



Republic of the Philippines
Department of Health
OFFICE OF THE SECRETARY

September 18, 2020

DEPARTMENT MEMORANDUM

No. 2020- 0402

FOR : ALL UNDERSECRETARIES, ASSISTANT SECRETARIES, DIRECTORS OF CENTRAL/REGIONAL OFFICES/CHIEFS OF MEDICAL CENTERS/ REGIONAL HOSPITALS/SANITARIA, REHABILITATION CENTERS, HEADS OF ATTACHED AGENCIES AND ALL OTHER DOH UNITS CONCERNED

SUBJECT : Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2020 Under Executive Order No. 802, s. 2012 and Executive Order No. 201, s. 2016

The AO 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System has issued "Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2020 Under Executive Order No. 802, s. 2012 and Executive Order No. 201, s. 2016" to support the Administration's focus on the streamlining of government services, with the implementation of Republic Act (RA) No. 11032 known as the Ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018, in promoting integrity, transparency, accountability, proper management of public affairs and public property; as well as to establish effective practices, aimed at the efficient turnaround of the delivery of government services and the prevention of graft and corruption in government.

Attached is the guidelines for your reference. The issuance provides the qualifying criteria and requirements for the grant of Performance-Based Bonus for FY 2020. This memorandum is issued for the information and guidance of all units in the DOH Central Office, Centers for Health Development, DOH Hospitals, Sanitaria and Treatment and Rehabilitation Centers for PBB implementation.

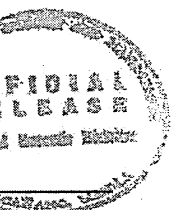
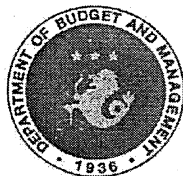
Internal guidelines shall be posted once finalized.

By Authority of the Secretary of Health:

A handwritten signature in black ink, appearing to read "Roger P. Tong-an".

ROGER P. TONG-AN, DMPA, MAN, RN
Undersecretary of Health
Administration and Financial Management Team

obm/as/pad/20-89



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

MEMORANDUM CIRCULAR NO. 2020- 1

June 02, 2020

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

SUBJECT : Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016

1.0 PURPOSE

This Circular is being issued to prescribe the criteria and conditions on the grant of the PBB for FY 2020 performance to be given in FY 2021. Essentially, the same criteria and conditions for FY 2019 PBB are being issued for FY 2020 PBB to support the Administration's focus on the streamlining of government services, with the implementation of Republic Act (RA) No. 11032 known as the *Ease of Doing Business (EODB) and Efficient Government Delivery Service Act of 2018*, in promoting integrity, transparency, accountability, proper management of public affairs and public property, as well as to establish effective practices, aimed at the efficient turnaround of the delivery of government services and the prevention of graft and corruption in government.

2.0 COVERAGE

This Circular covers all departments, bureaus, offices, and other agencies of the National Government, including Constitutional Commissions, Other Executive Offices (OEOs), Congress, the Judiciary, Office of the Ombudsman, State Universities and Colleges (SUCs), Government-Owned or-Controlled Corporations (GOCCs), Local Water Districts (LWDs), and Local Government Units (LGUs).

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- 2.1 The implementation of this circular shall be done in close coordination with the following agencies:
- a. Department of Budget and Management (DBM) for the Departments and attached agencies;
 - b. Office of the President-Office of the Executive Secretary (OP-OES), Office of the Cabinet Secretary (OP-OCS), and DBM for the Other Executive Offices (OEOs), including the OP-attached agencies and GOCCs covered by DBM;
 - c. Commission on Higher Education (CHED) for the SUCs;
 - d. Governance Commission for GOCCs (GCG) for GOCCs covered by RA No. 10149;
 - e. Local Water Utilities Administration (LWUA) for LWDs;
 - f. Department of the Interior and Local Government (DILG) for LGUs; and
 - g. Anti-Red Tape Authority for agencies with targets under Program NEHEMIA.
- 2.2 The personnel of departments/agencies holding regular, contractual, and casual positions are covered by this Circular. Excluded from the coverage herein are individuals engaged without employer-employee relationship and funded from non-Personnel Services (PS) budget.

