

**Department of Science and Technology  
PHILIPPINE TEXTILE RESEARCH INSTITUTE**

**GUIDELINES ON THE GRANT OF THE PERFORMANCE-BASED BONUS (PBB) FOR FY 2020  
AND SYSTEM OF RANKING OF DELIVERY UNITS/INDIVIDUALS**

**1.0 PURPOSE**

This Guidelines shall contain the criteria and conditions for granting the Performance-Based Bonus (PBB) and system of ranking of delivery units and individuals for FY 2020 to be given in FY 2020 under Inter-Agency Task Force (IATF) Memorandum Circular No. 2020-1 dated June 02, 2020.

Essentially, the same criteria and conditions for FY 2018 PBB will be used to support the DOST-PTRI streamlining services relative to the implementation of Republic Act (RA) No. 11032 known as the *Ease of Doing Business (EODB) and Efficient Government Service Act of 2018* to simplify its processes and ensure citizen-centric public service delivery.

**2.0 COVERAGE**

All officials and employees of DOST-PTRI holding regular plantilla positions.

**3.0 ELIGIBILITY CRITERIA**

DOST-PTRI must satisfy the following conditions to be eligible for the grant of FY 2020 PBB.

3.1 **Good Governance Conditions:** Satisfy 100% of Good Governance Conditions (GGCs) for FY 2020 set by the AO 25 Inter-Agency Task Force (IATF) as provided in Section 4.0.

3.2 **Performance Targets:** Achieve all the Physical Targets, Support to Operations (STO) and General Administration and Support Services (GASS) requirements for FY 2020.

This is to achieve the streamlining requirements of government services, higher citizen/client satisfaction compared to baseline data and fiscal discipline. The details of the requirements are indicated in Section 5.0 hereof;

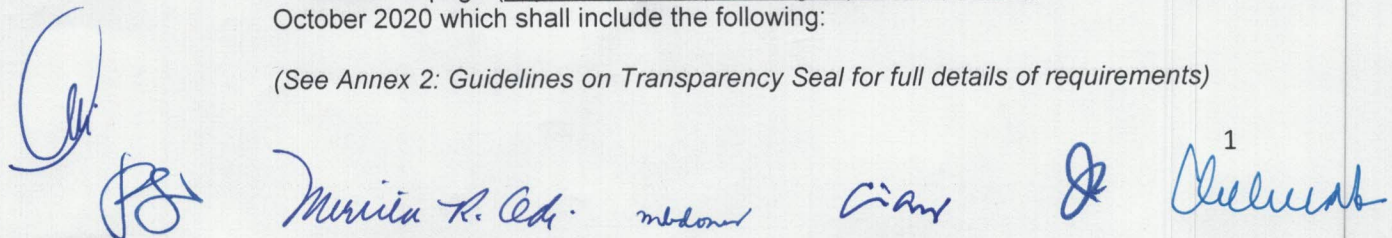
3.3 **Performance Rating System to be Used for Personnel in the First and Second Levels, and for those occupying Career Executive Service (CES) positions.** The CSC-approved Strategic Performance Management System (SPMS) will be used in rating the performance of the First and Second Level employees of DOST-PTRI. The rating of the performance of DOST-PTRI Director shall be based on the requirement to be issued by the Career Executive Service Board (CESB).

**4.0 FY 2020 GOOD GOVERNANCE CONDITIONS (GGCs)**

4.1 The DOST-PTRI sets the following GGCs for 1) heightened transparency, 2) stronger public accountability, and 3) more inclusive and people-centered public services;

- a. Maintain/Update the DOST-PTRI Transparency Seal (TS) for 2020 pursuant to Section 106 of the General Provisions of the FY 2020 General Appropriations Act (GAA). The DOST-PTRI TS page should be accessible by clicking the TS logo on the home page (<https://DOST-PTRI.dost.gov.ph/transparency>) on or before 01 October 2020 which shall include the following:

(See Annex 2: Guidelines on Transparency Seal for full details of requirements)

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- a.1 DOST-PTRI's mandate, functions and names of DOST-PTRI key personnel with their position and designation, and contact information;
- a.2 Annual Financial Reports
  - 2016-2020 FAR No 1: SAAOBDB (Statement of Appropriations Allotments, Obligation, Disbursements and Balance as of December Year)
  - 2016-2020 Summary Report on Disbursements
  - 2016-2020 BAR No.1 Quarterly Physical Report of Operations/Physical Plan
  - 2016-2020 FAR No. 5 Quarterly Report on Revenue and Other Receipts
  - 2016-2020 Financial Plan (Detailed Statement of Current Year's Obligations, Disbursements and Unpaid Obligations)
- a.3 DBM Approved Budget and Corresponding Targets for FY 2020
  - Budget for FY 2020
  - GAA Targets for FY 2020
- a.4 Projects Programs and Activities, Beneficiaries, and Status of Implementation for FY 2020
  - Projects, Programs 2020
  - Beneficiaries 2020
  - Status of Implementation 2020
- a.5 FY 2020 Annual Procurement Plan (FY 2020 APP-non-CSE) Indicative FY 2021 APP non-CSE; and FY 2021 APP for Common-Supplies and Equipment (FY 2021 APP CSE)(*See also Section 5.6.c*)
- a.6 Quality Management System (QMS) Certification to ISO 9001:2015 issued by TUV Rheinland. (*See also Section 5.5*). The QMS ISO Certification should be posted not later than December 31, 2020.
- a.7 System of Ranking Delivery Units. (*See Section 7.1*) should be cascaded to DOST-PTRI employees, and posted in the TS page not later than October 1, 2020.
- a.8 The DOST-PTRI Review and Compliance Procedure of Statements and Financial Disclosures to be cascaded to DOST-PTRI employees (*See Section 5.7 a*). The scanned copy should be posted in the TS page not later than October 1, 2020; and;
- a.9 Updated People's Freedom to Information (FOI) Manual signed by DOST-PTRI Director; DOST-PTRI Information Inventory and 2020 FOI Registry and 2020 FOI Summary Report should be posted not later than January 29, 2021. (*See Section 5.7.b*)
- b. **Update the PhilGEPS posting of all Invitations to Bids and awarded contracts** pursuant to the Government Procurement Reform Act (RA No. 9184) for transactions above Php 1 million from January 1 to December 31, 2020, including Early Procurement of FY 2021 Non - Common Use Supplies and Equipment (Non-CSE) items on or before January 29, 2021. DOST-PTRI should track their status of compliance through the PhilGEPS microsite: <https://dataphilgeps.gov.ph/pbbweb/pbbwebapp.aspx> (**Annex 6: Guideline on PhilGEPS Posting of IATF MC 2020-1**)
- c. **Set-up Most Current and Updated Citizen's or Service Charter**, reflecting the DOST-PTRI's enhanced service standards for all its services to citizens, businesses, and government agencies, consistent with the objectives of RA No. 11032 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.

DOST-PTRI shall submit its Certificate of Compliance (CoC) based on the format prescribed by the Anti-Red Tape Authority ("Authority") on or before **December 4, 2020** through the AO25 Secretariat. The Authority shall conduct a validation of the Citizen's or Service Charter starting January 2021.

## 5.0 FY 2020 PHYSICAL TARGETS

- 5.1 DOST-PTRI shall satisfy the following FY 2020 performance targets supporting the Administration's focus on the streamlining of government services and seamless public service delivery:

Achievement of the streamlining and process improvement of the agency's critical services including digitization, development of online systems, and/or contactless transactions, based on the provisions stated in Section 5.2.

- 5.2 **Streamlining and Process Improvement (SPI) 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 DOST-PTRI Citizen's/Service Charter.

a. In the government's efforts to further streamline processes and fully maximize our digital capabilities, as well as our Information and Communications Technology (ICT) infrastructures and other resources, departments/agencies should undertake digitization, develop online systems, and/or transform their critical services from manual to contactless transactions, for faster and more efficient public service delivery. Digitization initiatives may vary depending on the particular requirements of the critical services. *i.e. online applications, payments, permitting, learning, and development platforms.*

b. To promote the periodic measurement of DOST-PTRI performance in delivering said services, agencies shall determine and report the following streamlining criteria and improvements from reported accomplishments in FY 2019 using *Annex 3A Form A-Department/Agency Performance Report*.

**b.1 Number of Steps** refers to the total number of steps that a particular citizen/client will undergo to ensure the receipt of the complete service from the government. DOST-PTRI shall report in detail the steps necessary to complete the service including front end and back end.

**b.2 Turnaround Time (TaT)** is the sum of the waiting time and processing time or total amount of time taken to complete/deliver a service. TAT starts from the moment the transacting client enters the queue or fills out the form, and the waiting time incurred until the service has been completed/delivered.

**b.3 Number of Signatures** refers to the total number of signatures and initials from the employees and officers of the DOST-PTRI necessary to complete each service.

**b.4 Number of Required Documents** refers to the total number of required documents that must be provided by the transacting client to the government.

**b.5 Transaction Costs** are the costs incurred by the transacting client in the course of availing of a DOST-PTRI services. These cost are categorized as follows:



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**b.5.1 Primary Transaction Costs/Fees.** These are the fees declared in the DOST-PTRI's Citizen's/ Service Charter to be paid to the DOST-PTRI by the transacting client for availing a DOST-PTRI service.

**b.5.2 Other Transaction Cost.** DOST-PTRI does not charge Other Transaction Costs which are the other costs incurred by the transacting client to obtain supporting information from another agency in order to secure the necessary primary information. These costs also include the other expenses shouldered by the transacting client until the service has been completed by the government. Examples are the costs of birth certificates to secure passports, barangay clearance to secure business permit, required photos, printing costs, photocopying costs, transportation expenses of the transacting client, etc.

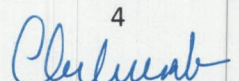
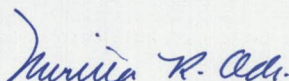
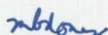
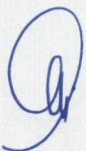
- c. Substantive Compliance Costs.** DOST-PTRI does not charge Substantive Compliance Costs which are the incremental costs other than administrative costs incurred by the transacting public in the course of complying with a regulation. These include implementation costs, direct labor costs, overhead costs, equipment costs, material costs, and external service costs. Examples are the purchase of early warning device for vehicle owners, expenses in the installation of accelerographs for buildings with 10 floors or more, costs in the maintenance of waste disposal systems for establishments.

DOST-PTRI shall report the baseline information of each above mentioned streamlining criteria based on the DOST-PTRI Citizen's/Service Charter updated prior to FY 2020. They shall set their FY 2020 Streamlining Improvement Target for each streamlining criteria for every declared service including the following specific targets:

1. Reduction in the number of signatures to not more than three (3);
2. Simplification of application forms or reduction in the documentary requirements; and
3. Reduction in the turnaround time and completion of the transaction within the maximum period of three (3), seven (7), and twenty (20) working days based on the classification of transactions under the EODB law, unless otherwise indicated under special laws.

DOST-PTRI shall submit supporting documents such as flow charts, legal bases, additional documents, etc. to show actual improvements, and as proof of streamlining accomplishments. In the event that the DOST-PTRI is unable to achieve the targets they set in this section, DOST-PTRI shall provide justifications, explanations, and supporting documents using the remarks. The acceptance of explanation shall be subject to the review and recommendation of the validating agency.

- 5.3 Meanwhile, DOST-PTRI is not included as priority sectors on the first phase of the Program NEHEMIA, hence Section 5.3 is not applicable. However, the agency is committed to adhere the principles of Ease of Doing Business (EODB) to promote efficiency of government processes.
- 5.4 **Citizen/Client Satisfaction Survey.** To determine the effectiveness of the streamlining and process improvements initiated by DOST-PTRI, the satisfaction level of the citizens/clients will be measured and reported. Thus, DOST-PTRI should embed feedback mechanisms and citizen/client satisfaction measurement in their process improvement efforts. DOST-PTRI shall report the results of the Citizen/Client Satisfaction Survey for each service.





- a. To further incentivize excellence in providing quality and efficient public service among government offices, DOST-PTRI shall report **one (1) agency best practice in service quality or productivity** conducted in FY 2020 including its results. The showcase of best practices would not only recognize efforts of agencies in improving their services but would also contribute in assisting other agencies to develop similar initiatives that could be implemented, replicated, and/or enhanced.
- b. DOST-PTRI shall report the following information using **Annex 4: Guide for Conducting Citizen/Client Satisfaction Surveys of IATF MC 2020-1**

#### 5.5 Support to Operations (STO) Targets.

Initial Certification/Recertification of the DOST-PTRI's Quality Management System (QMS) covering at least one (1) critical frontline service and core process as mandated under its existing pertinent laws.

