Program (NEP)** should be posted on the agency TS page not later than August 31, 2018.

The APP non-CSE submissions must indicate: "APP for CY <Year> of <Complete Name of Head Office / Agency><Regions _ to _, if applicable> for PBB" in the subject line. The list of agencies complying with the APP submission requirement shall be posted in the GPPB website (www.gppb.gov.ph).

e. **Submission of FY 2019 Annual Procurement Plan-Common-Use Supplies and Equipment (FY 2019 APP-CSE)** to the DBM-Procurement Service on or before August 31, 2018 in the prescribed format by DBM-PS. The same should be posted in the agency TS page not later than August 31, 2018.

f. **Undertaking of Early Procurement for at least 50% of the value of goods and services based on the department's/agency's budget submitted to the Congress consistent with the NEP.** In transitioning towards annual cash-based budgeting, departments/agencies should subject at least 50% of the volume of their goods and services requirements for the FY 2019 operations to Early Procurement, short of award, from September to December 2018. Departments/Agencies should update their PhilGEPS postings for Early Procurement by posting the Approved Contract and Notice to Proceed in PhilGEPS on or before January 31, 2019. DBM shall soon be issuing a Budget Circular on this.

g. **Submission of results of FY 2017 Agency Procurement Compliance and Performance Indicators (APCPI) System**, per GPPB Resolution No. 10-2012, complete with the following forms: (1) APCPI - Self-Assessment Form; (2) APCPI - Consolidated Procurement Monitoring Report; (3) APCPI - Procurement Capacity Development Action Plan; and the Questionnaire on or before August 31, 2018. The APCPI Tool may be downloaded from the GPPB website using this link: http://www.gppb.gov.ph/apcpi/apcpi.html. Submit either in electronic (Excel) format through apcpi@gppb.gov.ph indicating: "2017 APCPI Initial Results of <Complete Name of Head Office / Agency> for PBB" in the subject line; or printed (signed) copies hand carried/mailed through the GPPB-TSO front desk. The list of agencies complying with the APCPI requirement shall be posted in the GPPB website (www.gppb.gov.ph).

6.5 **Other cross-cutting requirements.** The AO 25 IATF sets the following cross-cutting requirements:

a. **Establishment and Conduct of Agency Review and Compliance Procedure of SALN** pursuant to Section 10 of the Code of Conduct and Ethical Standards for Public Officials and Employees (RA No. 6713), and CSC Resolutions Nos. 1300455 and 1500088. Each department/agency shall have a SALN Review and Compliance Committee to implement the provisions on reviewing and complying with SALN requirements to determine whether said statements have been submitted on time, are complete, and are in proper form.

Agency heads should ensure that officials and employees covered by RA No. 6713 submitted their 2018 SALN to the respective SALN repository agencies, as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015. The Agency Review and Compliance Procedure of SALN used by the department's/agency's SALN Review and Compliance Committee should be cascaded to all employees. The scanned copy of the same shall be uploaded in the agency TS page not later than October 1, 2018. *See also Section 7.11, 7.14 and 11.3 on SALN requirement.*

b. **Comply with the Freedom of Information (FOI) Program** pursuant to Executive Order No. 2, s. 2016, based on the enhanced requirements of the Presidential Communications Operations Office (PCOO). Agencies should comply to the following FOI requirements within the set deadline:

1) The People's FOI Manual duly signed by the Head of the Agency and uploaded in the agency TS page on or before September 30, 2018;
2) The Agency Information Inventory uploaded in the agency TS page on or before September 30, 2018;
3) The 2017 and 2018 FOI Summary Report uploaded in the agency TS page on or before January 31, 2019;
4) The 2017 and 2018 FOI Registry uploaded in the agency TS page on or before January 31, 2019; and,
5) A screenshot of the agency website's home page containing a visible and functional FOI logo linked to the electronic FOI portal (www.foi.gov.ph) submitted through email: foipco@gmail.com on or before September 30, 2018.

Agencies should submit the accomplished FOI Reports strictly in Excel format (.xls) based on templates provided in this link: www.bit.ly/2018FOIReports. Submissions not compliant to the file format and templates will not be considered. All agencies including those already onboard the eFOI portal, are required to send the soft copy submissions to foipco@gmail.com. Policy issuances and memoranda can be accessed in this link: www.foi.gov.ph/resources.

6.6 In case a department/agency is not able to meet any of the above performance targets, the Department Secretary/Head of Agency should submit the justifications/explanations and supporting documents to warrant reconsideration. For validation purposes, justifiable reasons are factors that are considered outside the control of the agency. Acceptance of justifications/explanations shall be subject to the recommendation of validating agencies.

6.7 To reinforce fairness in the assessment of the performance of each delivery unit under operations with those under support services, departments/agencies should also declare critical services provided to internal units/employees performed by the latter delivery units. Doing so will strengthen the accountability of every delivery unit in streamlining and improving their processes and services to citizens/clients, and internal units/employees. Likewise, it will also provide performance data to support the equitable ranking of each delivery unit. Departments/Agencies shall also report applicable baseline information enumerated in Section 6.1 and 6.2.

7.0 ELIGIBILITY OF INDIVIDUALS

7.1 Department Secretaries, Heads of Other Executive Offices, Chairpersons and Commissioners of Constitutional Offices, Heads of Attached Agencies, Presidents of SUCs, and non-ex officio Heads of GOCCs covered by DBM are eligible only if their respective departments/agencies/institutions are eligible. If eligible, their maximum PBB rate for FY 2018 shall be equivalent to 65% of their monthly basic salary as of December 31, 2018. They should not be included in the Form 1-Report on Ranking of Delivery Units.

7.2 Non-ex officio Board Members of GOCCs covered by DBM may be eligible to a rate equivalent to 65% of the monthly basic salary of the highest corporate official of the GOCC concerned subject to the following conditions:

a. The GOCC has qualified for the grant of the FY 2018 PBB;
b. The Board Member has 90% attendance to duly called board meetings and committee meetings as certified by the Board Secretary;
c. The Board Member has nine (9) months aggregate service in the position; and
d. The GOCC has submitted the appropriate annual Board-approved Corporate Operating Budget (COB) to DBM in accordance with the Corporate Budget Circular No. 22 dated December 1, 2016.

7.3 Employees belonging to the First, Second and Third Levels should receive a rating of at least "Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.

7.4 Personnel on detail to another government agency for six (6) months or more shall be included in the ranking of employees in the recipient agency that rated his/her performance. Payment of the PBB shall come from the mother agency.

7.5 Personnel who transferred from one government agency to another agency shall be rated and ranked 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.

7.6 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; the official/employee shall be eligible for the grant of PBB on a pro-rata basis corresponding to the actual length of service to the participating implementing agency, as stated in Section 7.8.

7.7 An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least Satisfactory rating may be eligible to the full grant of the PBB.

7.8 An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least 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:

LENGTH OF SERVICES	% OF PBB
8 months but less than 9 months	90%
7 months but less than 8 months	80%
6 months but less than 7 months	70%
5 months but less than 6 months	60%
4 months but less than 5 months	50%
3 months but less than 4 months	40%

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

a. Being a newly hired employee;
b. Retirement;
c. Resignation;
d. Rehabilitation Leave;
e. Maternity Leave and/or Paternity Leave;
f. Vacation or Sick Leave with or without pay;
g. Scholarship/Study Leave;
h. Sabbatical Leave

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

7.10 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2018 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.

7.11 Officials and employees who failed to submit the 2017 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 FY 2018 PBB.

7.12 Officials and employees who failed to liquidate all cash advances received in FY 2018 within the reglementary period, as prescribed in COA Circular 97-002 dated February 10, 1997 and reiterated in COA Circular 2009-002 dated May 18, 2009, shall not be entitled to the FY 2018 PBB.

7.13 Officials and employees who failed to submit their complete SPMS Forms shall not be entitled to the FY 2018 PBB.

7.14 Agency heads should ensure that officials and employees covered by RA No. 6713 submitted their 2017 SALN to the respective SALN repository agencies, liquidated their FY 2018 Cash Advances, or completed the SPMS Forms, as these will be the basis for the release of FY 2018 PBB to individuals.

7.15 Officials and employees responsible for the implementation of the prior years' audit recommendations, QMS certification, or posting and dissemination of the department/agency system of ranking performance of delivery units, shall not be entitled to the FY 2018 PBB if the Department/Agency fails to comply with any of these requirements.

8.0 RANKING OF DELIVERY UNITS

8.1 Departments/Agencies and their corresponding offices/delivery units that meet the criteria and conditions in Section 4.0 are eligible to the FY 2018 PBB. Bureaus, offices or delivery units eligible to the PBB shall be forced ranked according to the following categories:

RANKING	PERFORMANCE CATEGORY
Top 10%	Best Delivery Units
Next 25%	Better Delivery Units
Next 65%	Good Delivery Units

The declarations of responsible bureaus/offices/delivery units in the completion of each critical service or other key processes shall be the basis for equitable performance ranking of delivery units. The resulting ranking of bureaus/offices/delivery units shall be indicated in the *Annex 7: Form 1- Report on Ranking of Delivery Units*.

8.2 When identifying and determining delivery units, departments/agencies must be guided by the Master List of Departments/Agencies and Prescribed Delivery Units per Department/Agency (*See Annex 1*).

a. A delivery unit is the primary subdivision of the department/agency performing substantive line functions, technical services or administrative support, as reflected in the Department's/Agency's organizational structure/functional chart.