3.0 ELIGIBILITY CRITERIA

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

- 3.1 **Good Governance Conditions (GGCs).** Satisfy 100% of GGCs for FY 2020 as provided in Section 4.0. For FY 2020, the extent of validation of the achievement of a number of GGCs that agencies should meet shall depend on their historical compliance and performance in previous PBB cycles.
- 3.2 **Performance Targets of Agencies.** Achieve each one of the Physical Targets, Support to Operations (STO), and General Administration and Support Services (GASS) requirements for FY 2020. *The details of the requirements are indicated in Section 5.0 hereof.*
- a. For National Government Agencies (NGAs) and GOCCs covered by DBM, achieve (i) streamlining requirements of government services, (ii) higher citizen/client satisfaction compared to baseline data, and (iii) fiscal discipline;
 - b. For NGAs with commitments to Program NEHEMIA, achieve (i) the enrolled streamlining targets of at least 52% reduction of processes and required document in 52 days within the 52-week period of the program; (ii) higher citizen/client satisfaction compared to baseline data, and (iii) fiscal discipline;

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- c. For SUCs, achieve each one of the Congress-approved performance targets under the FY 2020 General Appropriations Act (GAA), and the FY 2020 STO and GASS requirements;
- d. For GOCCs covered by RA No. 10149, achieve the targets reflected in their approved FY 2020 Performance Scorecard and eligibility requirements specified in a separate guideline to be issued by GCG;
- e. For LWDs, achieve each one of the physical targets, STO and GASS indicators as identified by LWUA in a Joint Memorandum Circular to be issued by LWUA and DBM; and
- f. For LGUs, achieve the performance targets based on the Guidelines on the Grant of the PBB for LGUs to be issued by the DILG and DBM.

3.3 Performance Rating System to be Used for Personnel in the First and Second Levels, and those occupying Career Executive Service (CES) positions. The rating of the performance of the first and second level officials and employees of departments/agencies in NGAs, GOCCs, and LGUs, including managerial or director positions, but are not Presidential appointees, shall be consistent with the CSC-approved Strategic Performance Management System (SPMS). For the CES officers and incumbents to CES positions, the rating of their performance shall be based on the guidelines issued by the CES Board (CESB).

4.0 GOOD GOVERNANCE CONDITIONS (GGCs)

4.1 The following GGCs are set based on performance drivers of the Results-Based Performance Management System (RBPMS) and the priorities of the Duterte Administration for 1) heightened transparency; 2) stronger public accountability, and 3) more inclusive and people-centered public services:

- a. **Maintain/Update the agency Transparency Seal (TS)** under Section 106 of the General Provisions of the FY 2020 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page. Status of compliance shall be posted on both the DAP website through <https://www.dap.edu.ph/rbpms/> and DBM website at www.dbm.gov.ph/index.php/news-update/transparency-seal compliance on or before **October 1, 2020**.

Departments/agencies found **consistently compliant** with the TS for the **last five (5) years** shall not be validated for this PBB cycle, but shall be subject to random evaluation if compliance is continually being observed. Departments/agencies under this category are still encouraged to continue the good practice in fulfilling this requirement.

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See *Annex 2: Guideline on Transparency Seal* for full details of requirements.

- 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**. The agencies should track the status of their compliance through the **PhilGEPS Microsite**: <https://data.philgeps.gov.ph/pbbweb/pbbwebapp.aspx>. See *Annex 6: Guideline on PhilGEPS Posting*.
- c. **Set-up Most Current and Updated Citizen's or Service Charter**, reflecting the agency's improved and streamlined/re-engineered system and procedure for all its government services to citizens, businesses, and government agencies, pursuant to Section 6 of **RA No. 11032** and the President's directive to reduce the processing time of all public transactions with government and ensure accessible and convenient delivery of services to the public.

Departments/agencies shall submit their respective Certificates of Compliance (CoC) to the Anti-Red Tape Authority (ARTA) at compliance@arta.gov.ph and copy furnish the AO25 Secretariat at ao25secretariat@dap.edu.ph on or before **December 04, 2020**.