The DOST-PTRI ISO 9001:2015 QMS certificate granted by TUV Rheinland valid until December 31, 2020 shall be posted in the DOST-PTRI TS page not later than **December 31, 2020**.

A certified-true copy of the 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, 2020, for verification purposes.

#### 5.6 GASS Targets. The common GASS targets shall include the following:

- a. **Improved Budget Utilization Rate (BUR) from the previous year's level of accomplishment, which shall consists of:**
  1. **Achievement of at least 90% Obligations BUR.** Obligations BUR is computed as obligation rates for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) of all programs, activities, and projects funded in FY 2020 from all appropriation sources, including those released under the 2020 General Appropriations Act as the Allotment Order policy, net of savings from procurement, and implementation of cost-cutting measures.

Hence:

$$\text{Obligation BUR} = \frac{\text{Obligation for MOOE and CO for 2020 appropriations}}{\text{Allotment for MOOE and CO for 2020 appropriations}} \times \text{Net of savings in allotment from efficiency and cost-cutting measures}$$

2. **Achievement of at least 85% Disbursements BUR.** Disbursement BUR is measured by the ratio of total disbursements (cash and non-cash, excluding Personnel Services) to total obligations for MOOE and CO in FY 2019 appropriations, net of goods and services obligated by December 31, 2019 but executed and paid only in 2020. The objective is to measure the disbursements and obligations for MOOE and CO for the 2020 appropriations.

Hence:

$$\text{Disbursement BUR} = \frac{\text{Disbursement for MOOE and CO for 2020 appropriations}}{\text{Obligations for MOOE and CO for 2020 appropriations}}$$

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- 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 since FY 2018 should also not recur. The objective is to improve the DOST-PTRI's internal control processes, enhance operational effectiveness, and eliminate, resolve and remedy most, if not all, of the DOST-PTRI audit findings, by the end of 2021.
- c. **Submission of Annual Procurement Plan (APP-non CSE)** approved by the DOST-PTRI Director to the Government Procurement Policy Board (GPPB) in the format prescribed under GPPB Circular No. 07-2015 by posting it in the DOST-PTRI TS.

**FY 2020 APP-non CSE** should have been submitted to the GPPB-TSO until March 31, 2020, but only for the purposes of PBB compliance. The same should be posted in the DOST-PTRI TS page not later than one month after the issuance of this Guidelines.

The APP non-CSE shall be submitted through electronic mail (email) at [app@gppb.gov.ph](mailto:app@gppb.gov.ph) with the subject line: "APP for CY<Year> of <Complete Name of Head Office I Agency><Regions\_to \_\_, if applicable>".

DOST-PTRI representatives should be able to receive an auto- acknowledgment from the GPPB-TSO as proof of submission. In case of non-receipt of the auto-acknowledgment within one (1) hour after submission, the APP-Non CSE shall be re-submitted to the same electronic mail address. If no acknowledgment is still received, the representatives shall call the Performance Monitoring Division of the GPPB-TSO at (02) 7900 - 67 - 41 to 44 to confirm whether the submission was received and if so, request for the acknowledgment bf receipt of the submitted APP-Non CSE.

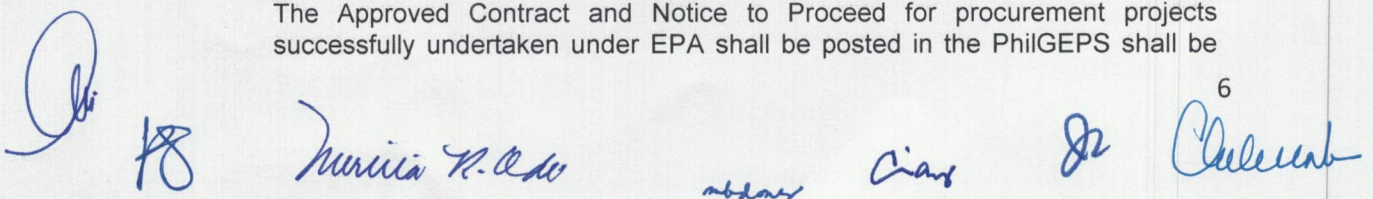
- d. **Submission of FY 2021 Annual Procurement Plan-Common-Use Supplies and Equipment (FY 2021 APP-CSE)** to the DBM-Procurement Service on or before December 15, 2020 in the prescribed format by DBM-PS. The same should be posted in the DOST-PTRI TS page not later than December 15, 2020.
- e. **Undertaking of Early Procurement for at least 50% of the total value of eligible Procurement Projects included in the proposed budget of the DOST-PTRI in the NEP.**

DOST-PTRI with budgetary support from the national government as provided in the National Expenditure Program (NEP) shall conduct the undertaking of Early Procurement Activities (EPA) for at least **50% of the total value of eligible Procurement Projects** as outlined in its Indicative FY 2021 APP-Non CSE consistent with the FY 2021 NEP.

Procurement Projects which will use the following modalities are **excluded** in determining the total value pursuant to Item 1.4 of GPPB Circular No. 06-2019:

1. Repeat Order
2. Shopping
3. Negotiated Procurement- Emergency Cases
4. Negotiated Procurement- Take-Over of Contracts
5. Negotiated Procurement - Small Value Procurement

The Approved Contract and Notice to Proceed for procurement projects successfully undertaken under EPA shall be posted in the PhilGEPS shall be





posted within thirty (30) days after the approval of the GAA.

Agencies NOT receiving any budgetary support from the national government under the GAA are excluded from this PBB requirement.

DOST-PTRI Director shall submit to the GPPB a Certification under Oath (see Annex 10 for the format) on the compliance with EPA requirement within one (1) month after the approval of the GAA to the email address [earlyprocurement@gppb.gov.ph](mailto:earlyprocurement@gppb.gov.ph).

DOST-PTRI representatives should be able to receive an auto-acknowledgment from the GPPB-TSO as proof of submission. In case of non-receipt of the auto-acknowledgment within one (1) hour after submission, the Certification under Oath shall be re-submitted to the same electronic mail address. If no acknowledgment is still received, the representatives shall call the Performance Monitoring Division of the GPPB-TSO at (02) 7900 - 67 - 41 to 44 to confirm whether the submission was received and if so, request for the acknowledgment of receipt of the submitted Certification.

The Indicative FY 2021 APP-Non CSE consistent with the FY 2021 NEP, which is the basis for the EPA should be **posted** on the agency TS page not later than **September 30, 2020**.

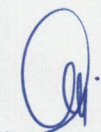
- f. **Submission of results of FY 2019 Agency Procurement Compliance and Performance Indicators (APCPI) System**, per GPPB Resolution No. 39-2017, complete with the following forms: (1) APCPI - Self-Assessment Form; (2) APCPI – Consolidated Procurement Monitoring Report; (3) APCPI - Procurement Capacity Development Action Plan; and the Questionnaire on or before **June 30, 2020**. The APCPI Tool may be downloaded from the GPPB website using this link: <http://www.gppb.gov.ph/apcpi/apcpi.html>.

The APCPI results must be submitted to the GPPB-TSO through email address [apcpi@gppb.gov.ph](mailto:apcpi@gppb.gov.ph) indicating "2019 APCPI Initial Results of <Complete Name of Head Office / Agency> for PBB" in the subject line.

DOST-PTRI representatives should be able to receive an auto-acknowledgement from the GPPB-TSO as proof of submission. In case of non-receipt of the auto-acknowledgment within **one (1) hour** after submission, the APCPI Results shall be re-submitted to the same electronic mail address. If no acknowledgment is still received, the representatives shall call the Performance Monitoring Division of the GPPB-TSO at (02) 7900 - 67 - 41 to 44 to confirm whether the submission was received and if so, request for the acknowledgment of receipt of the submitted APCPI results.

- 5.7 **Other cross-cutting requirements.** The DOST-PTRI shall adopt the AO 25 IATF cross-cutting requirements as follow:

- 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. DOST-PTRI 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.



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DOST-PTRI Director should ensure that officials and employees covered by RA No. 6713 submitted their 2019 SALN to CSC as prescribed in the rules provided under CSC Memorandum Circular No. 3s. 2015. The DOST-PTRI Review and Compliance Procedure of SALN used by the Institute's SALN Review and Compliance Committee should be cascaded to all employees. The scanned copy of the same shall be uploaded in the DOST-PTRI TS webpage not later than **October 1, 2020**. (See also Section 6.11, 6.14, 10.3)

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). DOST-PTRI should comply to the following FOI requirements within the set deadline:

1. The Updated People's FOI manual (including new designated list of FOI Receiving Officer/s and its contact details, if any) duly signed by the DOST-PTRI Director and uploaded in the DOST-PTRI TS page on or before **Jan 29, 2021**;
2. The FOI Reports (DOST-PTRI Information Inventory, 2020 FOI Registry, and 2019 FOI Summary Report) uploaded in the DOST-PTRI TS page on or before **January 29, 2021**;
3. A screenshot of the DOST-PTRI website's home page containing a visible and functional FOI logo linked to the electronic FOI portal ([www.foi.ciov.ph](http://www.foi.ciov.ph)) submitted through email: [foi.pco@gmail.com](mailto:foi.pco@gmail.com) on or before **January 29, 2021**; and
4. Modified One-page FOI Manual (including FOI Receiving Office/rs and its contact details and the step-by-step procedure of FOI Request in standard paper-based and electronic format) uploaded in the agency TS page on or before **January 29, 2021**. For reference, please see FOI MC No. 1, s. 2020 at [www.foi.gov.ph/resources](http://www.foi.gov.ph/resources).

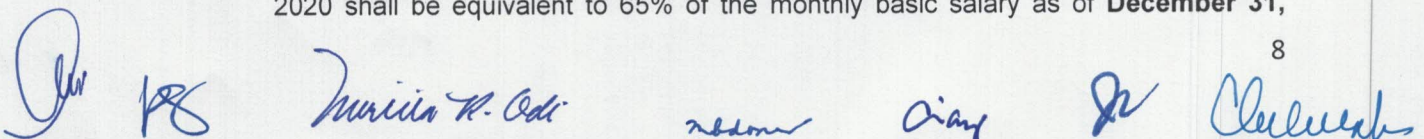
DOST-PTRI should submit the accomplished FOI Reports strictly in one (1) Excel format (.xls) based on templates provided in this link: [www.bit.ly/2019FOIReports](http://www.bit.ly/2019FOIReports). Submissions not compliant to the file format and templates will not be considered. All agencies including those already onboard the eFOI portal, are required to send the soft copy submissions to [foipco@gmail.com](mailto:foipco@gmail.com). Policy issuances and memoranda can be accessed in this link: [www.foi.gov.ph/resources](http://www.foi.gov.ph/resources).

In case DOST-PTRI is unable to meet any of the above performance targets, the Director 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 Institute. Acceptance of justifications/explanations shall be subject to the recommendation of validating agencies.

- 5.8 To reinforce fairness in the assessment of the performance of each delivery unit under operations with those under support services, DOST-PTRI should also declare non-frontline services provided to 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, internal units/employees, and to the Composite Team from AO 25 IATF agencies. Likewise, it will also provide performance data to support the equitable ranking of each delivery unit. DOST-PTRI shall also report applicable baseline information enumerated in Sections 5.1 and 5.2.

## 6.0 ELIGIBILITY OF INDIVIDUALS

- 6.1 The Director is eligible, only if DOST-PTRI is eligible. If eligible, the PBB rate for FY 2020 shall be equivalent to 65% of the monthly basic salary as of **December 31**,





**2020.** The Director shall not be included in the Form 1 – Report on Ranking of Delivery Units.

- 6.2 DOST-PTRI is not a GOCC hence, Section 6.8 of IATF MC Circular 2019-01 is not applicable.
- 6.3 Employees belonging to First, Second and Third Levels should receive a rating of at least "Satisfactory" based on DOST-PTRI's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.