The identification of a delivery unit will depend on the type of government entity, with due consideration to its mandate, organizational level, and scope of operations, as follows:

TYPE OF GOVERNMENT ENTITY	DELIVERY UNITS
Department or Department-Level	• Offices • Bureaus • Services • Regional Offices, if any
Agency	Intermediate Level • Offices • Bureaus • Services • Regional/Field Units, if any
	Division Level • Divisions • Field Units, if any
State University or College	• Offices • Services • Campuses • Colleges
GOCC	• Offices • Departments

b. For purposes of this Circular, agencies attached to a department or department-level entity shall be treated as an agency separate from its parent department and shall have a separate ranking of delivery units.

c. To facilitate the ranking of delivery units, agencies may group or cluster the delivery units based on similarities of tasks and responsibilities for purposes of evaluating and ranking group and individual performance, provided that the resulting ranking distribution shall be in accordance with Section 8.1.

8.3 Only the personnel belonging to eligible delivery units are qualified for the PBB. Refer also to exclusion of individuals as cited in Section 7. While individual ranking shall be the basis for merit increase, promotion, further training and/or disciplinary action, individual ranking shall no longer be included in the Form 1 (*See Annex 7*).

8.4 To recognize high performance of government employees in relation to the achievement of agency targets and requirements for the grant of the FY 2018 PBB, departments/agencies shall list the names of employees who belong in the Best Delivery Unit/s using the Form 1 (*See Annex 7*).

8.5 The GCG, the LWUA, the DILG, and the DepEd shall issue pertinent Guidelines on the ranking of delivery units for GOCCs covered by GCG, LWDs, LGUs, and DepEd Delivery Units respectively.

8.6 To heighten transparency among delivery units and employees, departments/agencies shall cascade to their employees the agency guidelines/mechanics in ranking delivery units for the grant of the FY 2018 PBB. Departments/Agencies shall prepare the System of Agency Ranking Delivery Units for FY 2018 PBB using the Form for the Guidelines/Mechanics in Ranking Delivery Units (*See Annex 8*). The duly completed and signed agency guidelines in ranking delivery units shall be posted on the agency TS page on or before October 1, 2018.

9.0 RATES OF THE PBB

9.1 The rates of the PBB for each individual shall be based on the performance ranking of the individual's bureau or delivery unit with the rate of incentive as a multiple of one's monthly basic salary as of December 31, 2018, based on the table below:

PERFORMANCE CATEGORY	MULTIPLE OF BASIC SALARY
Best Delivery Unit	0.65
Better Delivery Unit	0.575
Good Delivery Unit	0.50

10.0 SUBMISSION OF REPORTS

10.1 Departments/Agencies should submit FY 2018 accomplishments using the Modified Form A-Department/Agency Performance Report, Modified Form A1-Details of Bureau/Office Performance Report, Citizen/Client Satisfaction Report, Form 1 and the PBB Evaluation Matrix. They should submit duly completed and signed forms and reports to the IATF (two hard copies and e-copy of Modified Form A-Department/Agency Performance Report, Modified Form A1-Details of Bureau/Office Performance Report, Citizen/Client Satisfaction Report, Form 1 and other supporting documents) through the AO 25 Secretariat which shall endorse copies to the oversight/validating agencies for review/evaluation. All forms and reports should be signed by the agency head or the duly designated official.

10.2 Submission of agency physical accomplishments and other requirements will be until February 28, 2019 for small agencies, and August 31, 2019 for big departments following the review schedule of the IATF under MC 2017-4, dated December 21, 2017. Agencies shall ensure that all explanations and justifications are already attached to their submission.

10.3 The COA Audit Team Leaders shall verify/monitor compliance of their respective agencies with the audit recommendations shown in the Status of Implementation of Prior Years' Audit Recommendations in the Annual Audit Report/Management Letter and submit a report thereon, to the concerned Supervising Auditor (SA). The SA will then prepare a summary report for submission to the concerned Cluster Director. Based on the reports submitted by the SAs, the Cluster Director shall submit to the IATF Secretariat, copy furnished the Sector Head and RMBO, PFMS, both of COA, a Summary List of Agencies that complied with the required minimum 30% full implementation of audit recommendations.

10.4 Results of the validation showing non-compliant agencies shall be posted in the RBPMS website. The IATF shall conduct spot-checks to validate claims and certifications made by departments/agencies.

10.5 The Department of Education shall have the same implementation timeline of GGCs, Physical Targets, STO and GASS targets as indicated in Section 10.6.

10.6 The AO 25 IATF sets the following implementation timeline for the FY 2018 PBB.

REQUIREMENTS	VALIDATING AGENCY	DEADLINE OF SUBMISSION	START OF VALIDATION
Physical Targets			
Operations			
1. Streamlining and Process Improvement of Agency Services	Composite Team from AO 25 IATF agencies	February 28, 2019 (small agencies) August 31, 2019 (big agencies)	March 1, 2019 (small agencies) September 1, 2019 (big agencies)
2. Citizen/Client Satisfaction • Departments • OEOs • GOCCs covered by DBM • GOCCs covered by RA 10149 • SUCs • LWDs	Composite Team from AO 25 IATF agencies	February 28, 2019 (small agencies) August 31, 2019 (big agencies)	March 1, 2019 (small agencies) September 1, 2019 (big agencies)
3. Physical Targets for the following: • SUCs (*See Annex 5*) • GOCCs covered by RA 10149 • LWDs • LGUs	CHED GCG LWUA DILG	February 28, 2019 Based on GCG timeline February 28, 2019 February 28, 2019	March 1, 2019 Based on GCG timeline March 1, 2019 March 1, 2019
Support to Operations (STO)			
1. QMS Certification • Post QMS Certification in TS page • Submit certified true copy of QMS certificate to GQMC through DBM-SPIB	GQMC	December 31, 2018	From January 1 to 31, 2019
General Administration and Support Services (GASS)			
1. BUR • Departments, OEOs and GOCCs covered by DBM • SUCs (*See Annex 5*)	DBM-BMBs concerned DBM Regional Offices and DBM-BMB-F	February 28, 2019 (small agencies) August 31, 2019 (big agencies)	March 1, 2019 (small agencies) September 1, 2019 (big agencies)
2. Sustained Compliance with Audit Findings	COA	December 31, 2018	December 31, 2018
3. Submission of BFARs online through the URS • First Quarter • Second Quarter • Third Quarter • Fourth Quarter	DBM and COA	 April 15, 2018 July 15, 2018 October 15, 2018 January 15 2019	 April 15, 2018 July 15 2018 October 15, 2018 January 15, 2019

REQUIREMENTS	VALIDATING AGENCY	DEADLINE OF SUBMISSION	START OF VALIDATION
4. COA Financial Reports • Small Agencies • Big Agencies	COA	March 30, 2018 April 30, 2018	March 30, 2018 April 30, 2018
5. Procurement Documents • FY 2018 APP-non CSE • Indicative FY 2019 APP-non CSE • FY 2019 APP-CSE • Undertaking of Early Procurement for at least 50% of goods and services • Results of FY 2017 APCPI System	 GPPB-TSO GPPB-TSO DBM-PS GPPB-TSO GPPB-TSO	 January 31, 2018 August 31, 2018 August 31, 2018 January 31, 2019 August 31, 2018	One (1) month after the issuance of resolution August 31, 2018 August 31, 2018 January 31, 2019 August 31, 2018
Good Governance Conditions			
1. Transparency Seal	DBM-OCIO	October 1, 2018	October 1, 2018
2. PhilGEPS Posting (transactions above P1,000,000 and with December 31, 2018 as cut-off), including the Early Procurement of FY 2019 Non-CSE items.	PhilGEPS	January 31, 2019	February 1, 2019
3. Citizen's/Service Charter • Certificate of Compliance (CoC) pursuant to CSC MC No. 14, s. 2017	CSC	August 1, 2018	August 1, 2018
Other cross-cutting requirements			
1. Submission of SALN of employees	Office of the President, Ombudsman, CSC	April 30, 2018	April 30, 2018
2. Agency Review and Compliance Procedure of Statement and Financial Disclosures. *Note: Departments/Agencies shall submit a list of SALN non-filers using Form 1.*	CSC	October 1, 2018	October 1, 2018
3. FOI Compliance • People's FOI Manual • Agency Information Inventory • 2017 and 2018 FOI Summary Report • 2017 and 2018 FOI Registry • Screenshot of agency's home page	PCOO	September 30, 2018 September 30, 2018 January 31, 2019 January 31, 2019 September 30, 2018	September 30, 2018 September 30, 2018 January 31, 2019 January 31, 2019 September 30, 2018
4. Posting of Agency's System Ranking Delivery Units	DAP	October 1, 2018	October 1, 2018
5. Submission of Agency Report on Ranking of Delivery Units (Form 1 and PBB Evaluation Matrix) • Departments • OEOs • GOCCs covered by DBM • SUCs • LWDs	 DBM-BMBs DBM-BMBs and DBM-NCR DBM-BMB-C DBM-RO and DBM-BMB-F LWUA and DBM-BMB-C	February 28, 2019 (small agencies) August 31, 2019 (big agencies)	March 1, 2019 (small agencies) September 1, 2019 (big agencies)

11.0 EFFECTS OF NON-COMPLIANCE

11.1 For FY 2018, agencies that are unable to comply with all the Good Governance Conditions shall be considered ineligible for the FY 2018 PBB.

11.2 Agencies that are unable to comply with Performance Targets shall be considered ineligible for the FY 2018 PBB.

11.3 In the event the AO 25 IATF conducted random check of submitted SALN of employees and found non-compliance with the guidelines prescribed by the CSC and the posted Review and Compliance Procedure of the concerned department/agency, such incident could be a cause to disqualify the department/agency in the succeeding cycle of the PBB.