The CoC based on the format prescribed by the ARTA as stated under the *ARTA Memorandum Circular No. 2019-002 series of 2019*, shall be the basis of the validation. The Authority shall conduct a validation of the Citizen's or Service Charter starting in January 2021. See *MCs No. 2019-002 and No. 2019-002-A: Guidelines on the Implementation of the Citizen's Charter in compliance with RA 11032* for full details of requirements.

5.0 FY 2020 PHYSICAL TARGETS

- 5.1 Departments/agencies shall satisfy the following FY 2020 performance targets supporting the Administration's focus on the streamlining of government services and seamless public service delivery:
 - 1. 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.
 - 2. Departments/agencies with Program NEHEMIA commitments as stated in Section 5.3, may report their FY 2020 accomplishments in addition to process improvements of other critical services.



5.2 **Streamlining and Process Improvement (SPI) of the agency's Critical Services** covering all government-to-citizens (G2C), government-to-businesses (G2B), and government-to-government (G2G) transactions as declared in the agency's Citizen's/Service Charter.

1. 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.*
2. To promote the periodic measurement of agency 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*.
 - a. **Number of Steps.** The total number of steps that a particular citizen/client will undergo to ensure the receipt of the complete service from the government. Departments/agencies shall report in detail the steps necessary to complete the service including front-end and back-end.
 - b. **Turnaround Time (TaT).** The sum of the waiting time and processing time or the 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.
 - c. **Number of Signatures.** The total number of signatures and initials from the employees and officers of the department/agency necessary to complete each service.
 - d. **Number of Required Documents.** The total number of required documents that must be provided by the transacting client to the government.
 - e. **Transaction Costs.** The costs incurred by the transacting client in the course of availing of government service. These costs are categorized as follows:
 - e.1 **Primary Transaction Costs/Fees.** These are fees declared in the agency's Citizen's/Service Charter to be paid to the department/agency by the transacting

client for availing a government service. e.g. *application fees, registration fees, and permit fees.*

e.2 **Other Transaction Costs.** Other costs or fees incurred by the transacting client to obtain supporting information from another agency 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. *i.e. birth certificates to secure passports, barangay clearance to secure a business permit, required photos, printing costs, photocopying costs, transportation expenses of the transacting client, etc.*

f. **Substantive Compliance Costs.** Other incremental costs are other than administrative costs incurred by the transacting public in the course of complying with a regulation. These costs can include implementation costs, direct labor costs, overhead costs, equipment costs, material costs, and external service costs. *e.g. purchase of early warning devices for vehicle owners, expenses in the installation of accelerograph for building with 10 floors and up, costs in the maintenance of waste disposal system for establishments.*

Departments/agencies shall report the baseline information of each of the abovementioned streamlining criteria based on the agency's Citizen's/Service Charter updated before FY 2020. They shall set their FY 2020 Streamlining Improvement Target for each streamlining criterion 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 number of 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.

Departments/agencies shall submit supporting documents, such as flow charts, legal bases, and additional documents to show actual improvements, and as proof of streamlining accomplishments. In the event that the department/agency is unable to achieve the targets they set in this section, they 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 Compliance of agencies under priority sectors concerned with Program NEHEMIA commitments to Rule III, Section 3 of the Implementing Rules and Regulations of Republic Act (RA) No. 11032 and AO No. 23 s. 2020 or Eliminating Overregulation to Promote Efficiency of Government Processes.

- a. Departments/agencies with commitments to Program NEHEMIA should submit their FY 2020 accomplishments to ARTA, and may also report these to the AO25 IATF in addition to the FY 2020 streamlining and process improvements of other critical services.
- b. Program NEHEMIA or the National Effort for the Harmonization of Efficient Measures of Inter-related Agencies is a sectoral-based streamlining effort that is directed towards speeding up and realizing the 10-point Socio-Economic Agenda of the administration. It targets to reduce the time, cost, requirements, and procedures in sectors of economic and social significance by **52% within 52 weeks**.

The program of reform for each of the sectors shall be spearheaded by the Heads of the Agencies whose respective departments/agencies exercise jurisdiction over most, if not all, of the sector. Below are the identified **priority sectors**¹:

1. Telecommunication Tower,
2. Socialized Housing,
3. Logistics,
4. Food and Pharmaceuticals, and
5. Power

The ARTA shall monitor compliance of departments/agencies under the identified priority sectors. Report on the status of FY 2020 compliance and accomplishments of the agencies enrolled in this program shall be forwarded to the AO25 IATF.