The equivalent individual ratings are as follows:

Individual Rating	DOST-PTRI SPMS Rating	Adjectival Rating
5.00	5	Outstanding
4.0 – 4.99	4	Very Satisfactory
3.0 – 3.99	3	Satisfactory
2.0 – 2.99	2	Unsatisfactory
<2.0	1	Poor

- 6.4 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.
- 6.5 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.
- 6.6 Officials and employees who transferred from government agencies that are non-participating in the implementation of the PBB, shall be rated by the agency where he/she served the longest; 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 6.8*.
- 6.7 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.
- 6.8 An official or employee who rendered less than nine (9) months but with 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:

- Being a newly hired employee;
- Retirement;
- Resignation;
- Rehabilitation Leave;
- Maternity Leave and/or Paternity Leave;
- Vacation or Sick Leave with or without pay;

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- g. Scholarship/Study Leave;
  - h. Sabbatical Leave
- 6.9 An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible for the grant of the PBB.
  - 6.10 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2020 shall not be entitled to the PBB. If the penalty meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.
  - 6.11 Officials and employees who failed to submit the 2019 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 2020 PBB.
  - 6.12 Officials and employees who failed to liquidate all cash advances received in FY 2020 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 2020 PBB.
  - 6.13 Officials and employees who failed to submit their complete SPMS Forms (two IPCRs, if applicable) shall not be entitled to the FY 2020 PBB.
  - 6.14 The Director should ensure that officials and employees covered by RA No. 6713 submitted their 2019 SALN to CSC, liquidated their FY 2020 Cash Advances or completed the SPMS Forms, as these will be the basis for the release of FY 2020 PBB to individuals.
  - 6.15 Officials and employees responsible for the implementation of the prior years' audit recommendations, QMS certification, or posting and dissemination of the DOST-PTRI's system of ranking performance of delivery units, shall not be entitled to the FY 2020 PBB if the DOST-PTRI fails to comply with any of these requirements.

## 7.0 RANKING OF DELIVERY UNITS

- 7.1 The DOST-PTRI and corresponding delivery units that meet the criteria & conditions in Section 4.0 are eligible to the FY 2020 PBB. DOST-PTRI delivery units eligible to the PBB shall be forced ranked according to the following:

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

The declarations of responsible 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 delivery units shall be indicated in IATF MC No. 2020-1 **Annex 7: Form 1 Report on Ranking of Delivery Units**

- 7.2 The delivery units of DOST-PTRI are as follows:

- 7.2.1 Office of the Director
- 7.2.2 Finance and Administrative Division
- 7.2.3 Research and Development Division
- 7.2.4 Technical Services Division

One delivery unit each will be categorized as Best and Better and the rest as Good Delivery Units.

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- 7.3 Only the personnel belonging to eligible delivery units are qualified for the PBB. Refer also to exclusion of individuals as cited in Section 7.0. 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 1.0. (See Annex 7-Report on Ranking of Offices/Delivery Units).
- 7.4 To recognize high performance of DOST-PTRI employees in relation to the achievement of targets and requirements for the grant of the FY 2019 PBB, The Institute shall list the names of employees who belong in the Best/Better/Good Delivery Unit/s using the Form 1.0. (See Annex 7-Report on Ranking of Offices/Delivery Units)
- 7.5 DOST-PTRI is a NGAs hence, Section 7.11 of IATF MC Circular 2019-01 is not applicable.
- 7.6 To heighten transparency among delivery units and employees, DOST-PTRI shall cascade to their employees the guidelines/mechanics in ranking delivery units for the grant of the FY 2020 PBB. DOST-PTRI shall prepare the System of Agency Ranking Delivery Units for FY 2020 PBB using IATF MC No. 2020-1 **Annex 8** Guidelines/Mechanics in Ranking Delivery Units. The duly completed and signed DOST-PTRI guidelines in ranking delivery units shall be posted on the DOST-PTRI TS page on or before October 1, 2020.

Should the departments/agencies decide to retain the previously posted guidelines, they should indicate or take note in the website that **no changes** have been made from the previous year's System of Agency Ranking of Delivery Units.

## 8.0 RATES OF THE PBB

The rates of the PBB for each individual shall be based on the performance ranking of the individual's delivery unit with the rate of incentive as a multiple of one's monthly basic salary as of December 31, 2020, 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

## 9.0 TIMELINESS AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

- 9.1 DOST-PTRI should submit its FY 2020 accomplishments using the Form A-Department/Agency Performance Report, Form A1 -Details of Bureau/Office Performance Report, Citizen/Client Satisfaction Report, Form 1.0 and the PBB Evaluation Matrix. DOST-PTRI should submit duly completed and signed forms and reports to the AO25 IATF (two hard copies and e-copies, *ie. PDF and editable MS Word or Excel files* and the above supporting documents) through the AO 25 Secretariat which shall endorse copies to the oversight/validating agencies for review/evaluation (Annexes 3A, 3B, 4, 7, respectively). All forms and reports should be **signed** by the DOST-PTRI Director or the duly designated official.
- 9.2 Submission of DOST-PTRI physical accomplishments and other requirements will be until **February 26, 2021**. DOST-PTRI shall ensure that all explanations and justifications are already attached to their submission.
- 9.3 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.

- 9.4 Results of the validation showing the agencies' compliance status with the PBB requirements shall be posted on the RBPMS website.
- 9.5 The IATF shall conduct spot-checks to validate claims and certifications made by DOST-PTRI.
- 9.6 The AO 25 IATF sets the following implementation timeline for the FY 2020 PBB.

REQUIREMENTS	RESPONSIBLE DIVISION/SECTION/UNIT	DEADLINE OF SUBMISSION TO THE DIRECTOR	VALIDATING AGENCY	DEADLINE OF SUBMISSION TO VALIDATING AGENCY	START OF VALIDATION
<b>Physical Targets</b>					
1. Streamlining and Process Improvement of Agency Services and digitization initiatives -Annexes 3A and 3B (Form A/A1)	All process owners Division/Section/Unit Heads PBB Focal Person	October 31, 2020 (Targets) January 31, 2021 (Actual Accomplishment)	Composite Team from AO 25 IATF agencies		February 26, 2021
2. Citizen/Client Satisfaction and Agency best practice -Annex 4	TIPS (Plant Tour & Training), TSD (Testing & Processing), RDD (Processing) QMR FAD	January 31, 2021	Composite Team from AO 25 IATF agencies		February 26, 2021
3. Report of Ranking Delivery Units -Form 1.0 and PBB Evaluation Matrix	DOST-PTRI – PMT and the Director	January 31, 2021	Composite Team from AO 25 IATF agencies		February 26, 2021
<b>Good Governance Conditions (GGCs)</b>					
1. Transparency Seal - Annex 2 - Posting/updating of requirements in the TS page	Chief FAD	September 23, 2020	DBM-OCIO		October 1, 2020
2. Citizen's or Service Charter - Certificate of Compliance pursuant to Section 4.1 (c)	Chief FAD PICTS	November 23, 2020	ARTA Authority		December 4, 2020
3. PhilGEPS Posting - Annex 6 - Update the PhilGEPS posting of all invitations to bids and awarded contracts	Chief FAD PPGSS BAC	November 29, 2020	PhilGEPS		January 29, 2021
<b>Support to Operations (STO)</b>					
1. QMS Certification - Posting of the valid complete set, i.e., including the registration schedule and sub-certificates which could indicate the scope of registration, sites covered and validity period of QMS Certification in the TS page.	PICTS QMR	December 01, 2020	GQMC		December 31, 2020



General Administration and Support Services (GASS)					
1. FY 2019 APP-non CSE - Submit to GPPB-TSO - Posting in the TS	PPGSS PICTS End-user	January 16, 2020	GPPB-TSO DBM-PS GPPB-TSO		March 31, 2020
2. Results of FY 2019 APCPI System - Accomplish forms from the APCPI tool - Submit results to GPPB-TSO		May 15, 2020	GPPB-TSO GPPB-TSO		June 30, 2020
3. Indicative FY 2021 APP-non CSE - Posting in the TS		September 15, 2020			September 30, 2020
4. FY 2020 APP-CSE - Submit to DBM-PS - Posting in the TS		October 15, 2020			December 15, 2020
5. Sustained Compliance w/ Audit Findings		December 01, 2020			December 31, 2020
6. Early Procurement activities - Annex 10 – Certificate of EPA Compliance - Posting of all Contracts and Notice to Proceed of Successful EPAs.		December 01, 2020			Within thirty (30) days after the approval of the GAA
Other cross-cutting requirements					
1. Agency's Establishment & Conduct of Agency Review & Compliance of SALN - To be posted in the TS webpage	HRRMS	September 01, 2020	CSC		October 1, 2020
2. DOST-PTRI System Ranking Delivery Units - To be posted in the TS webpage	PMT PICTS	September 01, 2020	DAP		October 1, 2020
3. FOI Compliance • Updated People's FOI Manual • FOI Reports: Agency Information Inventory, 2020 FOI Registry, and 2020 FOI Summary Report • Modified One-page FOI Manual • Screenshot of agency's home page - Submission to PCOO - Posting in the TS	FOI Point Person (Chief, FAD) FOI Secretariat PICTS	December 01, 2020	PCOO		January 29, 2021

## 10. EFFECTS OF NON-COMPLIANCE

- 10.1 For FY 2020, if DOST-PTRI is unable to comply with all the Good Governance Conditions shall be considered ineligible for the FY 2020 PBB.
- 10.2 DOST-PTRI employees that are unable to comply with a maximum of two (2) Performance Targets due to controllable factors as determined by the validating agencies shall be considered ineligible for the FY 2020 PBB.
- 10.3 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 DOST-PTRI such incident could be a cause to disqualify the department/agency in the succeeding cycle of the PBB.



- 10.4 Prohibited Acts: DOST-PTRI, 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 IATF Memorandum Circular 2019-1; 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.

## 11.0 FEEDBACK AND CHANGE MANAGEMENT

- 11.1 DOST-PTRI Director with the support of the Performance Management Team (PMT) should enhance the implementation of their internal communications strategy on Performance-Based Incentive System (PBIS), and fulfill the following:
- a. Engage the employees in understanding the PBIS, the performance targets of their respective divisions/sections/units, 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 divisions/sections/units to their employees through the intranet and DOST-PTRI website.
  - c. Planning and Information & Communication Technology Staff (PICTS) shall respond to queries and comments on the targets and accomplishments of their divisions/sections/units. The Help Desk may be a facility that is embedded in the DOST-PTRI website (<http://www.DOST-PTRI.dost.gov.ph/helpdesk>)
  - d. PMT shall respond to the PBIS-related issues and concerns raised by officials and employees of DOST-PTRI. Such may be incorporated in the functions of their Grievance Committee.
- 11.2 The DOST-PTRI Director shall designate the Chief, FAD as PBB Focal Person and Spokesperson.

## 12.0 INFORMATION AND COMMUNICATION

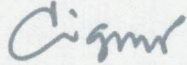
- 12.1 The DOST-PTRI Director shall confirm with the IATF the name, position and contact details (e-mail, landline, facsimile, cellular phone) of the DOST-PTRI PBB Focal/Spokesperson.
- 12.2 DOST-PTRI should strengthen its communications strategy and ensure transparency and accountability in the implementation of the PBB. It shall conduct general assembly to orient employees on the implementation of the FY 2020 PBB Guidelines.
- 12.3 DOST-PTRI shall maintain the following communication channels:
- a. DOST-PTRI Bulletin Board
  - b. DOST-PTRI Help Desk (<http://www.DOST-PTRI.dost.gov.ph/helpdesk>)
  - c. DOST-PTRI Email: [DOST-PTRI@DOST-PTRI.dost.gov.ph](mailto:DOST-PTRI@DOST-PTRI.dost.gov.ph) / [DOST-PTRIdost47@gmail.com](mailto:DOST-PTRIdost47@gmail.com)
  - d. DOST-PTRI Facebook: (<http://www.facebook.com/DOST-PTRIdost>)
  - e. PBB Focal Person Email : [citapulgo@DOST-PTRI.dost.gov.ph](mailto:citapulgo@DOST-PTRI.dost.gov.ph) / [cztapulgo@yahoo.com](mailto:cztapulgo@yahoo.com)



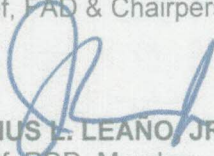
### 13.0 EFFECTIVITY

These Guidelines shall take effect immediately and a signed copy shall be posted on the DOST-PTRI website.