11.4 **Prohibited Acts:** A Department/Agency/GOCC/LWD/LGU, which, after due process by the oversight agency has been determined to have committed the following prohibited acts, shall be disqualified from the PBB in the succeeding year of its implementation. Moreover, the CSC or Ombudsman shall file the appropriate administrative case:

a. Misrepresentation in the submitted reports required for the PBB, commission of fraud in the payment of the PBB and violation of the provisions of this Circular; and

b. Evenly distributing PBB among employees in an agency, in violation of the policy of paying the PBB based on the ranking of delivery units.

12.0 FEEDBACK AND CHANGE MANAGEMENT

12.1 Department Secretaries/Head of Agencies with the support of their Performance Management Groups should enhance the implementation of their internal communications strategy on PBIS, and fulfill the following:

a. Engage their respective employees in understanding the PBIS, the performance targets of their respective departments/agencies, as well as the services and outputs that they will need to deliver in order to meet these targets.

b. Disseminate the performance targets and accomplishments of their departments/agencies to their employees through the intranet and other means, as well as publish these on their respective websites for the public's information.

c. Set up a Help Desk to respond to queries and comments on the targets and accomplishments of their departments/agencies. The Help Desk may be a facility that is embedded in the respective websites of departments/agencies.

d. Set up a Complaints Mechanism to respond to the PBIS-related issues and concerns raised by officials and employees of their respective departments/agencies. Such may be incorporated in the functions of their Grievance Committee.

12.2 The Department Secretary/Head of Agency shall designate a senior official who shall serve as a PBB focal person. The offices responsible for the performance management may be tasked to provide secretariat support to the PMG and to recommend strategies to instill a culture of performance within the Department/Agency.

13.0 INFORMATION AND COMMUNICATION

13.1 The Department Secretary/Head of Agency shall confirm with the IATF the name, position and contact details (e-mail, landline, facsimile, cellular phone) of the senior officials designated as the PBB focal person and the spokesperson, respectively.

13.2 Departments/Agencies should strengthen their communications strategy and ensure transparency and accountability in the implementation of the PBB.

13.3 The IATF shall maintain the following communication channels:

a. AO 25 Secretariat at ao25secretariat@dap.edu.ph
b. RBPMS website www.dap.edu.ph/rbpms
c. Telephone: (02) 400-1469, (02) 400-1490, (02) 400-1582
d. Facebook: www.facebook.com/PBBsecretariat
e. Twitter: @pbbsecretariat

14.0 APPLICABILITY TO THE CONSTITUTIONAL BODIES, LEGISLATIVE AND JUDICIAL BRANCHES

Congress, The Judiciary, Constitutional Commissions, and the Office of the Ombudsman are encouraged to follow these guidelines to be eligible to the Performance-Based Bonus.

15.0 EFFECTIVITY

This Circular shall take effect immediately.

BENJAMIN E. DIOKNO
Secretary, Department of Budget and Management
and Chairman, AO 25 Inter-Agency Task Force

ANNEX 1

Master List of Departments/Agencies and Prescribed Delivery Units in departments/agencies

A. DEPARTMENTS

Department	Delivery Units
1. Office of the President	• Office of the Executive Secretary* • Commissions • Centers • Technical and Staff Offices • Offices of Presidential Advisers/Assistants (*per area of concern*) • Offices with special concerns
2. Office of the Vice-President	• Office of the Vice-President • Office of the Chief of Staff (*including Office of the Assistant Chief of Staff*) • Technical and Staff Offices
3. Department of Agrarian Reform	
a. Office of the Secretary (Proper)	• Office of the Secretary* • Council Secretariat • DAR Adjudication Boards • Services • Bureaus • Regional Offices
4. Department of Agriculture	
a. Office of the Secretary (Proper)	• Office of the Secretary* • Services • Bureaus • Regional Offices • SOCSKSARGEN Area Development Project Office
b. Agricultural Credit Policy Council	• Office of the Executive Director* • Staff • Division
c. Bureau of Fisheries and Aquatic Resources	• Office of the Director* • Technical and Support Services • Centers • Regional Units
d. National Meat Inspection Services	• Office of the Executive Director* • Central Office Divisions • Regional Centers • Office of the Executive Director*

Department	Delivery Units
e. Philippine Carabao Center	• Central Office Division • Centers
f. Philippine Center for Post-Harvest Development and Mechanization	• Office of the Director* • Divisions
g. Philippine Council for Agriculture and Fisheries	• Office of the Director* • Divisions
h. Philippine Fiber Industry Development Authority	• Office of the Executive Director* • Central Office Divisions • Regional Offices
5. Department of Budget and Management	
a. Office of the Secretary (Proper)	• Office of the Secretary* • Bureaus • Services • Regional Offices
b. Government Procurement Policy Board - Technical Support Office	• Office of the Executive Director* • Divisions
c. Procurement Service	• Office of the Executive Director* *(including Internal Audit, Legal, and Corporate Planning Divisions)* • Functional Groups
6. Department of Education	
a. Office of the Secretary (Proper)	• Office of the Secretary* *(including Early Childhood Care Development Council* • Bureaus • Services • Regional Offices • Schools Division Offices • Schools and Learning Centers • National Educators Academy of the Philippines • National Council for Children's Television
b. Early Childhood Development Center	
c. National Book Development Board	• Office of the Executive Director* • Divisions
d. National Council for Children's Television	

Department	Delivery Units
e. National Museum	• Office of the Director* • Divisions
f. Philippine High School for the Arts	• Office of the Director* • Basic and Arts Education • Staff Divisions
7. Department of Energy a. Office of the Secretary (Proper)	• Office of the Secretary* (including Investment Promotion Staff, Consumer Welfare and Promotion Staff, Public Affairs Staff and Internal Audit Division) • Services • Bureaus • Geographical Offices
8. Department of Environment and Natural Resources a. Office of the Secretary (Proper)	• Office of the Secretary* • Bureaus • Services • Regional Offices
b. Environmental Management Bureau	• Office of the Director* • Central Office Divisions • Regional offices
c. Mines and Geo-Sciences Bureau	• Office of the Director* • Central Office Divisions • Regional Offices
d. National Mapping and Resource Information Authority	• Office of the Administrator* • Branches
e. National Water Resources Board	• Office of the Executive Director* • Divisions
f. Palawan Council for Sustainable Development Staff	• Office of the Chairman* (*including Office of the Executive Director)* • Divisions
9. Department of Finance a. Office of the Secretary (Proper)	• Office of the Secretary* • Services • Offices • One-Stop Shop Center

Department	Delivery Units
b. Bureau of Customs	• Office of the Commissioner* • Functional Groups • Collection/District Ports
c. Bureau of Internal Revenue	• Office of the Commissioner* (*including Performance Evaluation Division*) • Services • Revenue Data Centers • Revenue Regional Offices
d. Bureau of Local Government Finance	• Office of the Executive Director* • Services • Regional Offices
e. Bureau of Treasury	• Office of the Treasurer of the Philippines* • Services • Regional Offices
f. Central Board of Assessment Appeals	• Office of the Board* • Offices of the Hearing Officers
g. Insurance Commission	• Office of the Commissioner (*including Internal Audit Division*) • Services • District Offices
h. National Tax Research Center	• Office of the Executive Director* • Branches
i. Privatization and Management Office	• Office of the Executive Director* • Services
j. Securities and Exchange Commission	• Office of the Chairperson* • Sectoral Offices • Departments • Extension Offices
10. Department of Foreign Affairs a. Office of the Secretary b. Technical Cooperation Council of the Philippines c. UNESCO National Commission of the Philippines	• Office of the Secretary* (*including Technical Cooperation Council of the Philippines, UNESCO National Commission of the Philippines*) • Technical and Support Offices

Department	Delivery Units
	• Embassies • Consulate General • Diplomatic Mission
d. Foreign Service Institute	• Office of the Director General • Divisions
11. Department of Health	
a. Office of the Secretary (Proper)	• Office of the Secretary* • Bureaus • Services • Regional Offices • Special Hospital • Medical Centers • Treatment and Rehabilitation Centers
b. Commission on Population	• Office of the Executive Director* • Central Office Divisions • Regional Population Offices
c. National Nutrition Council	• Office of the Executive Director* • Central Office Divisions • Regional Nutrition Offices
12. Department of Information and Communications Technology	
a. Office of the Secretary (Proper)	• Office of the Secretary* *(including CIO Corps, Legislative Liaison Division, International Cooperation Division, Postal Regulation Division, and Information and Strategic Communications Division)* • Services • Bureaus • Regional Offices
b. Cybercrime Investigation and Coordination Center	• Office of the Executive Director* *(including the Legal Division)* • Technical and Staff Offices
c. National Privacy Commission	• Office of the Commissioner* *(including Office of the Director)* • Technical and Staff Offices
	• Office of the Commissioner* *(including Commission Secretariat, Broadcast Services Division, and Radio Spectrum Planning Division)*

Department	Delivery Units
d. National Telecommunications Commission	• Branches • Regional Offices
13. Department of the Interior and Local Government	
a. Office of the Secretary (Proper)	• Office of the Secretary* • Technical and Support Services • Bureaus • Regional Offices
b. Bureau of Fire Protection	• Office of the Chief of the Fire Bureau* • Technical and Support Services • Regional Fire Stations
c. Bureau of Jail Management and Penology	• Office of the Chief of the Jail Bureau* • Directorates • Jail Units by Region
d. Local Government Academy	• Office of the Director* • Divisions
e. National Police Commission	• Office of the Commissioner* • Staff Services • Regional Offices
f. Philippine National Police	• Office of the Chief PNP • Directorate • Support Units • Regional Police Operations
g. Philippine Public Safety College	• Office of the President* • Functional Groups • Institutes • Academy • College
14. Department of Justice	
a. Office of the Secretary a.1 National Prosecution Service	• Office of the Secretary* • Technical and Support Services • Prosecution Staff* • Regional Prosecution Offices
b. Bureau of Corrections	• Office of the Director* • Central Office Divisions • Prison and Penal Farms