5.4 Citizen/Client Satisfaction Survey. To aid departments/agencies in determining the effectiveness of streamlining and process improvements, and institutionalizing Service Quality Standards (SQS) in critical services in the government, departments/agencies should embed feedback mechanisms and citizen/client satisfaction measurement in their process improvement efforts. Using the FY 2019 and 2020 improvement action plans that the agencies reported during the FY 2018 PBB discussions, for each service, departments/agencies shall report the results of each action plan and the FY 2020 Citizen/Client Satisfaction Survey (CCSS) for each service.

¹ See Annex 9 – List of Departments/Agencies under Program NEHEMIA Priority Sectors.

- a. To further incentivize excellence in providing quality and efficient public service among government offices, departments/agencies 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. Departments/agencies shall prepare and submit a report following information found in *Annex 4: Guide for Conducting Citizen/Client Satisfaction Surveys*:

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

5.5 Support to Operations (STO) Targets

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

For the ISO 9001:2015 QMS certification, it must be issued by any of the certification bodies (CBs) accredited by the International Accreditation Forum (IAF) members. Preferably, the CB is accredited by the Philippine Accreditation Bureau under the Department of Trade and Industry, which is an IAF member and the recognized national accreditation body in the Philippines pursuant to Executive Order No. 802, s. 2009.

The ISO 9001:2015 certification(s)/recertification(s) must be valid as of December 31, 2020, and must be posted in the agency TS webpage not later than **December 31, 2020**.

ISO 9001:2015 QMS-equivalent certifications/attestations granted by similar internationally recognized bodies promoting Total Quality Management (TQM) shall be considered, e.g., Philippine Quality Award, ISO/IEC 17025 or 17020 Accreditation, Accreditation Canada International's Qmentum International Gold Award, and Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc. (AACCUP)'s Institutional Accreditation.

For frontline agencies, it is expected that the core agency process to be covered by the QMS pertains to an agency process most demanded by the citizens and businesses, and targeted for improvements under Sections 5.2 and 5.3 above.



- b. **Standardized Agency-wide Processes for Frontline Agencies.** Frontline agencies shall endeavor that their frontline processes are standardized, including those implemented at the Regional, Satellite, and Extension Offices. Beginning FY 2020, departments/agencies shall secure agency-wide QMS certifications for these processes, and continue these efforts aimed at achieving this target by the end of FY 2021.

The AO25 IATF shall conduct the validation of the implementation of a standardized agency-wide process/es.

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 consist 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:

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

2. **Achievement of at least 85% Disbursement BUR.** Disbursement BUR is measured as the ratio of total disbursements (cash and non-cash, excluding PS) to total obligations for MOOE and CO from 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:

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

3. **BUR for GOCCs is computed as follows:**

- I. **Obligations BUR = Total Obligations / DBM Approved Corporate Operating Budget (both net of PS)**

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II. **Disbursement BUR** = Total Actual Disbursement/
Total Actual obligations (both net of PS)

4. **GOCCs with fund transfers** either for operating or program subsidies or both, shall also achieve and report the same accomplishment rates for Obligations and Disbursements BUR of NGAs as stated in Sections 5.6a1 and 5.6a2.

5. **BUR for SUCs is computed as follows:**

I. **Obligations and Disbursements BUR** is the same as those for departments/agencies.

II. Since all earmarked income of the SUCs (e.g. trust funds, internally generated income, and revolving funds) should benefit and improve the SUCs operations, its Obligations and Disbursements utilization rates will also be reported following the formats in *Annexes 5, 5.1, and 5.2: FY 2020 GAA Accomplishments, BUR Form for SUCs, and All Earmarked Income.*

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 agency's internal control processes, enhance operational effectiveness, and eliminate, resolve and remedy most, if not all, of the agency audit findings, by the end of 2021.

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

FY 2020 APP-non CSE should have been submitted to the GPPB-TSO until **March 31, 2020**, but only for purposes of PBB compliance. The same should be posted on the agency TS page no later than one month after the issuance of this Circular.