#### Performance Management Team:



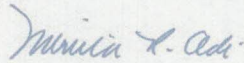
**CORAZON I. TAPULGO**  
Chief, FAD & Chairperson



**JULIUS E. LEANO, JR.**  
Chief, RDD, Member



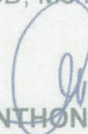
**MARNIE B. DONES**  
PO III, PICTS, Member



**MERLITA R. ODI**  
AO V, BTS, Member

on leave

**MAY S. RICO**  
Chief, TSD, Member

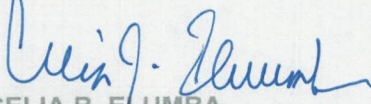


**MATT ANTHONY M. PAREJA**  
AO V, HRRMS, Member



**BOBBY E. AGANG**  
President, DOST-PTRIEA, Member

#### Approved by:



**CELIA B. ELUMBA**  
Director IV



**Master List of Departments/Agencies  
and Prescribed Delivery Units**

**A. DEPARTMENTS**

Department	Delivery Units
1. Office of the President	<ul style="list-style-type: none"> <li>• Office of the Executive Secretary*</li> <li>• Commissions</li> <li>• Centers</li> <li>• Technical and Staff Offices</li> <li>• Offices of Presidential Advisers/Assistants (<i>per area of concern</i>)</li> <li>• Offices with special concerns</li> </ul>
2. Office of the Vice-President	<ul style="list-style-type: none"> <li>• Office of the Chief of Staff (<i>including the Office of the Vice-President Proper and the Office of the Assistant Chief of Staff</i>)</li> <li>• Technical and Staff Offices</li> </ul>
3. Department of Agrarian Reform a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Council Secretariat</li> <li>• DAR Adjudication Boards</li> <li>• Services</li> <li>• Bureaus</li> <li>• Regional Offices</li> </ul>
4. Department of Agriculture a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• Bureaus</li> <li>• Regional Offices</li> <li>• SOCSKARGEN Area Development Project Office</li> <li>• Institutes (e.g., PRRI)</li> <li>• Centers (e.g., FDC)</li> </ul>
b. Agricultural Credit Policy Council	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Staff</li> <li>• Division</li> </ul>
c. Bureau of Fisheries and Aquatic Resources	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Technical and Support Services</li> <li>• Centers</li> <li>• Regional Units</li> </ul>
d. National Fisheries Research and Development Institute	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Centers</li> </ul>



Department	Delivery Units
e. National Meat Inspection Services	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Centers</li> </ul>
f. Philippine Carabao Center	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Division</li> <li>• Centers</li> </ul>
g. Philippine Center for Post-Harvest Development and Mechanization	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
h. Philippine Council for Agriculture and Fisheries	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
i. Philippine Fiber Industry Development Authority	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Offices</li> </ul>
5. Department of Budget and Management	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
b. Government Procurement Policy Board - Technical Support Office	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
c. Procurement Service	<ul style="list-style-type: none"> <li>• Office of the Executive Director* (including Internal Audit, Legal, and Corporate Planning Divisions)</li> <li>• Functional Groups</li> </ul>
6. Department of Education	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary* (including Early Childhood Care Development Council)</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Schools Division Offices</li> <li>• Schools and Learning Centers**</li> <li>• National Educators Academy of the Philippines</li> <li>• National Council for Children's Television</li> </ul>
b. Early Childhood Development Center	
c. National Book Development Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
d. National Council for Children's Television (identified as DU of the Office of the Secretary Proper)	

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Department	Delivery Units
e. National Museum	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
f. Philippine High School for the Arts	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Basic and Arts Education</li> <li>• Staff Divisions</li> </ul>
7. Department of Energy	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary* (including Investment Promotion Staff, Consumer Welfare and Promotion Staff, Public Affairs Staff and Internal Audit Division)</li> <li>• Services</li> <li>• Bureaus</li> <li>• Geographical Offices</li> </ul>
8. Department of Environment and Natural Resources	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
b. Environmental Management Bureau	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Central Office Divisions</li> <li>• Regional offices</li> </ul>
c. Mines and Geo-Sciences Bureau	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Central Office Divisions</li> <li>• Regional Offices</li> </ul>
d. National Mapping and Resource Information Authority	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Branches</li> </ul>
e. National Water Resources Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
f. Palawan Council for Sustainable Development Staff	<ul style="list-style-type: none"> <li>• Office of the Chairman* (including Office of the Executive Director)</li> <li>• Divisions</li> </ul>
9. Department of Finance	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• Offices</li> <li>• One-Stop Shop Center</li> </ul>
b. Bureau of Customs	<ul style="list-style-type: none"> <li>• Office of the Commissioner*</li> <li>• Services</li> <li>• Offices</li> </ul>
c. Bureau of Internal Revenue	<ul style="list-style-type: none"> <li>• Office of the Commissioner* (including Performance Evaluation)</li> </ul>

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Department	Delivery Units
	<i>Division)</i> <ul style="list-style-type: none"> <li>• Services</li> <li>• Revenue Data Centers</li> <li>• Revenue Regional Offices</li> </ul>
d. Bureau of Local Government Finance	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
e. Bureau of the Treasury	<ul style="list-style-type: none"> <li>• Office of the Treasurer of the Philippines*</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
f. Central Board of Assessment Appeals	<ul style="list-style-type: none"> <li>• Office of the Board*</li> <li>• Offices of the Hearing Officers</li> </ul>
g. Insurance Commission	<ul style="list-style-type: none"> <li>• Office of the Commissioner (<i>including Internal Audit Division</i>)</li> <li>• Services</li> <li>• District Offices</li> </ul>
h. National Tax Research Center	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Branches</li> </ul>
i. Privatization and Management Office	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Services</li> </ul>
j. Securities and Exchange Commission	<ul style="list-style-type: none"> <li>• Office of the Chairperson*</li> <li>• Sectoral Offices</li> <li>• Departments</li> <li>• Extension Offices</li> </ul>
10. Department of Foreign Affairs <ul style="list-style-type: none"> <li>a. Office of the Secretary</li> <li>b. Technical Cooperation Council of the Philippines</li> <li>c. UNESCO National Commission of the Philippines</li> <li>d. Foreign Service Institute</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Secretary* (<i>including Technical Cooperation Council of the Philippines, UNESCO National Commission of the Philippines</i>)</li> <li>• Technical and Support Offices</li> <li>• Embassies</li> <li>• Consulate General</li> <li>• Diplomatic Mission</li> <li>• Office of the Director General</li> <li>• Divisions</li> </ul>
11. Department of Health <ul style="list-style-type: none"> <li>a. Office of the Secretary (Proper)</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> </ul>

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Department	Delivery Units
a1. DOH-supervised Health Facilities	<ul style="list-style-type: none"> <li>Hospitals (including Special Hospitals, Medical Centers, and Treatment and Rehabilitation Centers)</li> </ul>
b. National Nutrition Council	<ul style="list-style-type: none"> <li>Office of the Executive Director*</li> <li>Central Office Divisions</li> <li>Regional Nutrition Offices</li> </ul>
12. Department of Human Settlements and Urban Development	<ul style="list-style-type: none"> <li>Office of the Secretary*</li> <li>Bureaus/Services/Offices</li> <li>Regional Offices</li> </ul>
a. Human Settlements Adjudication Commission	<ul style="list-style-type: none"> <li>Office of the Executive Commissioner*</li> <li>Services</li> <li>Regional Adjudication Branches</li> </ul>
13. Department of Information and Communications Technology	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>Office of the Secretary* (<i>including CIO Corps, Legislative Liaison Division, International Cooperation Division, Postal Regulation Division, and Information and Strategic Communications Division</i>)</li> <li>Services</li> <li>Bureaus</li> <li>Regional Offices</li> </ul>
b. Cybercrime Investigation and Coordination Center	<ul style="list-style-type: none"> <li>Office of the Executive Director* (<i>including the Legal Division</i>)</li> <li>Technical and Staff Offices</li> </ul>
c. National Privacy Commission	<ul style="list-style-type: none"> <li>Office of the Commissioner* (<i>including Office of the Director</i>)</li> <li>Technical and Staff Offices</li> </ul>
d. National Telecommunications Commission	<ul style="list-style-type: none"> <li>Office of the Commissioner* (<i>including Commission Secretariat, Broadcast Services Division, and Radio Spectrum Planning Division</i>)</li> <li>Branches</li> <li>Regional Offices</li> </ul>
14. Department of the Interior and Local Government	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>Office of the Secretary*</li> <li>Technical and Support Services</li> <li>Bureaus</li> <li>Regional Offices</li> </ul>
b. Bureau of Fire Protection	<ul style="list-style-type: none"> <li>Office of the Chief of the Fire Bureau*</li> <li>Technical and Support Services</li> <li>Regional Fire Stations</li> </ul>

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Department	Delivery Units
c. Bureau of Jail Management and Penology	<ul style="list-style-type: none"> <li>• Office of the Chief of the Jail Bureau*</li> <li>• Directorates</li> <li>• Jail Units by Region</li> </ul>
d. Local Government Academy	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
e. National Commission on Muslim Filipinos	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Office of the Director*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
f. National Police Commission	<ul style="list-style-type: none"> <li>• Office of the Commissioner*</li> <li>• Staff Services</li> <li>• Regional Offices</li> </ul>
g. National Youth Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman* (<i>including Office of the Executive Director</i>) Divisions</li> </ul>
h. Philippines Commission on Women	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
i. Philippine National Police	<ul style="list-style-type: none"> <li>• Office of the Chief PNP</li> <li>• Directorate</li> <li>• Support Units</li> <li>• Regional Police Operations</li> </ul>
j. Philippine Public Safety College	<ul style="list-style-type: none"> <li>• Office of the President*</li> <li>• Functional Groups</li> <li>• Institutes</li> <li>• Academy</li> <li>• College</li> </ul>
15. Department of Justice	
a. Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Technical and Support Services</li> </ul>
a.1 National Prosecution Service	<ul style="list-style-type: none"> <li>• Prosecution Staff*</li> <li>• City Prosecutor's Offices</li> <li>• Regional Prosecution Offices</li> </ul>
b. Bureau of Corrections	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Directorates</li> <li>• Prison and Penal Farms</li> </ul>
c. Bureau of Immigration	<ul style="list-style-type: none"> <li>• Office of the Commissioner* (<i>including board of Special Inquiry</i>)</li> <li>• Central Office Divisions</li> <li>• Airport/Sub-port Offices</li> </ul>

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Department	Delivery Units
d. Land Registration Authority	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Technical and Support Services</li> <li>• Regional Offices</li> </ul>
e. National Bureau of Investigation	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
f. Office of the Government Corporate Counsel	<ul style="list-style-type: none"> <li>• Office of the Government Corporate Counsel*</li> <li>• Administrative Unit</li> <li>• Sectoral Teams</li> </ul>
g. Office of the Solicitor General	<ul style="list-style-type: none"> <li>• Office of the Solicitor General*</li> <li>• Legal Divisions</li> <li>• Support Services</li> </ul>
h. Parole and Probation Administration	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Central Office Divisions</li> <li>• Regional Offices</li> </ul>
i. Presidential Commission on Good Government	<ul style="list-style-type: none"> <li>• Office of the Commissioner*</li> <li>• Technical and Support Services</li> </ul>
j. Public Attorney's Office	<ul style="list-style-type: none"> <li>• Office of the Chief Public Attorney*</li> <li>• Services</li> <li>• Regional Offices</li> <li>• District Offices</li> </ul>
16. Department of Labor and Employment	
a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• Bureaus</li> <li>• Regional Offices</li> <li>• Philippines Overseas Labor Offices</li> </ul>
b. Institute for Labor Studies	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
c. National Conciliation and Mediation Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Conciliation Mediation Branches</li> </ul>
d. National Labor Relations Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Office of the Executive Clerk of Court</li> <li>• Court Divisions</li> <li>• Regional Arbitration Boards/Branches</li> <li>• Sub-Regional Arbitration Boards/Branches</li> </ul>
e. National Maritime Polytechnic	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>