Department	Delivery Units
c. Bureau of Immigration	• Office of the Commissioner* (*including board of Special Inquiry)* • Central Office Divisions • Airport/Sub-port Offices
d. Land Registration Authority	• Office of the Administrator* • Technical and Support Services • Regional Offices
e. National Bureau of Investigation	• Office of the Director* • Services • Regional Offices
f. Office of the Government Corporate Counsel	• Office of the Government Corporate Counsel* • Administrative Unit • Sectoral Teams
g. Office of the Solicitor General	• Office of the Solicitor General* • Legal Divisions • Support Services
h. Parole and Probation Administration	• Office of the Administrator* • Central Office Divisions • Regional Offices
i. Presidential Commission on Good Government	• Office of the Commissioner* • Technical and Support Services
j. Public Attorney's Office	• Office of the Chief Public Attorney* • Services • Regional Offices • District Offices
15. Department of Labor and Employment a. Office of the Secretary (Proper)	• Office of the Secretary* • Services • Bureaus • Regional Offices • Philippines Overseas Labor Offices
b. Institute for Labor Studies	• Office of the Executive Director* • Divisions

Department	Delivery Units
c. National Conciliation and Mediation Board	• Office of the Executive Director* • Central Office Divisions • Regional Conciliation Mediation Branches
d. National Labor Relations Commission	• Office of the Chairman* • Office of the Executive Clerk of Court • Court Divisions • Regional Arbitration Boards/Branches • Sub-Regional Arbitration Boards/Branches
e. National Maritime Polytechnic	• Office of the Executive Director* • Divisions
f. National Wages and Productivity Commission	• Office of the Executive Director* • Central Office Divisions • Regional Tripartite Wages and Productivity Boards
g. Overseas Workers Welfare Administration	• Office of the Administrator* • Technical and Staff Offices • Regional Welfare Offices • Foreign Posts
h. Philippine Overseas Employment Administration	• Office of the Administrator* • Branches • Technical and Staff Offices • Regional Centers
i. Professional Regulation Commission	• Office of the Commissioner* • Services • Offices • Regional Offices/Extension Units
16. Department of National Defense	
a. DND Proper (Office of the Secretary)	• Office of the Secretary* • Support Services
b. Government Arsenal	• Office of the Director* • Divisions
c. National Defense College of the Philippines	• Office of the Director* • Divisions

Department	Delivery Units
d. Office of Civil Defense	• Office of the Administrator* • Services • Operation Center • Regional Offices
e. Philippine Veterans Affairs Office (Proper)	• Office of the Administrator* • Services
f. Veterans Memorial Medical Center	• Office of the Director* • Medical Service • Administrative and Support Divisions
g. Armed Forces of the Philippines	• Office of the Commanding General*
i. Philippine Army	• Commands
ii. Philippine Air Force	• Office of the Commanding General* • Commands
iii. Philippine Navy	• Office of the Flag Officer in Command* • Commands
iv. General Headquarters	• Office of the Chief of Staff* • Commands
17. Department of Public Works and Highways	• Office of the Secretary* • Bureaus • Support Services • Regional Offices • Unified Project Management Offices
18. Department Science and Technology	
a. Office of the Secretary	• Office of the Secretary* (*including International Technology Cooperation Unit, Science and Technology Foundation Unit, and Special Projects Division)* • Services • Regional Offices
b. Advanced Science and Technology Institute	• Office of the Director* • Divisions
c. Food and Nutrition Research Institute	• Office of the Director* • Divisions
d. Forest Products Research and Development Institute	• Office of the Director* • Divisions

Department	Delivery Units
e. Industrial Technology Development Institute	• Office of the Director* • Divisions
f. Metals Industry Research and Development Center	• Office of the Executive Director* • Divisions
g. National Academy of Science and Technology	• Office of the Executive Director* • Divisions
h. National Research Council of the Philippines	• Office of the Executive Director* • Divisions
i. Philippine Atmospheric, Geophysical and Astronomical Services Administration	• Office of the Administrator* • Divisions
j. Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development	• Office of the Executive Director* • Divisions
k. Philippine Council for Health Research and Development	• Office of the Executive Director* • Divisions
l. Philippine Council for Industry, Energy and Emerging Technology Research and Development	• Office of the Executive Director* • Divisions
m. Philippine Institute of Volcanology and Seismology	• Office of the Director* • Divisions
n. Philippine Nuclear Research Institute	• Office of the Director* • Divisions
o. Philippine Science High School	• Office of the Executive Director* (including Technical and Staff Divisions) • Campuses
p. Philippine Textile Research Institute	• Office of the Director* • Divisions
q. Science Education Institute	• Office of the Director* • Divisions
r. Science and Technology Information Institute	• Office of the Director* • Divisions

Department	Delivery Units
s. Technology Application and Promotion Institute	• Office of the Director* • Divisions
19. Department of Social Welfare and Development	
a. Office of the Secretary	• Office of the Secretary* • Services • Bureaus • Regional Offices
b. Council for the Welfare of Children	• Office of the Executive Director* • Divisions
c. Inter-Country Adoption Board	• Office of the Director* • Divisions
d. National Council on Disability Affairs	• Office of the Executive Director* • Divisions
e. Juvenile Justice and Welfare Council	• Office of the Executive Director* • Divisions
20. Department of Tourism	
a. Office of the Secretary	• Office of the Secretary* • Offices • Services • Regional Offices • Foreign Field Offices
b. Intramuros Administration	• Office of the Administrator* • Divisions
c. National Parks Development Committee	• Office of the Executive Director* • Divisions
21. Department of Trade and Industry	
a. Office of the Secretary	• Office of the Secretary* • Bureaus • Services • Regional Offices
b. Board of Investments	• Office of the Governor* • Services
c. Construction Industry Authority of the Philippines (Construction Manpower Development Foundation)	• Office of the Executive Director* • Board • Foundation

Department	Delivery Units
d. Philippine Trade Training Center	• Office of the Executive Director* • Divisions
e. Design Center of the Philippines	• Office of the Executive Director* • Divisions
f. Intellectual Property Office	• Office of Director General* • Bureaus
22. Department of Transportation	
a. Office of the Secretary	• Office of the Secretary* • Services • DOT-CAR • DOT-CARAGA
i. Land Transportation Office	• Central Office Divisions • Regional Offices
ii. Land Transportation Franchising & Regulatory Board	• Central Office Divisions • Regional Franchising and Regulatory Offices
b. Civil Aeronautics Board	• Office of the Executive Director* • Divisions
c. Maritime Industry Authority	• Office of the Administrator* • Services • Regional Offices
d. Office of Transportation Cooperatives	• Office of the Board Chairman (*including Office of the Executive Director)** • Divisions
e. Office for Transportation Security	• Office of the Administrator* • Services
f. Philippine Coast Guard	• PCG Headquarters • Coast Guard Districts
g. Toll Regulatory Board	• Office of the Board of Directors* (*including Office of the Executive Director)* • Divisions
23. National Economic and Development Authority	
a. Office of the Director-General	• Office of the Director-General* • Services • Staff • Regional Offices

Department	Delivery Units
b. Philippine National Volunteer Service Coordinating Agency	• Office of the Director* • Divisions
c. Public-Private Partnership Center of the Philippines	• Office of the Executive Director* • Services
d. Philippine Statistical Research and Training Institute	• Office of the Executive Director* • Divisions
e. Philippine Statistics Authority (National Statistics Office, Bureau of Agricultural Statistics, Bureau of Labor and Employment Statistics, National Statistical Coordination Board)	• Office of the National Statistician* • Services • Regional Services Offices
f. Tariff Commission	• Office of the Chairman* • Divisions
24. Presidential Communication Operations Offices	
a. Presidential Communications Operations Office (Proper)	• Office of the Press Secretary* • Services • Media Research and Development Staff • Offices (e.g. FOI-PMO)
b. Bureau of Broadcast Services	• Office of the Director* • Divisions
c. Bureau of Communications Services	• Office of the Director* • Divisions
d. National Printing Office	• Office of the Director* • Divisions
e. News and Information Bureau	• Office of the Director* • Divisions • Presidential Press Staff • Philippine News Agency
f. Philippine Information Agency	• Office of the Director* • Divisions • Regional Information Centers
g. Presidential Broadcast Staff – Radio Television Malacañang (RTVM)	• Office of the Executive Director* • Divisions

B. CONSTITUTIONAL OFFICES AND OTHERS

Agency	Delivery Units
1. Civil Service Commission	• Office of the Chairperson* • Technical and Staff Offices • Services • Regional Offices
2. Commission on Audit	• Office of the Chairperson* • Technical and Staff Offices • Clusters • Services • Regional Offices
3. Commission on Human Rights	• Office of the Chairman* • Technical and Support Services • Field Operations • Field Units
4. Office of the Ombudsman	
a. Office of the Ombudsman	• Office of the Ombudsman* • Technical and Support Offices • Clusters
b. Office of the State Prosecutor	• Office of the State Prosecutor* • Bureaus
5. Autonomous Region in Muslim Mindanao	• Office of the Governor* • Technical and Support Offices • Departments • Agencies

C. OTHER EXECUTIVE OFFICES

Agency	Delivery Units
1. Career Executive Service Board	• Office of the Executive Director • Divisions
2. Climate Change Commission	• Office of the Chairperson* • Divisions
3. Commission on Filipinos Overseas	• Office of the Chairman • Divisions
4. Commission on Higher Education	• Office of the Chairman* • Staff • Services • Regional Offices • Legal Education Board • UniFAST Board
5. Commission on the Filipino Language	• Office of the Chairman* • Divisions