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

Agency 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 of 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 on the agency TS webpage not later than **December 15, 2020**.
- e. **Undertaking of Early Procurement for at least 50% of the total value of eligible Procurement Projects² included in the proposed budget of the department/agency in the NEP.** Departments/Agencies including GOCCs 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.

Heads of the Procuring Entity (HOPE) of covered departments/agencies 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.

Agency 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)

² As defined in Item 1.3 of GPPB Circular No. 06-2019, a *Procurement Project* shall refer to a specific or identified procurement covering goods, infrastructure project or consulting services, which shall be described, detailed, and scheduled in the Project Procurement Management Plan.

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.

Agencies covered by the EPA requirement but were NOT able to comply may submit their respective justifications to the AO25 IATF within the compliance validation period. Justifications are subjected to review in accordance with Section 5.6 (b) of this Circular.

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**. **Do not submit** the indicative APP to the GPPB. Indicative APP submissions will not be accepted and will not be assessed as PBB compliance.

- 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, 2020³**. 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 indicating "2019 APCPI Initial Results of <Complete Name of Head Office / Agency> for PBB" in the subject line.

Agency 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 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 AO25 IATF sets the following cross-cutting requirements:

- a. **Establishment and Conduct of Agency Review and Compliance of SALN.** Under Section 10 of the Code of Conduct and Ethical Standards for Public Officials and Employees (RA No. 6713) and CSC Resolutions Nos. 13000455 and 1500088, each

³ As per GPPB Resolution No. 04-2020.

department/agency shall establish a SALN Review and Compliance Committee to determine whether said statements have been submitted on time, are complete, and are in proper form.

Agency heads should ensure that officials and employees covered by RA No. 6713 submitted their 2019 SALN to the respective SALN repository agencies, as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015. The Agency Review and Compliance Procedure of SALN used by the department's/agency's SALN Review and Compliance Committee should be cascaded to all employees. The scanned copy of the same shall be uploaded in the agency TS webpage not later than **October 1, 2020**. See also *Section 6.11, 6.14 and 10.3 on SALN requirements*.

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 Establishment and Conduct of Agency Review and Compliance of SALN.

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

1. The Updated People's FOI manual (including the new designated list of FOI Receiving Office/rs and its contact details, if any) duly signed by the Head of the Agency and uploaded in the agency TS page on or before **January 29, 2021**;
2. The FOI Reports (Agency Information Inventory, 2020 FOI Registry, and 2020 FOI Summary Report) uploaded in the agency TS page on or before **January 29, 2021**;
3. A screenshot of the agency website's home page containing a visible and functional FOI logo linked to the electronic FOI portal (www.foi.gov.ph) submitted through email: 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.

Agencies should submit the accomplished FOI Reports strictly in **one (1) Excel format (.xls)** based on templates provided in this link: www.bit.ly/2018FOIReports. Submissions not compliant to the file format and templates will not be considered. All agencies including those already on board the eFOI portal, are required to send the soft copy submissions to foi.pco@gmail.com. Policy

issuances and memoranda can be accessed in this link: www.foi.gov.ph/resources.

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

- 5.8 To reinforce fairness in the assessment of the performance of each delivery unit under operations with those under support services, departments/agencies should also declare 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 AO25 IATF agencies. Likewise, it will also provide performance data to support the equitable ranking of each delivery unit. Departments/agencies shall also report applicable baseline information enumerated in Section 5.1 and 5.2.

6.0 ELIGIBILITY OF INDIVIDUALS

- 6.7 Department Secretaries, Heads of OEOs, Chairpersons, and Commissioners of Constitutional Offices, Heads of Attached Agencies, Presidents of SUCs, and non-ex officio Heads of GOCCs covered by DBM are eligible only if their respective departments/agencies/institutions are eligible. If eligible, their maximum PBB rate for FY 2020 shall be equivalent to 65% of their monthly basic salary as of December 31, 2020. They should not be included in the Form 1.0 – Report on Ranking of Delivery Units.
- 6.8 Non-ex officio Board Members of GOCCs covered by DBM may be eligible to a rate equivalent to 65% of the monthly basic salary of the highest corporate official of the GOCC concerned subject to the following conditions:
- a. The GOCC has qualified for the grant of the FY 2020 PBB;
 - b. The Board Member has 90% attendance to duly called board meetings and committee meetings as certified by the Board Secretary;
 - c. The Board Member has nine (9) months aggregate service in the position; and
 - d. The GOCC has submitted the appropriate annual Board-approved Corporate Operating Budget (COB) to DBM following the Corporate Budget Circular No. 22 dated December 1, 2016.
- 6.9 Employees belonging to the First, Second, and Third Levels should receive a rating of at least "Satisfactory" based on the agency's CSC-

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approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.