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Department	Delivery Units
f. National Wages and Productivity Commission	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Tripartite Wages and Productivity Boards</li> </ul>
g. Overseas Workers Welfare Administration	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Technical and Staff Offices</li> <li>• Regional Welfare Offices</li> <li>• Foreign Posts</li> </ul>
h. Philippine Overseas Employment Administration	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Branches</li> <li>• Technical and Staff Offices</li> </ul>
i. Professional Regulation Commission	<ul style="list-style-type: none"> <li>• Office of the Commissioner*</li> <li>• Services</li> <li>• Offices</li> <li>• Regional Offices/Extension Units</li> </ul>
17. Department of National Defense	
a. DND Proper (Office of the Secretary)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Support Services</li> </ul>
b. Armed Forces of the Philippines	
b.1 Philippine Army	<ul style="list-style-type: none"> <li>• Office of the Commanding General*</li> <li>• Commands</li> </ul>
b.2 Philippine Air Force	<ul style="list-style-type: none"> <li>• Office of the Commanding General*</li> <li>• Commands</li> </ul>
b.3 Philippine Navy	<ul style="list-style-type: none"> <li>• Office of the Flag Officer in Command*</li> <li>• Commands</li> </ul>
b.4 General Headquarters	<ul style="list-style-type: none"> <li>• Office of the Chief of Staff*</li> <li>• Commands</li> </ul>
c. Government Arsenal	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
d. National Defense College of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
e. Office of Civil Defense	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Services</li> <li>• Operation Center</li> <li>• Regional Offices</li> </ul>
f. Philippine Veterans Affairs Office (Proper)	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Services</li> </ul>

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Department	Delivery Units
g. Veterans Memorial Medical Center	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Medical Service</li> <li>• Administrative and Support Divisions</li> </ul>
18. Department of Public Works and Highways	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Unified Project Management Office</li> </ul>
19. Department of Science and Technology	
a. Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary* (<i>including International Technology Cooperation Unit, Science and Technology Foundation Unit, and Special Projects Division</i>)</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
b. Advanced Science and Technology Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
c. Food and Nutrition Research Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
d. Forest Products Research and Development Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
e. Industrial Technology Development Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
f. Metals Industry Research and Development Center	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
g. National Academy of Science and Technology	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
h. National Research Council of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
i. Philippine Atmospheric, Geophysical and Astronomical Services Administration	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Divisions</li> </ul>
j. Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
k. Philippine Council for Health Research and Development	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
l. Philippine Council for Industry, Energy and Emerging Technology Research and Development	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>

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Department	Delivery Units
m. Philippine Institute of Volcanology and Seismology	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
n. Philippine Nuclear Research Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
o. Philippine Science High School	<ul style="list-style-type: none"> <li>• Office of the Executive Director* (including Technical and Staff Divisions)</li> <li>• Campuses</li> </ul>
p. Philippine Textile Research Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
q. Science Education Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
r. Science and Technology Information Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
s. Technology Application and Promotion Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
20. Department of Social Welfare and Development	
a. Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• Bureaus</li> <li>• Regional Offices</li> </ul>
b. Council for the Welfare of Children	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
c. Inter-Country Adoption Board	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
d. Juvenile Justice and Welfare Council	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
e. National Council on Disability Affairs	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
21. Department of Tourism	
a. Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Offices</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Foreign Field Offices</li> </ul>
b. Intramuros Administration	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Divisions</li> </ul>
c. National Parks Development Committee	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>

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Department	Delivery Units
22. Department of Trade and Industry	
a. Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
b. Board of Investments	<ul style="list-style-type: none"> <li>• Office of the Governor*</li> <li>• Services</li> </ul>
c. Construction Industry Authority of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Board</li> <li>• Foundation</li> </ul>
d. Cooperative Development Authority	<ul style="list-style-type: none"> <li>• Office of the Chairman* (including the Office of the Executive Director, Planning Division, Finance Division, and Administrative Division)</li> <li>• Departments</li> <li>• Extension Offices</li> </ul>
e. Design Center of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
f. Intellectual Property Office	<ul style="list-style-type: none"> <li>• Office of Director General*</li> <li>• Bureaus</li> <li>• Services</li> </ul>
g. Philippine Trade Training Center	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
h. Technical Education and Skills Development Authority	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Technical and Staff Offices</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
23. Department of Transportation	
a. Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• DOT-CAR</li> <li>• DOT-CARAGA</li> </ul>
a.1 Land Transportation Office**	<ul style="list-style-type: none"> <li>• Central Office Divisions</li> <li>• Regional Offices</li> </ul>
a.2 Land Transportation Franchising and Regulatory Board**	<ul style="list-style-type: none"> <li>• Central Office Divisions</li> <li>• Regional Franchising and Regulatory Offices</li> </ul>
b. Civil Aeronautics Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
c. Maritime Industry Authority	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Services</li> <li>• Regional Offices</li> </ul>

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Department	Delivery Units
d. Office of Transportation Cooperatives	<ul style="list-style-type: none"> <li>• Office (e.g., STCWO)</li> <li>• Office of the Board Chairman (including Office of the Executive Director)*</li> <li>• Divisions</li> </ul>
e. Office for Transportation Security	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Services</li> </ul>
f. Philippine Coast Guard	<ul style="list-style-type: none"> <li>• PCG Headquarters</li> <li>• Coast Guard Districts</li> </ul>
g. Toll Regulatory Board	<ul style="list-style-type: none"> <li>• Office of the Board of Directors* (including Office of the Executive Director)</li> <li>• Divisions</li> </ul>
24. National Economic and Development Authority	
a. Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Staffs (Bureaus and Services)</li> <li>• Regional Offices</li> <li>• Secretariats (e.g., LEDAC Secretariat and PFMITF Secretariat)</li> </ul>
b. Commission on Population and Development	<ul style="list-style-type: none"> <li>• Office of the Executive Director* (including Internal Audit Unit)</li> <li>• Central Office Divisions</li> <li>• Regional Population Offices</li> </ul>
c. Philippine National Volunteer Service Coordinating Agency	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
d. Public-Private Partnership Center of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Executive Director* (including Corporate Planning and Development Division)</li> <li>• Services</li> </ul>
e. Philippine Statistical Research and Training Institute	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
f. Philippine Statistics Authority	<ul style="list-style-type: none"> <li>• Office of the National Statistician*</li> <li>• Services</li> <li>• Regional Statistical Offices</li> </ul>
g. Tariff Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman* (including Offices of the Service Directors)</li> <li>• Divisions</li> </ul>

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Department	Delivery Units
25. Presidential Communication Operations Offices	
a. Presidential Communications Operations Office (Proper)	<ul style="list-style-type: none"> <li>• Office of the Press Secretary*</li> <li>• Services</li> <li>• Media Research and Development Staff</li> <li>• Offices (e.g., FOI-PMO)</li> </ul>
b. Bureau of Broadcast Services	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
c. Bureau of Communications Services	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
d. National Printing Office	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
e. News and Information Bureau	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Presidential Press Staff</li> <li>• Philippine News Agency</li> </ul>
f. Philippine Information Agency	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Regional Information Centers</li> </ul>
g. Presidential Broadcast Staff – Radio Television Malacañang (RTVM)	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>

## B. CONSTITUTIONAL OFFICES AND OTHERS

Agency	Delivery Units
1. Civil Service Commission	<ul style="list-style-type: none"> <li>• Office of the Chairperson*</li> <li>• Technical and Staff Offices</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
2. Commission on Audit	<ul style="list-style-type: none"> <li>• Office of the Chairperson*</li> <li>• Technical and Staff Offices</li> <li>• Clusters</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
3. Commission on Human Rights	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Technical and Support Services</li> <li>• Field Operations</li> <li>• Field Units</li> </ul>
4. Office of the Ombudsman	
a. Office of the Ombudsman	<ul style="list-style-type: none"> <li>• Office of the Ombudsman*</li> <li>• Technical and Support Offices</li> <li>• Clusters</li> </ul>

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Agency	Delivery Units
b. Office of the Special Prosecutor	<ul style="list-style-type: none"> <li>• Office of the Special Prosecutor*</li> <li>• Bureaus</li> </ul>

### C. OTHER EXECUTIVE OFFICES

Agency	Delivery Units
1. Anti-Red Tape Authority	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Offices</li> <li>• Regional Field Offices</li> </ul>
2. Career Executive Service Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director</li> <li>• Divisions</li> </ul>
3. Climate Change Commission	<ul style="list-style-type: none"> <li>• Office of the Chairperson*</li> <li>• Divisions</li> </ul>
4. Commission on Filipinos Overseas	<ul style="list-style-type: none"> <li>• Office of the Chairman</li> <li>• Divisions</li> </ul>
5. Commission on Higher Education	<ul style="list-style-type: none"> <li>• Office of the Chairperson and the Commissioners*</li> <li>• Office of the Executive Director</li> <li>• Staff</li> <li>• Bureaus/Services/Offices</li> <li>• Regional Offices</li> <li>• Legal Education Board</li> <li>• UniFAST Board</li> </ul>
6. Commission on the Filipino Language	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Divisions</li> </ul>
7. Dangerous Drugs Board	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Technical and Support Offices</li> </ul>
8. Energy Regulatory Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman (<i>including the Internal Audit Division and the Office of the Executive Director</i>)*</li> <li>• General Counsel and Secretariat of the Commission</li> <li>• Services</li> </ul>
9. Fertilizer and Pesticide Authority	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
10. Film Development Council of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Chairman (<i>including the Office of the Executive Director</i>)*</li> <li>• Administrative and Finance Unit</li> <li>• Cinema Evaluation Board and Archive Unit</li> <li>• Festival and PFESO Unit</li> </ul>
11. Games and Amusement Board	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Divisions</li> <li>• Field Offices</li> </ul>
12. Governance Commission for Government-Owned or -Controlled Corporations	<ul style="list-style-type: none"> <li>• Office of the Chairman* (<i>including Strategy Management Division</i>)</li> <li>• Technical and Staff Offices</li> </ul>
13. Metropolitan Manila Development Authority	<ul style="list-style-type: none"> <li>• Office of the Chairman* (<i>including Council Secretariat, Management Information Staff and Public Affairs Staff</i>)</li> <li>• Office of the General Manager*</li> </ul>

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Agency	Delivery Units
	<ul style="list-style-type: none"> <li>• Services</li> <li>• Offices</li> </ul>
14. Mindanao Development Authority	<ul style="list-style-type: none"> <li>• Office of the Chairperson* (including Offices of the Executive Director and Directors)</li> <li>• Divisions</li> <li>• Area Management Offices</li> </ul>
15. Movie and Television Review and Classification Board	<ul style="list-style-type: none"> <li>• Office of the Chairman</li> <li>• Office of the Executive Director</li> <li>• Divisions</li> </ul>
16. National Anti-Poverty Commission	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Technical and Support Services</li> </ul>
17. National Commission for Culture and the Arts (Proper)	<ul style="list-style-type: none"> <li>• Office of the Chairman (including the Office of the Executive Director)*</li> <li>• Divisions</li> </ul>
18. National Historical Commission of the Philippines (National Historical Institute)	<ul style="list-style-type: none"> <li>• Office of the Commission Chairman*</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
19. National Library of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
20. National Archives of the Philippines (formerly Records Management and Archives Office)	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Regional Archival Networks</li> </ul>
21. National Commission on Indigenous Peoples	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Office of the Executive Director*</li> <li>• Technical and Support Offices</li> <li>• Regional Offices</li> </ul>
22. National Intelligence Coordinating Agency	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Directorates</li> <li>• Regional Offices</li> </ul>
23. National Security Council	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Technical and Support Units</li> </ul>
24. Office of the Presidential Adviser on the Peace Process	<ul style="list-style-type: none"> <li>• Office of the Presidential Adviser*</li> <li>• Technical and Support Services</li> </ul>
25. Optical Media Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
26. Philippine Competition Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman* (including Office of the Executive Director)</li> <li>• Technical and Staff Offices</li> </ul>
27. Philippine Drug Enforcement Agency	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Support Services</li> <li>• Technical Offices</li> <li>• Regional Offices</li> </ul>
28. Philippine Racing Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman* (including Office of the Executive Director)</li> <li>• Divisions</li> </ul>
29. Philippine Sports Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman/Commission Members*</li> <li>• Office of the Executive Director</li> <li>• Services</li> </ul>
30. Presidential Commission for the	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> </ul>

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Agency	Delivery Units
Urban Poor	<ul style="list-style-type: none"> <li>• Divisions</li> </ul>
31. Presidential Legislative Liaison Office	<ul style="list-style-type: none"> <li>• Office of the Legislative Adviser*</li> <li>• Liaison Offices</li> <li>• Divisions</li> </ul>
32. Presidential Management Staff	<ul style="list-style-type: none"> <li>• Office of the PMS Head</li> <li>• Services</li> <li>• Technical and Staff Offices</li> </ul>

#### D. STATE UNIVERSITIES AND COLLEGES

Agency	Delivery Units
1. Colleges	<ul style="list-style-type: none"> <li>• Office of the President*</li> <li>• Services</li> <li>• Campuses (with Charter)</li> <li>• Colleges (with CHED accreditation)</li> </ul>
2. Universities	<ul style="list-style-type: none"> <li>• Offices of the President*</li> <li>• Services</li> <li>• Campuses (with Charter)</li> <li>• Colleges (with CHED accreditation)</li> </ul>

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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. Isabelia 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

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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

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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
69. Biliran Province 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**

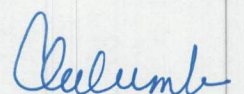
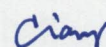
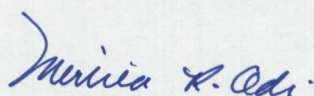
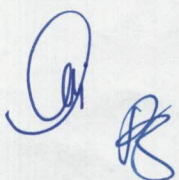
87. Davao del Norte State College
88. Davao del Sur State College
89. Davao Oriental State College of Science and Technology
90. Southern Philippines Agri-Business, Marine and Aquatic School of Technology
91. University of Southeastern Philippines
92. Compostela Valley State College

#### **Region XII**

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

#### **CARAGA**

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





**BARMM**

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

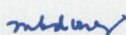
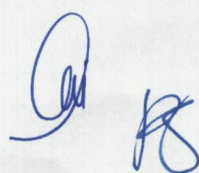
**NCR**

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

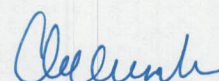
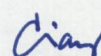
**Note:**

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

\*\* Agencies to be treated separately from their mother departments for the purpose of rating and ranking



Marina K. Odi.