Agency	Delivery Units
6. Cooperative Development Authority	• Central Offices • Extension Offices
7. Dangerous Drugs Board	• Office of the Chairman* • Technical and Support Offices
8. Energy Regulatory Commission	• Office of the Chairman (*including the Internal Audit Division and the Office of the Executive Director)** • General Counsel and Secretariat of the Commission • Services
9. Fertilizer and Pesticide Authority	• Office of the Executive Director* • Divisions
10. Film Development Council of the Philippines	• Office of the Chairman (*including the Office of the Executive Director)** • Administrative and Finance Unit • Cinema Evaluation Board and Archive Unit • Festival and PFESO Unit
11. Games and Amusement Board	• Office of the Chairman* • Divisions • Field Offices
12. Governance Commission for the Government-Owned or Controlled Corporations	• Office of the Chairman* (*including Strategy Management Division)* • Technical and Staff Offices
13. Housing and Land Use Regulatory Board	• Office of the Chairman and Executive Officer* • Divisions • Project Pool • Field Offices
14. Housing and Urban Development Coordinating Council	• Office of the Chairman • Divisions
15. Metropolitan Manila Development Authority	• Office of the Chairman* (*including Council Sectariat, Management Information Staff and Public Affairs Staff)* • Office of the General Manager* • Services • Offices
16. Mindanao Development Authority	• Office of the Chairperson* • Divisions
17. Movie and Television Review and Classification Board	• Office of the Chairman • Office of the Executive Director • Divisions
18. National Anti-Poverty Commission	• Office of the Director General* • Technical and Support Services

Agency	Delivery Units
19. National Commission for Culture and the Arts (Proper)	• Office of the Chairman (*including the Office of the Executive Director)** • Divisions
20. National Historical Commission of the Philippines (National Historical Institute)	• Office of the Commission Chairman* • Office of the Executive Director* • Divisions
21. National Library of the Philippines	• Office of the Director* • Divisions
22. National Archives of the Philippines (formerly Records Management and Archives Office)	• Office of the Executive Director* • Divisions • Regional Archival Networks
23. National Commission on Indigenous Peoples	• Office of the Chairman* • Office of the Executive Director* • Technical and Support Offices • Regional Offices
24. National Commission on Muslim Filipinos	• Office of the Chairman* • Office of the Director* • Bureaus • Services • Regional Offices
25. National Intelligence Coordinating Agency	• Office of the Director General* • Directorates • Regional Offices
26. National Security Council	• Office of the Director General* • Technical and Support Units
27. National Youth Commission	• Office of the Chairman* (*including Office of the Executive Director)* • Divisions
28. Office of the Presidential Adviser on the Peace Process	• Office of the Presidential Adviser* • Technical and Support Services
29. Optical Media Board	• Office of the Executive Director* • Divisions
30. Pasig River Rehabilitation Commission	• Office of the Executive Director* • Services • Technical Offices
31. Philippines Commission on Women (National Commission on the Role of Filipino Women)	• Office of the Executive Director* • Divisions
32. Philippine Competition Commission	• Office of the Chairman* (*including Office of the Executive Director)* • Technical and Staff Offices
33. Philippine Drug Enforcement Agency	• Office of the Director General* • Support Services • Technical Offices • Regional Offices

Agency	Delivery Units
34. Philippine Racing Commission	• Office of the Chairman* (*including Office of the Executive Director)* • Divisions
35. Philippine Sports Commission	• Office of the Chairman/Commission Members* • Office of the Executive Director • Services
36. Presidential Commission for the Urban Poor	• Office of the Chairman* • Divisions
37. Presidential Legislative Liaison Office	• Office of the Legislative Adviser* • Liaison Offices • Divisions
38. Presidential Management Staff	• Office of the PMS Head • Services • Technical and Staff Offices
39. Technical Education and Skills Development Authority	• Office of the Executive Director* • Technical and Staff Offices • Services • Regional Offices

D. STATE UNIVERSITIES AND COLLEGES

Agency	Delivery Units
1. Colleges	• Office of the President* • Services • Campuses (with Charter) • Colleges (with CHED accreditation)
2. Universities	• Offices of the President* • Services • Campuses (with Charter) • Colleges (with CHED accreditation)

CAR

1. Abra Institute of Science and Technology
2. Apayao State College
3. Benguet State University
4. Ifugao State University
5. Kalinga State University (Kalinga-Apayao State College)
6. Mountain Province State University (Mt. Province State Polytechnic College)

Region I

7. Ilocos Sur Polytechnic State College
8. Don Mariano Marcos Memorial State University
9. Mariano Marcos State University

10. North Luzon Philippines State College
11. Pangasinan State University
12. University of Northern Philippines

Region II

13. Batanes State College
14. Cagayan State University
15. Isabela State University
16. Nueva Vizcaya State University
17. Quirino State College

Region III

18. Aurora State College of Technology
19. Bataan Peninsula State University
20. Bulacan Agricultural State College
21. Bulacan State University
22. Central Luzon State University
23. Don Honorio Ventura Technological State University
24. Nueva Ecija University of Science and Technology
25. Pampanga State Agricultural University (Pampanga Agricultural College)
26. Philippine Merchant Marine Academy
27. Ramon Magsaysay Technological University
28. Tarlac College of Agriculture
29. Tarlac State University

Region IV-A

30. Laguna State Polytechnic University
31. Southern Luzon State University
32. Batangas State University
33. University of Rizal System
34. Cavite State University

Region IV-B

35. Marinduque State College
36. Mindoro State University (Mindoro State College of Agriculture and Technology)
37. Occidental Mindoro State College
38. Palawan State University
39. Romblon State University
40. Western Philippines University

Region V

41. Bicol University
42. Bicol State College of Applied Sciences and Technology
43. Camarines Norte State College
44. Camarines Sur Polytechnic College

45. Catanduanes State College
46. Central Bicol State University of Agriculture
47. Dr. Emilio B. Espinosa, Sr. Memorial State College of Agriculture and Technology
48. Partido State University
49. Sorsogon State College

Region VI

50. Aklan State University
51. Capiz State University
52. Carlos Hilado Memorial State College
53. Guimaras State College
54. Iloilo State University of Science and Technology (Iloilo State College of Fisheries)
55. Central Philippines State University
56. Northern Iloilo State University (Northern Iloilo Polytechnic State College)
57. Northern Negros State College of Science and Technology
58. University of Antique
59. West Visayas State University
60. Iloilo Science and Technology University (Western Visayas College of Science and Technology)

Region VII

61. Bohol Island State University
62. Cebu Normal University
63. Cebu Technological University
64. Negros Oriental State University
65. Siquijor State College

Region VIII

66. Eastern Samar State University
67. Eastern Visayas State University
68. Leyte Normal University
79. Naval State University
70. Northwest Samar State University
71. Palompon Polytechnic State University (Palompon Institute of Technology)
72. Samar State University
73. Southern Leyte State University
74. University of Eastern Philippines
75. Visayas State University

Region IX

76. JH Cerilles State College
77. Jose Rizal Memorial State University
78. Western Mindanao State University
79. Zamboanga City State Polytechnic College
80. Zamboanga State College of Marine Sciences and Technology

Region X

81. Northwestern Mindanao State College of Science and Technology
82. Bukidnon State University
83. Camiguin Polytechnic State College
84. Central Mindanao University
85. Mindanao University of Science and Technology
86. Misamis Oriental State College of Agriculture and Technology

Region XI

87. Davao del Norte State College
88. Davao Oriental State College of Science and Technology
89. Southern Philippines Agri-Business, Marine and Aquatic School of Technology
90. University of Southeastern Philippines
91. Compostela Valley State College

Region XII

92. Cotabato State University (Cotabato City State Polytechnic College)
93. Cotabato Foundation College of Science and Technology
94. Sultan Kudarat State University
95. University of Southern Mindanao

CARAGA

96. Agusan Del Sur State College of Agriculture and Technology
97. Caraga State University
98. Surigao Del Sur State University
99. Surigao State College of Technology

ARMM

100. Basilan State College
101. Mindanao State University System
102. Sulu State College
103. Tawi-Tawi Regional Agricultural College
104. Adiong Memorial Polytechnic College

NCR

105. Marikina Polytechnic College (Marikina Polytechnic State College)
106. Eulogio "Amang" Rodriguez Institute of Science and Technology
107. Philippine Normal University
108. Philippine State College of Aeronautics
109. Polytechnic University of the Philippines
110. Rizal Technological University
111. Technological University of the Philippines
112. University of the Philippines System (UP)

Note:

** Including the Office(s) of the Deputy Head(s) and immediate support staff.*

ANNEX 2
GUIDELINE ON TRANSPARENCY SEAL

1. All agencies should maintain a Transparency Seal page accessible by clicking the TS logo on the Home page. It should be visible. **Submit the link to the website (recommended.gov.ph domain) when applying for PBB.**

2. The following are the required documents pursuant to Section 99 of the General Provisions of the FY 2018 General Appropriations Act (GAA) and this 2018 PBB Guideline:

   I. **Agency's mandate and functions; names of its officials with their position and designation, and contact information;**

   II. **DBM Approved Budget and Corresponding Targets for FY 2018.**
   Budget for FY 2018
   GAA performance targets for FY 2018

   III. **Modifications made pursuant to the general and special provisions in the FY 2018 GAA**
   (Indicate if not applicable)

   IV. **FY 2018 Annual Procurement Plan (FY 2018 APP non-CSE), Indicative FY 2019 APP non-CSE; and FY 2019 APP for Common-Supplies and Equipment (FY 2019 APP CSE);**

   V. **Major Projects, Programs and Activities, Beneficiaries, and Status of Implementation for FY 2018.**
   (Indicate if not applicable)

   Major Projects, Programs 2018
   Beneficiaries 2018
   Status of Implementation 2018

   VI. **Annual Financial Reports** (whole year/as of December end of the year/4th Quarter. Incomplete or non-cumulative will not be counted)

      A. *FOR NGA/SUCs*
      2014-2018 FAR No. 1: SAAOBDB (Statement of Statement of Appropriations, Allotments, Obligations, Disbursements and Balances as of December YEAR)
      2014-2018 BAR No. 1 - Annual Physical Report of Operations/Physical Plan

      B. *FOR GOCC/WD*
      2014-2018 Annual Report

   VII. **Annual Reports on the Status of income authorized by law to be deposited outside the National Treasury**, including the legal basis, beginning balance, income collected, and its sources, expenditures and ending balance. (Indicate if not applicable)

   VIII. **QMS Certification of at least one core process by an international certifying body (ICB)** accredited by the International Accreditation Forum (IAF) members. Preferably, the ICB is accredited by the Philippine Accreditation Board, Department of Trade and Industry, which is a member of the IAF and authorized to accredit ICBs. The QMS ISO Certification should be posted not later than December 3, 2018.