- 6.10 Personnel in 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. The payment of the PBB shall come from the mother agency.
- 6.11 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.
- 6.12 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.
- 6.13 An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least a Satisfactory rating may be eligible for the full grant of the PBB.
- 6.14 An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least Satisfactory rating shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

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

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

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

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- 6.15 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.
- 6.16 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.
- 6.17 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.
- 6.18 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.
- 6.19 Officials and employees who failed to submit their complete SPMS Forms shall not be entitled to the FY 2020 PBB.
- 6.20 Agency heads should ensure that officials and employees covered by RA No. 6713 submitted their 2019 SALN to the respective SALN repository agencies, 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.
- 6.21 Officials and employees responsible for the implementation of the prior years' audit recommendations, QMS certification, or posting and dissemination of the department/agency system of ranking performance of delivery units, shall not be entitled to the FY 2020 PBB if the Department/Agency fails to comply with any of these requirements.

7.0 RANKING OF DELIVERY UNITS

- 7.7 Departments/agencies and their corresponding offices/delivery units that meet the criteria and conditions in Section 4.0 are eligible for the FY 2020 PBB. Bureaus, offices or delivery units eligible to the PBB shall be forced ranked according to the following categories:

Ranking	Performance Category
Top 10%	Best Delivery Units
Next 25%	Better Delivery Units
Next 65%	Good Delivery Units

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



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

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

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

TYPE OF GOVERNMENT ENTITY	DELIVERY UNITS
Department or Department-Level	1. Offices 2. Bureaus 3. Services 4. Regional Offices, if any
Agency	Intermediate Level 5. Offices 6. Bureaus 7. Services 8. Regional/Field Units, if any
	Bureau Level 9. Divisions 10. Field Units, if any
	11. Offices 12. Services 13. Campuses 14. Colleges
State University or College	
GOCC	15. Offices 16. Departments

- a. For purposes of this Circular, agencies attached to a department or department-level entity shall be treated as an agency separate from its parent department and shall have a separate ranking of delivery units. Elementary and Secondary Schools under DepEd and Hospitals, Medical Centers and Treatment Facilities under DOH shall also be treated as agencies separate from their parent department as well as other agencies indicated in *Annex 1*.
- b. To facilitate the ranking of delivery units, agencies may group or cluster the delivery units based on similarities of tasks and responsibilities, and rank the units within each group or cluster, provided that the resulting ranking distribution shall be in accordance with Section 7.1.

7.9 Only the personnel belonging to eligible delivery units are qualified for the PBB. Refer also to exclusion of individuals as cited in Section 7. While individual ranking shall be the basis for a merit increase, promotion, further training, and/or disciplinary action, individual ranking shall no longer be included in Form 1.0 (See *Annex 7 - Report on Ranking Delivery Units*).

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- 7.10 To recognize the high performance of government employees to the achievement of agency targets and requirements for the grant of the FY 2020 PBB, departments/agencies shall list the names of employees who belong in the Best Delivery Unit/s using the Form 1.0 (See *Annex 7*).
- 7.11 The GCG, the LWUA, the DILG, and the DepEd shall issue pertinent guidelines on the ranking of delivery units for GOCCs covered by GCG, LWDs, LGUs, and DepEd Delivery Units respectively.
- 7.12 To heighten transparency among delivery units and employees, departments/agencies shall cascade to their employees the agency guidelines/mechanics in ranking delivery units for the grant of the FY 2020 PBB. Departments/agencies shall prepare the **System of Agency Ranking of Delivery Units for FY 2020 PBB** using the Form for the Guidelines/Mechanics in Ranking Delivery Units (See *Annex 8*). The duly completed and signed agency guidelines in ranking delivery units shall be posted on the agency TS webpage 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 bureaus or delivery units 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 TIMELINES AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