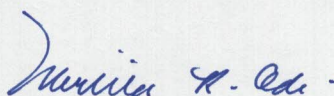
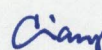
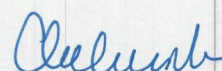


## GUIDELINE ON TRANSPARENCY SEAL

- a. 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.**
- b. The following are the required documents pursuant to Section 106 of the General Provisions of the FY 2019 General Appropriations Act (GAA):
  - I. **Agency's mandate and functions; names of its officials with their position and designation, and contact information;**
  - II. **Annual Financial Reports** (whole year/as of December end of the year/4th Quarter. Incomplete or non-cumulative will not be counted)
    - *For National Government Agencies (NGA)/State Universities and Colleges (SUCs)*
      - 2016-2020 FAR No. 1: SAAOBDB (Statement of Statement of Appropriations, Allotments, Obligations, Disbursements and Balances as of December YEAR)
      - 2016-2020 Summary Report on Disbursements
      - 2016-2020 BAR No. 1 - Quarterly Physical Report of Operations/Physical Plan
      - 2016-2020 FAR No. 5 - Quarterly Report on Revenue and Other Receipts
      - 2016-2020 Financial Plan (Detailed Statement of Current Year's Obligations, Disbursements and Unpaid Obligations)
    - *Government-Owned and Controlled Corporations (GOCCs)/Local Water Districts (LWDs)*
      - 2016-2020 Annual Report
      - 2020 Financial Statement
  - III. **DBM Approved Budget and Corresponding Targets for FY 2020.**  
Budget for FY 2020  
GAA targets for FY 2020
  - IV. **Projects, Programs and Activities, Beneficiaries, and Status of Implementation for FY 2020. (indicate if not applicable)**  
Projects, Programs 2020  
Beneficiaries 2020  
Status of Implementation 2020
  - V. **FY 2020 Annual Procurement Plan (FY 2020 APP non-CSE), Indicative FY 2021 APP non-CSE; and FY 2021 APP for Common-Supplies and Equipment (FY 2021 APP CSE).**

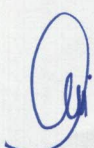

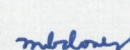
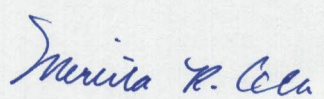
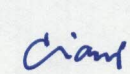
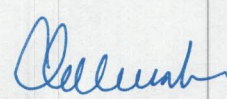


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- VI. **QMS Certification of at least (1) one core process by any of the certification bodies (CB)** accredited by the International Accreditation Forum (IAF) members. Preferably, the CB is accredited by the Philippine Accreditation Bureau, Department of Trade and Industry, which is an IAF member and recognized national accreditation body in the Philippines. The ISO 9001:2015 QMS Certification/Recertification or equivalent certifications/attestation must be valid as of December 31, 2020 and must be posted not later than **December 31, 2020**.
- VII. **System of Ranking Delivery Units for FY 2020 PBB** should be cascaded to all employees, and posted in the TS page not later than **October 1, 2020**. 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.
- VIII. **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, 2020**.
- IX. **Updated People's Freedom to Information (FOI) Manual** signed by the Head of Agency, **Agency Information Inventory, 2020 FOI Registry, and 2020 FOI Summary Report** should be posted not later than **January 29, 2021**.
- c. The links to the documents should open in a **new tab/page for preview with option to download**. Do not auto-download the files. The following are the prescribed formats:
- a. New page/section in the website (No pdfs, xls, jpgs etc.): Items I (Mandate, directory)
  - b. XLS. or PDF for Items II, III, IV and V. (Open in the 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)
- d. Post the documents in the prescribed order as indicated in this guideline for easier validation and checking.
- e. **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.



FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGEN

CY: \_\_\_\_\_

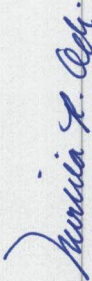
STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES																
NAME OF SERVICE <sup>1</sup>	NUMBER OF STEPS		TURNAROUND TIME (TAT)		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COSTS				SUBSTANTIVE COMPLIANCE COST		CITIZEN/CLIENT SATISFACTION RESULTS	
	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORTS IN FY 2020	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORTS IN FY 2020	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORTS IN FY 2020	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORTS IN FY 2020	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORTS IN FY 2020	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORTS IN FY 2020	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORTS IN FY 2020	TARGET IN FY 2020	STATUS OF STREAMLINING EFFORTS IN FY 2020
Frontline Services																
Name of Service 1																
Name of Service 2																
Name of Service 3																
Non-frontline Services																
Name of Service 1																
Name of Service 2																
Name of Service 3																

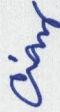
Prepared by: \_\_\_\_\_  
Name of Officer / Designation / Date

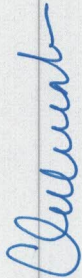
Approved by: \_\_\_\_\_  
Department Secretary/Agency Head/ Date

<sup>1</sup> Departments/agencies may add rows as needed.











LIST OF FY 2020 DIGITIZATION INITIATIVES

As stated in Section 5.2.1, agencies should report their digitization initiatives, development of online transactions, and/or contactless transactions in FY 2020. Please match the titles or names of the services in Forms A/A1 and in the list below.

If the department/agency has already launched digitization initiatives or efforts prior to FY 2020, kindly report the status if these are still existing or currently implemented. Departments/agencies may also report the modifications or enhancements done with these initiatives.

Total Number of Services with Digitization Initiatives	Example: two (2) services
Frontline Services	1
Non-frontline Services	1

Type	Service/s	Digitization Initiative/s*
Frontline	Example: 1.Passport application	Example: Online application using the platform found in the department's website.  Online payment through the department's website and/or other online payment facilities.

Prepared by: \_\_\_\_\_  
Name of Officer / Designation / Date

Approved by: \_\_\_\_\_  
Department Secretary/Agency Head/ Date

\*Departments/agencies may add rows as needed.

*[Signature]*

*Monica K. Adi*

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*[Signature]*



**GUIDELINES IN ACCOMPLISHING  
FORM A1 – DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

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

Row 2. Indicate the **name of the critical government service**. This form is used to present each of the critical government services. Departments/agencies shall reproduce this form based on the number of critical government services that the department/agency provides. (*Example: Business Enterprise Registration, Accreditation and Licensing Service, Provision of Technical Assistance, Application for Claims and Benefits, Conduct of Research for Stakeholders, Production of Information, Education and Communication Materials, Request for Status of Reports*).

For agencies under Program NEHEMIA priority sectors, kindly indicate if the service is a NEHEMIA commitment or contributory to NEHEMIA commitments/targets, for easy reference.

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

Column 4. Identify the **client/customer(s)** who avail the critical government service/s declared by the agency.

Column 5. Report the **number of client/customer(s)** who availed the critical government service in FY 2020. If there are variations of the service, indicate the disaggregated data on the number of clients/customers for FY 2020.

Column 6. Report the **volume of transactions** for FY 2020 for the critical government service. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2020.

Column 7. The department/agency shall indicate the status of each criterion<sup>5</sup> as of FY 2019, under each government service (frontline and non-frontline).

1. **Number of Steps**
2. **Turnaround Time (TAT)**
3. **Number of Signatures**
4. **Number of Required Documents**
5. **Transaction Costs**
  - 5.1 Primary Transaction Cost
  - 5.2 Other Transaction Cost/s
6. **Substantive Compliance Costs**
7. **Citizen/Client Satisfaction Results**

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<sup>5</sup> Definitions based on JMC No. 2019-001- Implementing Rules and Regulations (IRR) on RA #11032.

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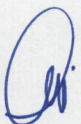
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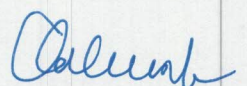
- Column 8. Report agency target in FY 2020 by the department/agency in each criteria of the government service (frontline and non-frontline).
- Column 9. Report FY 2020 streamlining efforts accomplished by the department/agency in each criteria of the government service (frontline and non-frontline).
- Column 10. In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the remarks column. The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.



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Chant



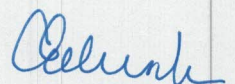
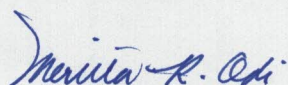
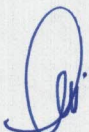


3. The date when the Citizen's or Service Charter was updated.

IV. **Other Cross-Cutting Requirements**

Indicate the following:

1. The date when the SALN Review and Compliance Procedure was posted in the TS page.
2. The required dates for the compliance with FOI program.
3. The date when the Agency's System of Ranking Delivery Units was posted in the TS page.





FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

(1) NAME OF AGENCY:	
(2) NAME OR SERVICE <sup>1</sup> :	
(3) RESPONSIBLE/PROCESSING UNITS:	

(4) IDENTIFIED CLIENT/CUSTOMER(S)	(5) NUMBER OF CLIENT VISITS IN FY 2020	(6) VOLUME OF TRANSACTIONS IN FY 2020

(Note: Data for the tables can be provided in a separate sheet)

<sup>1</sup> For agencies under Program NEHEMIA priority sectors, kindly indicate if the service is a NEHEMIA commitment or contributory to NEHEMIA commitments/targets, for easy reference.





CRITERIA	STATUS AS OF FY 2019 (7)	TARGET IN FY 2020 (8)	FY 2020 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps				
2. Turnaround Time (TAT) <sup>2</sup>				
3. Number of Signatures <sup>3</sup>				
4. Number of required Documents <sup>4</sup>				
5. Transaction Costs				
5.1 Primary transaction costs/fees				
5.2 Other transaction costs				
6. Substantive Compliance Costs				
7. Client/Citizen Satisfaction Results				

Prepared by: \_\_\_\_\_

Name of Officer / Designation / Date

Approved by: \_\_\_\_\_

Department Secretary/Agency Head/ Date

<sup>2</sup> Follow R.A. 11032 – 3 working days (simple), 7 (complex), and 20 (highly technical) and/or lower than the FY 2019 status.

<sup>3</sup> Follow R.A. 11032 - reduce to three (3) signatures, including initials.

<sup>4</sup> Reduction of required documents, OR simplification of forms

\*If applicable to the service.

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*Di*

*Chay*

*Munira R-Adi.*



# GUIDELINES IN ACCOMPLISHING FORM A1 – DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

- Row 1. Indicate the **name of the department/agency**.
- Row 2. Indicate the **name of the critical government service**. This form is used to present each of the critical government services. Departments/agencies shall reproduce this form based on the number of critical government services that the department/agency provides. (*Example: Business Enterprise Registration, Accreditation and Licensing Service, Provision of Technical Assistance, Application for Claims and Benefits, Conduct of Research for Stakeholders, Production of Information, Education and Communication Materials, Request for Status of Reports*).
- For agencies under Program NEHEMIA priority sectors, kindly indicate if the service is a NEHEMIA commitment or contributory to NEHEMIA commitments/targets, for easy reference.
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- Column 6. Report the **volume of transactions** for FY 2020 for the critical government service. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2020.
- Column 7. The department/agency shall indicate the status of each criterion<sup>5</sup> as of FY 2019, under each government service (frontline and non-frontline).
1. ***Number of Steps***
  2. ***Turnaround Time (TAT)***
  3. ***Number of Signatures***
  4. ***Number of Required Documents***
  5. ***Transaction Costs***
    - 5.1 Primary Transaction Cost
    - 5.2 Other Transaction Cost/s
  6. ***Substantive Compliance Costs***
  7. ***Citizen/Client Satisfaction Results***

<sup>5</sup> Definitions based on JMC No. 2019-001- Implementing Rules and Regulations (IRR) on RA #11032.