   IX. **System of Ranking Delivery Units for FY 2018 PBB** should be cascaded to all employees, and posted in the TS page not later than October 1, 2018. The system should be signed and approved by the Head of Agency. The posting should also include the activities/details of cascading efforts, and the contact information that employees may coordinate with regarding cascading of System of Ranking Delivery Units.

   X. **The Agency Review and Compliance Procedure of Statements and Financial Disclosures** should be cascaded to all employees. The scanned copy should be posted in the TS page not later than October 1, 2018.

   XI. **The Final People's Freedom to Information (FOI) Manual signed by head of agency; Agency Information Inventory; 2017 and 2018 FOI Summary Report, and 2017 and 2018 FOI Registry** should be posted not later than October 1, 2018.

3. The links to the documents should open in a **new tab/page for preview with option to download.** No auto-download files. The following are the prescribed formats:

   - New page/section in the website (No pdfs, xls, jpgs etc.): Items I (Mandate, directory)
   - XLS, or PDF for Items II, III, IV and V. (Open in new tab for preview, please no automatic downloading of files. You can use google drive, Dropbox or any other file hosting software to let you preview the file when clicked)

4. Post the documents in the prescribed order as indicated in this guideline for easier validation and checking.

5. **There should be no nesting folders.** Post the links to the documents in a single webpage reserved for the transparency seal. If the files are hidden in folders, there is a risk that the documents might be overlooked by the validator.

ANNEX 3A:

MODIFIED FORM A- DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: _____

I. Streamlining and Process Improvement of the Agency's Critical Services

NAME OF SERVICES* (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE TRANSACTING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)		NUMBER OF SIGNATURES (6)		NUMBER OF REQUIRED DOCUMENTS (7)		TURNAROUND TIME (8)		CLIENTCITIZEN SATISFACTION RESULTS (9)	
			FEES PAID (3)		OTHER TRANSACTION FEES (4)											
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
Frontline Services																
Name of Service 1	___% reduction of number of steps		___% reduction of fees paid		___% reduction of other transact on fees paid		___% reduction of substantive compliance cost		Reduce to ___ signatures		___% reduction of required documents OR simplification of forms		50% reduction of turnaround time and complete the transaction within 15 days		Citizen's Satisfaction Rating	
Name of Service 2	___% reduction of number of steps		___% reduction of fees paid		___% reduction of other transact on fees paid		___% reduction of substantive compliance cost		Reduce to ___ signatures		___% reduction of required documents OR simplification of forms		50% reduction of turnaround time and complete the transaction within 15 days		Citizen's Satisfaction Rating	
Name of Service 3	___% reduction of number of steps		___% reduction of fees paid		___% reduction of other transact on fees paid		___% reduction of substantive compliance cost		Reduce to ___ signatures		___% reduction of required documents OR simplification of forms		50% reduction of turnaround time and complete the transaction within 15 days		Citizen's Satisfaction Rating	
Non-Frontline Services																
Name of Service 1	___% reduction of number of steps		___% reduction of fees paid		___% reduction of other transact on fees paid		___% reduction of substantive compliance cost		Reduce to ___ signatures		___% reduction of required documents OR simplification of forms		50% reduction of turnaround time and complete the transaction within 15 days		Citizen's Satisfaction Rating	
Name of Service 2	___% reduction of number of steps		___% reduction of fees paid		___% reduction of other transact on fees paid		___% reduction of substantive compliance cost		Reduce to ___ signatures		___% reduction of required documents OR simplification of forms		50% reduction of turnaround time and complete the transaction within 15 days		Citizen's Satisfaction Rating	
Name of Service 3	___% reduction of number of steps		___% reduction of fees paid		___% reduction of other transact on fees paid		___% reduction of substantive compliance cost		Reduce to ___ signatures		___% reduction of required documents OR simplification of forms		50% reduction of turnaround time and complete the transaction within 15 days		Citizen's Satisfaction Rating	

* *Departments/Agencies may add rows as needed.*

Prepared by:

_____ _____

Name of Officer / Designation **Date**

Approved by:

_____ _____

Department Secretary/Agency Head **Date**

MODIFIED FORM A- DEPARTMENT/AGENCY PERFORMANCE REPORT (PAGE 2)

II. SUPPORT TO OPERATIONS (STO)

- Posting of certification on TS Page — Date posted on TS Page: _____
- Submission of ISO QMS certification — Date submitted to SPIB: _____

III. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)

A. Budget Utilization Rate (BUR)

BUR	FY 2017 Accomplishment	FY 2018 Accomplishment	Remarks
• Obligations BUR			
• Disbursement BUR			

B. Sustained Compliance with Audit Findings

TOTAL NUMBER AUDIT RECOMMENDATIONS	NUMBER OF FULLY IMPLEMENTED RECOMMENDATIONS	NUMBER OF PARTIALLY IMPLEMENTED RECOMMENDATIONS	NUMER OF RECOMMENDATIONS NOT IMPLEMENTED	PERCENTAGE (%) OF FULL IMPLEMENTATION

C. Compliance with Quarterly Submission of Financial Reports

- Quarterly BFARs
  - 1st Quarter BFAR — Date posted in online URS: _____
  - 2nd Quarter BFAR — Date posted in online URS: _____
  - 3rd Quarter BFAR — Date posted in online URS: _____
  - 4th Quarter BFAR — Date posted in online URS: _____
- COA Financial Reports — Date submitted to COA: _____

D. Compliance with Procurement Requirements

- FY 2018 APP-non CSE — Date posted on TS Page: _____
- Indicative FY 2019 APP-non CSE — Date posted on TS Page: _____
- FY 2019 APP-CSE — Date submitted to DBM-PS: _____
  Date posted on TS Page: _____
- Results of FY 2017 APCPI System — Date submitted to GPPB-TSO: _____

IV. GOOD GOVERNANCE CONDITIONS (GGC)

A. Maintain/Update the Transparency Seal — Date updated TS with all requirements: _____

B. Post/Update PhilGEPS Postings — Date updated PhilGEPS postings: _____

If UNABLE to post or update the BAC Resolution, Notices of Award/Bid Results, Actual Approved/ Awarded Contracts and/or Notices to Proceed/Purchase Orders for transactions above one million (PHP 1,000,000), submit a letter of explanation to AO 25 Secretariat *(See Annex 5)*. Date submitted the explanation/s: _____

C. Maintain/Update the Citizen's or Service Charter or its equivalent

- Submission of ARTA CoC — Date submitted to AO 25 Secretariat: _____
- If with deficiency/ies, submit ARTA CoC After Validation — Date submitted to CSC: _____

V. Other cross-cutting requirements

A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN — Date posted on TS page: _____

B. Compliance with FOI Program

- People's FOI Manual — Date emailed to PCOO: _____ Date posted on TS Page: _____
- Agency Information Inventory — Date emailed to PCOO: _____ Date posted on TS Page: _____
- 2017 and 2018 FOI Summary Report — Date emailed to PCOO: _____ Date posted on TS Page: _____
- 2017 and 2018 FOI Registry — Date emailed to PCOO: _____ Date posted on TS Page: _____
- Screenshot of agency's home page — Date emailed to PCOO: _____

C. Agency's System of Ranking Delivery Units — Date posted on TS page: _____

Prepared by : _____
Name of Officer / Designation / Date

Approved by : _____
Department Secretary/Agency Head / Date

GUIDELINE ON ACCOMPLISHING THE FORM A-MODIFIED DEPARTMENT/AGENCY PERFORMANCE REPORT

I. Streamlining and Process Improvement of the Agency's Critical Service

1. Indicate the name of the **frontline / non-frontline service.**
2. Indicate the **target and actual improvement in the Number of Steps** for each service.
3. Indicate the **target and actual improvement in the Fees Paid** for each service.
4. Indicate the **target and actual improvement in the Other Transaction Fees** for each service.
5. Indicate the **target and actual improvement in the Substantive Compliance Cost** for each service.
6. Indicate the **actual improvement in the Number of Signatures** for each service.
7. Indicate the **target and actual improvement in the Number of Required Documents** for each service.
8. Indicate the **target and actual improvement in the Turnaround Time** for each service.
9. Indicate the **target and actual improvement in the Citizen/Client Satisfaction Results** for each service.