- 9.7 Departments/agencies should submit FY 2020 accomplishments using the Form A-Department/Agency Performance Report, Form A1-Details of Bureau/Office Performance Report, Citizen/Client Satisfaction Survey, Form 1.0 and the PBB Evaluation Matrix. They should submit duly completed and signed forms and reports to the AO25 IATF (two hard copies and e-copies, *i.e. PDF and editable MS Word or Excel files, of the above-mentioned reports and other supporting documents*) through the AO25 Secretariat which shall endorse copies to the oversight/validating agencies for review/evaluation. All forms and reports should be **signed** by the agency head or the duly designated official.



- 9.8 Submission of agency physical accomplishments and other requirements will be until **February 26, 2021**, for small agencies, and **August 31, 2021**, for big departments. Agencies shall ensure that all explanations and justifications are already attached in their submission.
- 9.9 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.
- 9.10 Results of the validation showing the agencies' compliance status with the PBB requirements shall be posted on the RBPMS website.
- 9.11 The IATF shall conduct spot-checks to validate claims and certifications made by departments/agencies on its submitted/posted reports and/or requirements.
- 9.12 The Department of Education shall have the same implementation timeline of GGCs, Physical Targets, STO, and GASS targets as indicated in Section 9.6.
- 9.13 The AO25 IATF sets the following implementation timeline for the FY 2020 PBB:

Deadline	Requirements	To submit/refer
Physical Targets		
February 26, 2021	a. Streamlining and Process Improvement of Agency Services and digitization initiatives (<i>small agencies</i>) b. Citizen/Client Satisfaction and agency best practice c. SUCs Physical Targets d. Report on Ranking Delivery Units	- Annexes 3A and 3B (Forms A/A1) - Annex 4 - Annex 5, 5.1, and 5.2 - Form 1.0 and PBB Evaluation Matrix
Based on the timeline set by GCG, LWUA, and DILG	FY 2020 performance reports of the following: a. GOOCs covered by RA 10149 b. LWDs c. LGUs	Forms required by GCG, LWUA, and DILG
August 31, 2021	a. Streamlining and	- Annexes 3A and 3B

Deadline	Requirements	To submit/refer
	Process Improvement of Agency Services and digitization initiatives (<i>departments and agencies</i>)	(Forms A/A1)
	b. Citizen/Client Satisfaction and agency best practice	- Annex 4
	c. Report on Ranking Delivery Units	- Form 1.0 and PBB Evaluation Matrix
Good Governance Conditions (GGCs)		
October 01, 2020	Transparency Seal	- Annex 2 - Posting/updating of requirements in the TS page
December 04, 2020	Citizen's or Service Charter	- Certificate of Compliance pursuant to Section 4.1(c)
January 29, 2021	PhilGEPS Posting	- Annex 6 - Update the PhilGEPS posting of all invitations to bids and awarded contracts
Support to Operations (STO)		
December 31, 2020	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.
General Administration and Support Services (GASS)		
March 31, 2020	FY 2020 APP-non CSE	- Submit to GPPB-TSO - Posting in the TS
June 30, 2020	Results of FY 2019 APCPI System	- Accomplish forms from the APCPI tool - Submit results to GPPB-TSO
September 30, 2020	Indicative FY 2021 APP-non CSE	- Posting in the TS
December 15, 2020	FY 2020 APP-CSE	- Submit to DBM-PS - Posting in the TS
December 31, 2020	Sustained Compliance w/ Audit Findings	

Deadline	Requirements	To submit/refer
Within thirty (30) days after the approval of the GAA	Early Procurement Activities	<ul style="list-style-type: none"> - Annex 10 – Certificate of EPA Compliance - Posting of all Contracts and Notice to Proceed of successful EPAs
Other-cross Cutting Requirements		
October 1, 2020	<ul style="list-style-type: none"> a. Agency's Establishment and Conduct of Agency Review and Compliance of SALN b. Agency's System of Rating and Ranking of Delivery Units 	<ul style="list-style-type: none"> - To be posted in the TS webpage
January 29, 2021	<ul style="list-style-type: none"> a. Updated People's FOI manual b. FOI reports: Agency Information Inventory, 2020 FOI Registry, and 2020 FOI Summary Report c. Modified One-page FOI Manual d. Screenshot of agency's home page 	<ul style="list-style-type: none"> - Submission to PCOO - Posting in the TS