*[Signature]*

*[Signature]*

*Marcia K. Adi*

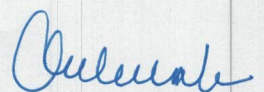
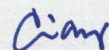
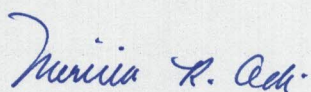
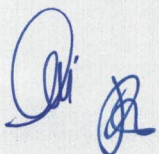
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- Column 8. Report agency target in FY 2020 by the department/agency in each criteria of the government service (frontline and non-frontline).
- Column 9. Report FY 2020 streamlining efforts accomplished by the department/agency in each criteria of the government service (frontline and non-frontline).
- Column 10. In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the remarks column. The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.





## GUIDE FOR CONDUCTING CITIZEN/CLIENT SATISFACTION SURVEYS

### Rationale

The AO25 IATF aims to continually achieve a government-wide improvement through seamless public service delivery. In achieving this, Service Quality Standards (SQS) in delivering critical services, doing business with the government, industries, various sectors, and the citizens must be institutionalized across all government agencies.

Measuring and reporting the satisfaction level of citizens/clients that were served in FY 2020 is vital in ensuring that these standards are attained. For FY 2020 PBB, departments/agencies should report the fulfillment of their services through a **Citizen/Client Satisfaction Survey (CCSS)** report. This shall generate verifiable data and tangible evidence to assist agencies determine the effectiveness of implemented streamlining and process improvements through identified indicators or service dimensions that were identified by the agencies and their citizen/clients served. Further, this could guide departments/agencies to identify areas and processes to be refined.

Following the guide below, departments/agencies should submit their CCSS report based on:

#### 1. **Data Gathering Methods**

The agency should indicate the data collection methodology/ies deemed as the most efficient and effective way of gathering citizen/client feedback.

#### 2. **Respondent Criteria**

The set characteristic of the respondent/s must be clearly identified by the departments/agencies to properly represent the citizens/clients served for each service, and to collect accurate data.

#### 3. **Survey Sampling Coverage**

Departments/agencies should ensure that the sampling coverage of the CCSS would be able to represent the entire population of its citizens/clients served. If a sampling frame does not contain all the units in the target population, then there is under coverage of the population. If the frame contains duplicate units or other units beyond those contained in the population, then there is over coverage.

The total sample respondents will be compared with the data on the total citizen/clients served provided by the agency for statistical comparability.

#### 4. **Sampling Procedure**

A systematic random sampling is the preferred sampling procedure. Due to budget and time constraints, departments/agencies may set a limit on the sample size of the CCSS.

Depending on the number of citizens/clients served per service, the preferred sample size per type of citizen/client served are as follows:

- a. 500 for nationwide coverage - MOE of +/- 4.3% at 95% confidence level
- b. 300 for area-specific coverage - MOE of +/-5.6/ at 95% confidence level



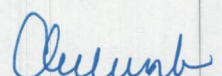
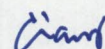
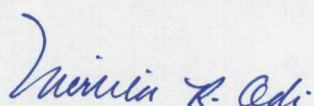
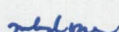
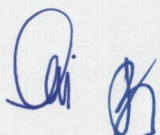
- c. 100 for served citizen/client type with the small universe or when the number of the total primary citizen/client served is not enough to reach at least a sample size of  $n=300$  for the survey - MOE of  $\pm 9.8\%$  at 95% confidence level

For services with less than 100 citizens/clients served, the administration of the survey to **all** citizens/clients served is recommended.

#### 5. Survey Instrument/Questionnaire

Departments/agencies should develop survey instruments fit for each of its services. A lean and harmonized measurement tool for citizen/client satisfaction may be used. Government agencies can customize their tool for relevance and effectiveness and for measuring the satisfaction level and progress over time to sustain continuous organizational and service delivery improvement. The CCSS must capture the total citizen/client experience, expectations, and satisfaction in the delivered public service with the following service quality dimensions:

- a. **Responsiveness** – the willingness to help, assist, and provide prompt service to citizens/clients and/or businesses.
- b. **Reliability (Quality)** – the provision of what is needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate.
- c. **Access & Facilities** – the convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology.
- d. **Communication** – the act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback.
- e. **Costs** – the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service.
- f. **Integrity** – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients and businesses.
- g. **Assurance** – the capability of frontline staff/s to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
- h. **Outcome** – the rate in terms of achieving outcomes or realizing the intended benefits of government services.



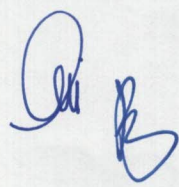
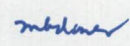


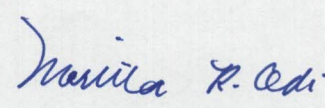
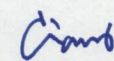
A **10-point Likert scale** shall be used for the rating of respondents' satisfaction with the service.

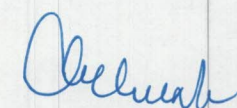
**Sample satisfaction scale:**

Numerical Scale	Adjectival Scale	Spectrum	Explanation
10	Very Satisfied	Positive	Performance of the department/agency meets and exceeds the needs and expectations for the benefit of the citizens/clients served. The service was provided with a few minor problems or none at all. If there were few minor problems, a corrective action might have already taken place which is deemed highly effective.
9			
8	Satisfied		Performance of the department/agency meets the minimum expectations of the citizens/clients served. The service was provided with a few minor problems or none at all. If there were few minor problems, a corrective action might have already taken place which is deemed highly effective.
7			
6	Neither Satisfied nor Dissatisfied	Neutral	This is the midpoint in which the respondents cannot truly pick a side in the spectrum. However, this does not mean that the respondents have no opinion or do not know. Performance of the department/agency neither meets nor does not meet the minimum expectations of the citizens/clients served.
5			
4	Dissatisfied	Negative	Performance of the department/agency does not meet the minimum expectations of the citizens/clients served. There are several elements or aspects in the department/agency's service that reflects a problem for which the department/agency has not yet identified corrective actions. If there were corrective actions, then the action is perceived by the citizens/clients as ineffective or has not been fully implemented to be effective.
3			
2	Very Dissatisfied		Performance of the department/agency does not meet most or did not meet any of the expectations of the citizens/clients served. There are a number of elements or aspects in the department/agency's service that reflects a serious problem for which the department/agency has not yet identified corrective actions. If there were corrective actions, then the action is perceived by the citizens/clients served as very ineffective or has totally been disregarded.
1			

For a deeper understanding of citizen/client perception of agency services, the departments/agencies may opt to include questions pertaining to the importance of attributes or agreements to statements. Similarly, a **5-point Likert scale** shall be used depending on the question asked.





Sample scale for questions on the importance of attributes:

Numerical Scale	Adjectival Scale	Spectrum	Explanation
10	Most Important	Positive	These are the service attributes that the citizens/clients considered as the most important. The department/ agency should focus on these attributes and aspects of public service delivery which will have the most impact on the citizens/clients' satisfaction.
9			
8	Important		These are the service attributes that the citizens/clients considered as important. The department/ agency should focus on these attributes and aspects of public service delivery which will have more impact on the citizens/clients' satisfaction.
7			
6	Neither Important nor Unimportant	Neutral	These are the service attributes that the citizens/clients considered as neither important nor unimportant. The department/ agency may or may not focus on these attributes and aspects of public service delivery which do not necessarily provide positive impact on the citizens/clients' satisfaction.
5			
4	Unimportant	Negative	These are the service attributes that the citizens/clients considered as unimportant. The department/ agency should not focus on these attributes and aspects of public service delivery which have no impact on the citizens/clients' satisfaction.
3			
2	Least Important		These are the service attributes that the citizens/clients considered as the least important. The department/ agency should not focus on these attributes and aspects of public service delivery which have the least impact on the citizens/clients' satisfaction.
1			

Sample scale for questions on the agreement to statements:

Strongly Disagree		Disagree		Neither Agree or Disagree		Agree		Strongly Agree	
1	2	3	4	5	6	7	8	9	10

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6. **Data Analysis**

The results of the survey shall be analyzed by service and by service quality dimension applicable to the service. There shall also be an overall rating agency rating by service quality dimension and an overall Citizen/Client Satisfaction Score.

Service Quality Dimension	By Critical Service	Overall Service
1. Responsiveness		
2. Reliability (Quality)		
3. Access & Facilities		
4. Communication		
5. Costs		
6. Integrity		
7. Assurance		
8. Outcome		
Overall Score		

Other segments that may be included in the analysis are:

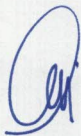
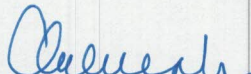
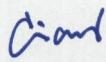
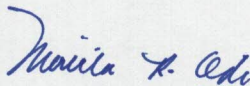
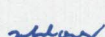

- By type of citizen/client served:
  - General Public
  - Government Employees
  - Businesses/Organizations
- By area (depending on the area coverage):
  - Total Luzon
  - Total Visayas
  - Total Mindanao
- By region/field office
- Respondent profile
  - Gender
  - Age/Age Group

Service improvement shall also be drawn from the result of the survey and appropriate action plan should be identified. Furthermore, the results of the 2020 survey should be compared to the CCSS results of 2019 for continuity, as appropriate. Results of improvement action plans identified in 2019 should also be incorporated in the CCSS report to measure the effectiveness of the action plans.

7. **Agency Best Practice Report**

In further incentivizing excellence among national government agencies, the AO25 would like to track and recognize best practices implemented in the government. The showcase of these best practices would not only highlight the efforts of the agencies in making their services better, but would also contribute in assisting and influencing other agencies to develop similar initiatives which could be implemented, replicated, and/or enhanced.

For FY 2020 PBB, departments/agencies are required to submit one (1) best practice in service quality or productivity conducted in FY 2020 which represents the following Thematic Areas:



a. **Citizen-centric service**

Focused on achieving citizen/client satisfaction and considers their feedback as the main basis of providing improved public service. Developments can cover total citizen/client experience in availing of their services through streamlined processes, ease of doing business, and improved turnaround time. This best practice was able to attain not just the quantity, but the quality of the service and should promote excellence in achieving a greater impact to the targeted sectors and stakeholders.

b. **Institutionalized performance management**

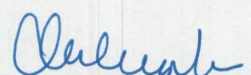
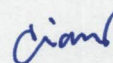
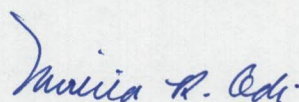
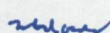
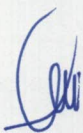
Carried out productivity and performance management culture in the department/agency as well as its employees, through the utilization of its resources, performance management tools, and measurement. This best practice was able to improve the department/agency's organizational effectiveness in the delivery of its services.

c. **Innovative and relevant**

Applied to the agency's critical or frontline services that catered to the needs of the citizens and its clients efficiently. It should be able to encourage other agencies to provide service quality and improve productivity through innovative processes, tools, and/or products. This best practice was able to promote an innovative whole-of-government approach to public sector productivity.