II. Support to Operations (STO). Indicate the required dates for the ISO QMS requirement.

III. General Administration and Support Services (GASS).

1. Indicate the **FY 2017 and FY 2018 Accomplishments for the BUR**.
2. Indicate the **results of agency's compliance with COA audit findings**.
3. Indicate the **required dates for the Quarterly BFARs and COA Financial Reports.**
4. Indicate the **required dates for the compliance with the each Procurement Requirements.**

IV. Good Governance Conditions

1. Indicate the **date when all requirements for TS were complied with.**
2. Indicate the **most recent date when PhilGEPS postings were updated.**
3. Indicate the **required dates for compliance with Citizen's/Service Charter requirement.**

V. Other Cross-Cutting Requirements

4. Indicate the **date when the Review and Compliance Procedure was posted in the TS page.**
5. Indicate the **required dates for the compliance with FOI program.**
6. Indicate the **date when the Agency's System of Ranking Delivery Units was posted in the TS page.**

ANNEX 3B:

MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) **Name of Department/Agency:** _____

(2) **Name of Service:** _____

(3) **Responsible Delivery Units / Processing Units:** _____

_____

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
1. Number of Steps		__% reduction of number of steps		
2. Transaction Costs incurred by the transacting public/client				
• Fees Paid		__% reduction of fees paid		
• Other Transaction Fees		__% reduction of other transaction fees paid		
3. Substantive Compliance Cost		__% reduction of substantive compliance cost		
4. Number of Signatures		Reduce to three (3) signatures		
5. Number of Required Documents		Reduction of required documents, OR simplification of forms		
6. Turnaround Time		50% reduction of turnaround time, and complete the transaction within 15 days		
7. Client/Citizen Satisfaction Results		Citizen/Client Satisfaction Rating		

**Departments/Agencies may reproduce this sheet for each critical service as needed.*

Prepared by : _____ **Approved by :** _____

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

GUIDELINE ON ACCOMPLISHING THE MODIFIED FORM A1- DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

1. Indicate the **name of the department/agency**.

2. Indicate the **name of the frontline / non-frontline service**. This form is used to present each of the critical services. Departments/Agencies shall reproduce this form based on the number of critical services that the department/agency provides.

3. Indicate the **bureaus/offices/delivery units/processing units** responsible in the processing, delivery and completion of the critical service.

4. Indicate the **current status/baseline information** of each applicable criteria for every critical service, as follows:

   a. **Number of Steps** - required number of steps to complete the critical service.

   b. **Transaction Cost**
      - **Fees Paid** - costs incurred by citizen/client paid to government in availing the critical service.
      - **Other Transaction Fees** - other costs paid in obtaining supporting information from another agency to secure required primary information.

   c. **Substantive Compliance Cost** – costs to target group for complying with a regulation.

   d. **Number of Signatures** – required number of signatures to complete each service/process, including initials

   e. **Number of Required Documents** – total number of required documents to complete the service.

   f. **Turnaround Time** – total time required, including the waiting and processing time, to complete the critical service.

5. Indicate the percentage of **target improvement** for the number of steps, fees paid, other transaction fees, and substantive compliance cost.

6. Indicate the **actual improvement** achieved by the department/agency in each criteria of the critical service.

7. In the event that the department/agency is unable to achieve target/s, departments/agencies shall provide justifications/explanations using the **Remarks**. The acceptance of explanation/s shall be subject to the review and recommendation of the validating agency.

ANNEX 4

CITIZEN/CLIENT SATISFACTION REPORT

1. All departments/agencies should measure and report the satisfaction level of citizens/clients that they served. Measuring the satisfaction level of citizens/clients shall generate verifiable data and tangible evidences that can help departments/agencies determine their effectiveness in relating with citizens/clients. These data should guide departments/agencies in identifying approaches on continuously refining their processes.

2. There are different ways to measure citizen/client satisfaction. To enable agencies adopt a measurement technique that fits the nature of their critical services, the AO 25 IATF prescribes no standard method in measuring satisfaction. This guide shall serve as reference in identifying a minimum standard, some elements and practices in conducting and reporting citizen/client satisfaction.

3. Measurement approach should have the following basic properties:

   a. **The method should be valid.** It should exhibit a clear and measurable goal. It should be particularly crafted to gather data that shall be analyzed, interpreted and reported.
   b. **The method should be replicable.** It should allow repeatability. The measurement should generate results that can be tracked over time. The questions should be crafted in manner that they can be repeated, and yield results that can be compared to baseline data.
   c. **The method should have a specific timeline of measurement.** For purposes of the FY 2018 PBB, departments/agencies can set their own timeline within 2018 to implement improvement. The measurement should coincide with the department's/agency's roll out of their process improvement.

4. Since there are different critical services provided by departments/agencies, the AO 25 IATF prescribes no specific sample size. However, departments/agencies shall ensure that respondents are the citizens/clients who availed the critical service.

5. Results should reflect satisfaction ratings of citizens/clients who availed the critical services.

6. All departments/agencies should report the results of the measurement using template below. Agencies should clearly define the scope and period covered of the satisfaction measurement; describe the methodology; results of measurement and interpretation of data; and agency improvement plan for 2019 toward improving citizen/client satisfaction.

< Department/Agency's Name and Letterhead >

CITIZEN/CLIENT SATISFACTION REPORT

I. Description of the Citizen/Client Satisfaction Survey

II. Improvement Action Plan for FY 2019

Prepared by : _____
Name of Officer / Designation / Date

Approved by : _____
Department Secretary/Agency Head / Date

ANNEX 5

MODIFIED FORM A FOR SUCs-PERFORMANCE REPORT FOR STATE UNIVERSITIES AND COLLEGES (SUCs)

NAME OF SUC: _____

I.

FY 2018 PERFORMANCE TARGETS / OUTPUT INDICATORS*	DEPARTMENT/AGENCY FY 2018 TARGET (1)	DEPARTMENT/AGENCY FY 2018 ACTUAL ACCOMPLISHMENT (2)	ACCOMPLISHMENT RATE (3)	REMARKS (4)
Program 1:				
2018 Budget				
Outcome Indicator 1				
Output Indicator 2				
Output Indicator n				
Program 2:				
2018 Budget				
Outcome Indicator 1				
Output Indicator 2				
Output Indicator n				

**SUC may add rows as needed.*

Recommending Approval:

_____ _____

Planning Officer **Date**

Prepared by:

_____ _____

Budget Officer **Date**

Approved by:

_____ _____

SUC President **Date**

MODIFIED FORM A FOR SUCs-PERFORMANCE REPORT FOR SUCs (PAGE 2)

II. SUPPORT TO OPERATIONS (STO)

- Posting of certification on TS Page — Date posted on TS Page: _____
- Submission of ISO QMS certification — Date submitted to SPIB: _____

III. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)

A. Budget Utilization Rate (BUR)

BUR	FY 2017 Accomplishment	FY 2018 Accomplishment	Remarks
• Obligations BUR			
• Disbursement BUR			

B. Sustained Compliance with Audit Findings

TOTAL NUMBER AUDIT RECOMMENDATIONS	NUMBER OF FULLY IMPLEMENTED RECOMMENDATIONS	NUMBER OF PARTIALLY IMPLEMENTED RECOMMENDATIONS	NUMER OF RECOMMENDATIONS NOT IMPLEMENTED	PERCENTAGE (%) OF FULL IMPLEMENTATION

C. Compliance with Quarterly Submission of Financial Reports

- Quarterly BFARs
  - 1st Quarter BFAR — Date posted in online URS: _____
  - 2nd Quarter BFAR — Date posted in online URS: _____
  - 3rd Quarter BFAR — Date posted in online URS: _____
  - 4th Quarter BFAR — Date posted in online URS: _____
- COA Financial Reports — Date submitted to COA: _____

D. Compliance with Procurement Requirements

- FY 2018 APP-non CSE — Date posted on TS Page: _____
- Indicative FY 2019 APP-non CSE — Date posted on TS Page: _____
- FY 2019 APP-CSE — Date submitted to DBM-PS: _____
  Date posted on TS Page: _____
- Results of FY 2017 APCPI System — Date submitted to GPPB-TSO: _____

IV. GOOD GOVERNANCE CONDITIONS (GGC)

A. Maintain/Update the Transparency Seal — Date updated TS with all requirements: _____

B. Post/Update PhilGEPS Postings — Date updated PhilGEPS postings: _____

If UNABLE to post or update the BAC Resolution, Notices of Award/Bid Results, Actual Approved Awarded Contracts and/or Notices to Proceed/Purchase Orders for transactions above one million (PHP 1,000,000), submit a letter of explanation to AO 25 Secretariat (*See Annex 6*). Date submitted the explanation/s: _____

C. Maintain/Update the Citizen's or Service Charter or its equivalent

- Submission of ARTA CoC — Date submitted to AO 25 Secretariat: _____
- If with deficiency/ies, submit ARTA CoC After Validation — Date submitted to CSC: _____

V. Other cross-cutting requirements

A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN — Date posted on TS page: _____

B. Compliance with FOI Program

- People's FOI Manual — Date emailed to PCOO: _____ Date posted on TS Page: _____
- Agency Information Inventory — Date emailed to PCOO: _____ Date posted on TS Page: _____
- 2017 and 2018 FOI Summary Report — Date emailed to PCOO: _____ Date posted on TS Page: _____
- 2017 and 2018 FOI Registry — Date emailed to PCOO: _____ Date posted on TS Page: _____
- Screenshot of agency's home page — Date emailed to PCOO: _____

C. Agency's System of Ranking Delivery Units — Date posted on TS page: _____

Prepared by : _____
Name of Officer / Designation / Date

Approved by : _____
Department Secretary/Agency Head / Date

GUIDELINE ON ACCOMPLISHING THE FORM A-MODIFIED DEPARTMENT/AGENCY PERFORMANCE REPORT

I. Performance Targets and Output Indicators

1. List indicators and targets based on the FY 2018 General Appropriations Act.
2. Report the FY 2018 Accomplishments as of December 31, 2018.
3. Compute the Rate of Accomplishment based on FY 2018 Targets.
4. Provide explanations/justifications if the SUC underachieved/overachieved the targets.