Information to be provided should include:

1. Title of best practice in service quality or productivity conducted in FY 2020
2. Department/Agency
3. Delivery Unit Responsible
4. Best Practice Thematic Area
5. Summary of Practice/Initiative
6. Background and Problem
7. Milestones/ Results





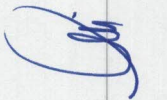

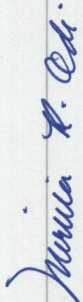
MODIFIED FORM A - PERFORMANCE REPORT FOR STATE UNIVERSITIES AND COLLEGES (SUCs)

I. BUDGET UTILIZATION RATE FORM FOR STATE UNIVERSITIES AND COLLEGES INCLUDING EARMARKED INCOMES

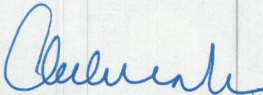
(In Thousand Pesos)

NAME OF SUC:	NATURE OF RECEIPTS	FUNDING SOURCE CODE	SOURCE OF REVENUE	LEGAL BASIS	NATURE OF EXPENDITURES	AMOUNT IN P'000						2019 Budget Utilization Rate	2020 Budget Utilization Rate
						2019 ACTUAL			Cash Balance as of Dec. 31, 2019	2020 PROGRAM			
						Receipt	Total Receipts as of Dec. 31, 2019	Expenditure		Receipt	Total Receipts as of Dec. 31, 2020		
	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, 2019 shall be equivalent to the Cash Balance as of December 31, 2018 plus 2019 Actual Receipt minus 2019 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 A - FOR STATE UNIVERSITIES AND COLLEGES  
BUREAUS/OFFICE PERFORMANCE REPORT

NAME OF SUC: \_\_\_\_\_

FY 2020 PREXC Performance Indicators (1)	FY 2020 Target (2)	FY 2020 Actual Achievement (3)	Accomplishment Rate (4)	Remarks (5)
I. Higher Education Program				
Output 1				
Output 2				
Outcome 1				
Outcome 2				
II. Advance Higher Education Program				
Output 1				
Output 2				
Outcome				
III. Research Program				
Output 1				
Output 2				
Outcome				
IV. Extension Program				
Output 1				
Output 2				
Output 3				
Outcome				

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V. Custodial Care Program				
Output 1				
Output 2				
Outcome				
VI. Hospital Care Program				
Output 1				
Output 2				

\* SUCs may add rows as needed

Prepared By:

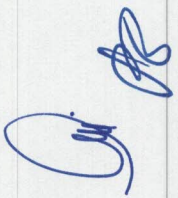
Reviewed and Endorsed for Approval:

\_\_\_\_\_  
 Planning Officer
 \_\_\_\_\_  
 Vice President
 \_\_\_\_\_  
 Date
 \_\_\_\_\_  
 Date

Approved By:

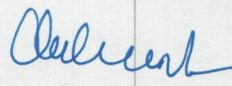
\_\_\_\_\_  
 Budget Officer
 \_\_\_\_\_  
 President
 \_\_\_\_\_  
 Date

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MODIFIED FORM A - 1 FOR STATE UNIVERSITIES AND COLLEGES  
BUREAUS/OFFICE PERFORMANCE REPORT

NAME OF SUC: \_\_\_\_\_

PREXC Performance Indicators (1)	Responsible Bureaus / Delivery (2)	FY 2020 Target (3)	FY 2020 (4)	Remarks (5)
I. Higher Education Program				
Output 1	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Output 2	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Outcome 1	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Outcome 2	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
II. Advance Higher Education Program				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
III. Research Program				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
IV. Extension Program				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Output 3	Delivery Unit n			
Outcome	Delivery Unit n			

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V. Custodial Care Program			
Output 1	Delivery Unit n		
Output 2	Delivery Unit n		
Outcome	Delivery Unit n		
VI. Hospital Care Program			
Output 1	Delivery Unit n		
Output 2	Delivery Unit n		

\* SUCs may add rows as needed

Prepared By:

Planning Officer

Date

Vice President

Date

Budget Officer

Date

Approved By:

President

Date

Reviewed and Endorsed for Approval:

*[Signature]*

*[Signature]*

*[Signature]*

*[Signature]*

*[Signature]*



## 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 January 1, 2020 to December 31, 2020, including the Early Procurement of FY 2020 Non-CSE items. Certificate of compliance to PhilGEPS is no longer necessary.

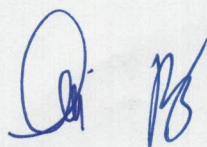
Departments/Agencies should track their status through **PhilGEPS** microsite: <https://data.philgeps.gov.ph/pbbweb/pbbwebapp.aspx>.

Departments/Agencies should ensure that the status of notices in the PhilGEPS System for all transactions for the period January 1, 2020 to December 31, 2020, including the Early Procurement of FY 2020 Non-CSE items, is **updated** on or before **January 31, 2021**. *Failed or cancelled bid status should still be updated in PhilGEPS.*

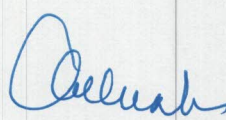
If the agency is unable to update the system or post the BAC Resolution, Notices of Award/Bid Results, Actual Approved/Awarded Contracts and Notices to Proceed/Purchase Orders for public bidding transactions above one million (P1,000,000) in the PhilGEPS due to factors that are outside the control of 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, 2021. 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	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 <a href="mailto:ao25secretariat@dap.edu.ph">ao25secretariat@dap.edu.ph</a> .
Closed	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 <a href="mailto:ao25secretariat@dap.edu.ph">ao25secretariat@dap.edu.ph</a> .
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 <a href="mailto:ao25secretariat@dap.edu.ph">ao25secretariat@dap.edu.ph</a> .
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 <a href="mailto:ao25secretariat@dap.edu.ph">ao25secretariat@dap.edu.ph</a> .



Merita R. Adi  
Chair

  
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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](mailto: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 \_\_\_\_ 2020 at (City/Municipality), Philippines.

Signed by:

Noted by:

\_\_\_\_\_

BAC Chair

\_\_\_\_\_

Head of Procuring Entity

Date:

Date:

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Form 1.0 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, 2020 _____
1.4 Total No. of Officials and Employees Entitled to PBB _____
1.5 Total Amount Required for Payment of PBB PHP _____

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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 2020	Amount of PBB

Ranking	Names of Bureaus/ Offices/Attached Agencies/ Delivery Units	Rate of Accomplishment of Targets (in %)	List of Employees				Amount of PBB
			Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2020	
2.1 Best (10%)	Delivery Unit 1						
	Delivery Unit 2						
TOTAL BEST							
2.2 Better (25%)	Delivery Unit 1						
	Delivery Unit 2						
TOTAL BETTER							

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*Martin K. Cal.*

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Ranking	Names of Bureaus/ Offices/Attached Agencies/ Delivery Units	Rate of Accomplishment of Targets (in %)	List of Employees				Months in service in 2020	Amount of PBB	
			Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary				
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							

*[Signature]* *[Signature]* *Murcia R. Ad.*

*[Signature]*

*[Signature]*




2.7 Did not submit SPMS Forms	Delivery Unit 1					
	Delivery Unit 2					
			TOTAL			

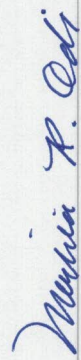
Head of HR

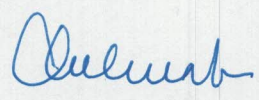
Department Agency Head

Date:

Date:


  
G. B. Craig


  
Mervin K. Odi


  
Mervin K. Odi



GUIDELINE/MECHANICS IN RANKING OFFICES/DELIVERY UNITS  
FOR THE GRANT OF FY 2020 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, 2020.

*[Signature]* *[Signature]* *Muruli K. Reddy* *[Signature]*



## List of Agencies under Priority Sectors or Program NEHEMIA<sup>1</sup>

### I. Common Tower -

1. Department of Information and Communications Technology (DICT), Chair
2. Civil Aviation Authority of the Philippines (CAAP)
3. Department of Agrarian Reform (DAR)
4. Department of Environment and Natural Resources (DENR)
5. Department of the Interior and Local Government (DILG)
6. Department of Health (DOH)
7. Department of Labor and Employment (DOLE)
8. Department of Public Works and Highways (DPWH)

### II. Socialized Housing -

1. Department of Human Settlement and Development (DHSUD), Chair
2. Department of Agriculture (DA)
3. Department of Agrarian Reform (DAR)
4. Department of Environment and Natural Resources (DENR)
5. Department of the Interior and Local Government (DILG)
6. Land Registration Authority (LRA)

### III. Food and Pharmaceuticals -

1. Department of Health (DOH), Chair
2. Department of the Interior and Local Government (DILG)
3. Department of Trade and Industry (DTI)
4. Food and Drug Administration (FDA)
5. Securities and Exchange Commission (SEC)

### IV. Logistics -

1. Department of Transportation (DOTr), Chair
2. Bureau of Internal Revenue (BIR)
3. Bureau of Customs (BOC)
4. Department of the Interior and Local Government (DILG)
5. Department of Trade and Industry (DTI)
6. Land Transportation Franchising and Regulatory Board (LTFRB)
7. Philippine Drug Enforcement Agency (PDEA)
8. Philippine National Police (PNP)
9. Philippine Ports Authority (PPA)
10. Securities and Exchange Commission (SEC)

### V. Power -

1. Department of Energy (DOE), Chair
2. Department of Agriculture (DA)
3. Department of Agrarian Reform (DAR)
4. Department of Environment and Natural Resources (DENR)
5. Department of Information and Communications Technology (DICT)
6. Energy Regulation Commission (ERC)
7. National Commission on Indigenous Peoples (NCIP)
8. National Water Resources Board (NWRB)

<sup>1</sup> Based on the provided list of the Anti-Red Tape Authority (ARTA) as of April 16, 2020.

Maria A. Adi



**CERTIFICATION**  
**Undertaking of Early Procurement Activities (EPA)**

I hereby certify that **(NAME OF PROCURING ENTITY)** has [successfully / not successfully] undertaken Early Procurement Activities for at least **(50%)** of the value of eligible Procurement Projects based on the agency's Indicative Annual Procurement Plan/s consistent with the National Expenditure Plan for Fiscal Year 2021 in the following amounts:

Description <sup>1</sup>	Total Amount (in PhP)
a. Total Amount in Indicative APP	
b. Less: Exclusions <sup>2</sup>	
c. Total Value of eligible EPA projects [c=(a-b)]	
d. Amount of Successful <sup>3</sup> EPA projects	
e. Percentage of Successful EPA [e=d/c]*100]	

*[Include in this portion additional paragraph detailing reason and justification, should the agency was not able to achieve 50%.]*

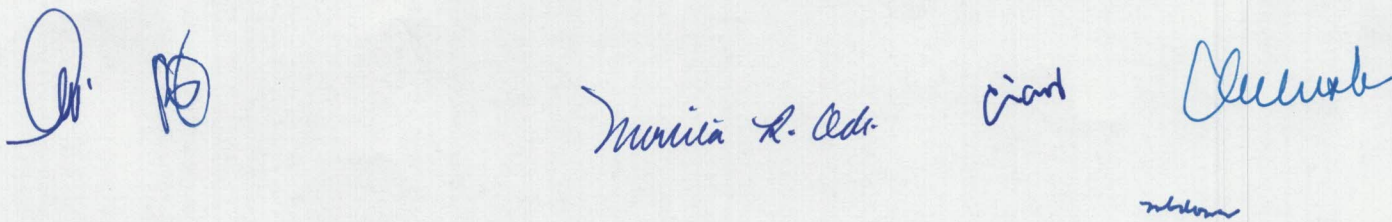
This Certification is being made in compliance with the General Administration and Support Services Target of the Guidelines on the Grant of the Performance-Based Bonus for the Fiscal Year 2020, of the Administrative Order No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information, and Reporting Systems Memorandum Circular No. 2020-1, pursuant to the Implementation of EPA issued under Government Procurement Policy Board Circular No. 06-2019.

The undersigned attests to the accuracy of all information contained herein based on available records and information that can be verified with the **(NAME OF AGENCY)** and the Philippine Government Electronic Procurement System.

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

**(NAME OF HEAD OF AGENCY)**  
**(POSITION)**

<sup>1</sup> Amount and values refer to the Approved Budget for the Contract.  
<sup>2</sup> GPPB Circular 06-2019 dated 17 July 2019  
<sup>3</sup> Section 4.2 of DBM Circular 2018-8 dated 30 July 2018 provides that "Early Procurement activities shall refer to pre-procurement conference until post-qualification of bids and recommendation by the Bids and Awards Committee (BAC) to award the contract to the winning bidder. Therefore EPA is considered successfully conducted if the necessary steps prior to the award were undertaken.





**SUBSCRIBED AND SWORN** to before me this (DATE), in (CITY, PROVINCE), Philippines, with affiant exhibiting me his/her (GOVERNMENT-ISSUED ID) issued on (DATE OF ISSUANCE) at (PLACE OF ISSUANCE).

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*[Signature]*

*[Signature]*

*[Signature]*

*Marilia A. Ad...*

*Giam...*

*[Signature]*