II. Support to Operations (STO). Indicate the required dates for the ISO QMS requirement.

III. General Administration and Support Services (GASS).

1. Indicate the FY 2017 and FY 2018 Accomplishments for the BUR.
2. Indicate the results of agency's compliance with COA audit findings.
3. Indicate the required dates for the Quarterly BFARs and COA Financial Reports.
4. Indicate the required dates for the compliance with the each Procurement Requirements.

IV. Good Governance Conditions

1. Indicate the date when all requirements for TS were complied with.
2. Indicate the most recent date when PhilGEPS postings were updated.
3. Indicate the required dates for compliance with Citizen's/Service Charter requirement.

V. Other Cross-Cutting Requirements

4. Indicate the date when the Review and Compliance Procedure was posted in the TS page.
5. Indicate the required dates for the compliance with FOI program.
6. Indicate the date when the Agency's System of Ranking Delivery Units was posted in the TS page.

MODIFIED FORM A FOR SUCs-PERFORMANCE REPORT FOR STATE UNIVERSITIES AND COLLEGES (SUCs)

VI. BUDGET UTILIZATION RATE FORM FOR STATE UNIVERSITIES AND COLLEGESINCLUDING EARMARKED INCOMES

(In Thousand Pesos)

NAME OF SUC:

NATURE OF RECEIPTS	FUNDING SOURCE CODE	SOURCE OF REVENUE	LEGAL BASIS	NATURE OF EXPENDITURES	AMOUNT IN P'000								
					2017 ACTUAL					2018 PROGRAM			2017 Budget Utilization Rate	2018 Budget Utilization Rate
					Cash Balance as of Dec. 31, 2016	Receipt	Total Receipts as of Dec. 31, 2017	Expenditure	Cash Balance as of Dec. 31, 2017	Receipt	Total Receipts as of Dec 31, 2018	Expenditure		
I. Off-Budgetary Funds														
1. Revolving Fund														
2. Retained Income/Receipts														
II. Custodial Funds														
1. Trust Receipts														
2. Others														

PREPARED BY:	APPROVED BY:	DATE:
CHIEF ACCOUNTANT	SUC President	DAY/MO/YR

Cash Balance as of Dec. 31, 2017 shall be equivalent to the Cash Balance as of December 31, 2016 plus 2017 Actual Receipt minus 2017 Actual Expenditure. The Budget Utilization Rate shall be computed as the ratio of expenditures to the beginning cash balance for the year plus receipt.

MODIFIED FORM A1 FOR SUCs-DETAILS OF BUREAUS/OFFICE PERFORMANCE REPORT FOR STATE UNIVERSITIES AND COLLEGES (SUCs)

NAME OF SUC: _____

Responsible Bureaus/Delivery Units (1)	Output Indicator 1 (2)	FY 2018 TARGET for Output Indicator 1 (3)	FY 2018 ACCOMPLISHMENT for Output Indicator 1 (4)	Output Indicator 2 (5)	FY 2018 TARGET for Output Indicator 2 (6)	FY 2018 ACCOMPLISHMENT for Output Indicator 2 (7)	Output Indicator n (8)	FY 2018 TARGET for Output Indicator n (9)	FY 2018 ACCOMPLISHMENT for Output Indicator n (10)	REMARKS (11)
I. Major Final Output 1										
Output Indicators	Output Indicator 1			Output Indicator 2			Output Indicator n			
Delivery Unit 1										
Delivery Unit 2										
Delivery Unit 3										
II. Major Final Output 2										
Output Indicators	Output Indicator 1			Output Indicator 2			**Output Indicator n**			
Delivery Unit 1										
Delivery Unit 2										
Delivery Unit 3										

**SUC may add rows as needed.*

Recommending Approval:

_____ _____

Planning Officer **Date**

Prepared by:

_____ _____

Budget Officer **Date**

Approved by:

_____ _____

SUC President **Date**

ANNEX 6

GUIDELINE 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 November 16, 2017 to January 31, 2018, including the Early Procurement of FY 2019 Non-CSE items. Certificate of compliance to PhilGEPS is no longer necessary.

Agencies should track their status through PhilGEPS microsite: http://data.philgeps.gov.ph/directory/pbb.aspx.

Departments/agencies should ensure that the status of notices in the PhilGEPSystem for all transactions for the period November 16, 2017 to January 31, 2018, including the Early Procurement of FY 2019 Non-CSE items, is **updated** on or before **January 31, 2019.** *Failed or cancelled bid status should still be updated in PhilGEPS.*

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 transactions above one million (P1,000,000) in the PhilGEPS due to factors that are outside the control of the agency, the agency should submit a letter to or inform PhilGEPS and submit a letter of explanation addressed to the AO25 IATF on or before January 31, 2019. Acceptance of explanation/justification shall be subject to the recommendation of PhilGEPS.

See the required actions for each status of Notice in PhilGEPS:

Status of Notice in PhilGEPS	Status of Award in PhilGEPS	Required Action
Closed / Closed – Pending Opening	Null	Identify specific bid result and explain the status of each line item. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to ao25secretariat@dap.edu.ph.
Closed / Closed – Pending Opening	Posted	Identify specific bid result for each line item and post the Notice to Proceed and Approved Contract in PhilGEPS In the event that the agency cannot post the NTP and Approved Contract in PhilGEPS, a justification for each item should be submitted. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to ao25secretariat@dap.edu.ph.
Awarded	Null	Identify specific bid result for each line item and post the Award Notice, Notice to Proceed, Approved Contract and BAC Resolution in PhilGEPS In the event that the agency cannot post the Award Notice, Notice to Proceed, Approved Contract and BAC Resolution in PhilGEPS, a justification for each item should be submitted. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to ao25secretariat@dap.edu.ph.
Awarded	Posted	Post the Notice to Proceed and Approved Contract in PhilGEPs. In the event that the agency cannot post the Notice to Proceed and Approved Contract in PhilGEPS, a justification for each item should be submitted. The justification should be signed by the Head of Procuring Entity and by the BAC Chair and submit to ao25secretariat@dap.edu.ph.

If departments/agencies are unable to post, they must provide a justification signed by the Head of Procuring Entity and by the BAC Chair and submit to ao25secretariat@dap.edu.ph. Kindly follow the format below:

(Department/Agency's Letterhead)

The justification/s being issued in response to the non-compliance of posting of the following items on the PhilGEPS website:

Reference No.	Notice Title	Line Item ID	Notice Status	Award Status	Remarks / Explanation

IN WITNESS WHEREOF, we have hereunto affixed our signatures on the ____ day of _____ 2018 at **(City/Municipality)**, Philippines.

Signed by:

_____

BAC Chair

Date:

Noted by:

_____

Head of Procuring Entity

Date:

ANNEX 7
Form 1 REPORT ON RANKING OF OFFICES/DELIVERY UNITS

Department/Agency _____

I. SUMMARY OF INFORMATION REQUIRED

1.1 Total No. of Bureau/Offices/Attached Agencies/Delivery Units _____
1.2 Total No. of Bureaus/Attached Agencies/Delivery Units that achieved their performance targets _____
1.3 Total No. of Filled Positions as of December 31, 2018 _____
1.4 Total No. of Officials and Employees Entitled to PBB _____
1.5 Total Amount Required for Payment of PBB PHP _____

II. REPORT ON RANKING OF OFFICES/DELIVERY UNITS

Department/Agency: _____

Details for Head of Agency				
Name	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2018	Amount of PBB

Ranking	Names of Bureaus/ Offices/Attached Agencies/ Delivery Units	Rate of Accomplishment of Targets (in %)	List of Employees				
			Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2018	Amount of PBB
2.1 Best (10%)	Delivery Unit 1						
	Delivery Unit 2						
TOTAL BEST							
2.2 Better (25%)	Delivery Unit 1						

	Delivery Unit 2						
TOTAL BETTER							
Ranking	Names of Bureaus/ Offices/Attached Agencies/ Delivery Units	Rate of Accomplishment of Targets (in %)	List of Employees				
			Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2016	Amount of PBB
2.3 Good (65%)	Delivery Unit 1						
	Delivery Unit 2						
TOTAL GOOD							
2.4 Did not meet Targets (No PBB)	Delivery Unit 1						
	Delivery Unit 2						
TOTAL POOR							

2.5 Did not submit SALN	Delivery Unit 1				
	Delivery Unit 2				
			TOTAL		
2.6 Did not liquidate Cash Advance within reglementary period	Delivery Unit 1				
	Delivery Unit 2				
			TOTAL		
2.7 Did not submit SPMS Forms	Delivery Unit 1				
	Delivery Unit 2				
			TOTAL		

Head of HR

Date:

Department Agency Head

Date:

ANNEX 8
GUIDELINE/MECHANICS IN RANKING OFFICES/DELIVERY UNITS
FOR THE GRANT OF FY 2018 PERFORMANCE-BASED BONUS (PBB)*

Department/Agency _____

(Agency should provide the guidelines and process in determining and evaluating the performance ranking of offices / delivery units within the department/agency.)

_____
Head of HR

Date:

_____
Department Agency Head

Date:

* *Departments/Agencies shall cascade to their employees the procedures in ranking offices/delivery units.*
This document shall be posted on the agency TS page on or before October 1, 2018