10.0 EFFECTS OF NON-COMPLIANCE

- 10.7 For FY 2020, agencies that are unable to comply with all the GGCs shall be considered ineligible for the FY 2020 PBB.
- 10.8 Departments/agencies 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.
- 10.9 In the event the AO25 IATF conducted a random check of submitted SALN of employees and found non-compliance with the guidelines prescribed by the CSC and the posted Review and Compliance Procedure of the concerned department/agency, such incident could be a cause to disqualify the department/agency in the succeeding cycle of the PBB.
- 10.10 **Prohibited Acts.** A department/agency/GOCC/LWD/LGU, which, after due process by the oversight agency has been determined to have committed the following prohibited acts, shall be disqualified from the PBB in the succeeding year of its implementation. Moreover, the CSC or Ombudsman shall file the appropriate administrative case:



- a. Misrepresentation in the submitted/posted reports and requirements for the PBB, a commission of fraud in the payment of the PBB and violation of the provisions of this Circular; and
- b. Evenly distributing PBB among employees in an agency, in violation of the policy of paying the PBB based on the ranking of delivery units.

11.0 FEEDBACK AND CHANGE MANAGEMENT

- 11.7 Department Secretaries/Heads of Agencies with the support of their Performance Management Groups should enhance the implementation of their internal communications strategy on Performance-Based Incentive System, and fulfill the following:
 - a. Engage their respective employees in understanding the PBIS, the performance targets of their respective departments/agencies, as well as the services and outputs that they will need to deliver to meet these targets.
 - b. Disseminate the performance targets and accomplishments of their departments/agencies to their employees through the intranet and other means, as well as publish these on their respective websites for the public's information.
 - c. Set up a Help Desk to respond to queries and comments on the targets and accomplishments of their departments/agencies. The Help Desk may be a facility that is embedded in the respective websites of departments/agencies.
 - d. Set up a Complaints Mechanism to respond to the PBIS-related issues and concerns raised by officials and employees of their respective departments/agencies. Such may be incorporated in the functions of their Grievance Committee.
- 11.8 Department Secretaries/Heads of Agencies shall designate a senior official who shall serve as a PBB focal person. The offices responsible for the performance management may be tasked to provide secretariat support to the Performance Management Group/Team and to recommend strategies to instill a culture of performance within the department/agency.

12.0 INFORMATION AND COMMUNICATION

- 12.7 Department Secretaries/Heads of Agencies shall confirm with the IATF the name, position and contact details (e-mail, landline, facsimile, cellular phone) of the senior officials designated as the PBB focal person and the spokesperson, respectively.



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

12.9 The IATF shall maintain the following communication channels:

1. AO25 Secretariat at ao25secretariat@dap.edu.ph
2. RBPMS website www.dap.edu.ph/rbpms
3. Telephone: (02) 8400-1469, (02) 8400-1490, (02) 8400-1582
4. Facebook: www.facebook.com/PBBsecretariat

13.0 APPLICABILITY TO THE CONSTITUTIONAL BODIES, LEGISLATIVE AND JUDICIAL BRANCHES

The Congress, the Judiciary, and Constitutional Commissions are encouraged to follow these guidelines to be eligible for the FY 2020 PBB.

14.0 EFFECTIVITY CLAUSE

This Memorandum Circular shall take effect immediately.

Certified true copies shall be posted on the RBPMS website and the Official Gazette, and shall be filed at the University of the Philippines Law Center.


WENDEL E. AVISADO

Secretary, Department of Budget and Management
and Chairman, AO25 Inter-Agency Task Force



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

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

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

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

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

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

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

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

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

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

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

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

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

B. CONSTITUTIONAL OFFICES AND OTHERS

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

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

C. OTHER EXECUTIVE OFFICES

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

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

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

D. STATE UNIVERSITIES AND COLLEGES

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

CAR

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

Region I

7. Ilocos Sur Polytechnic State College
8. Don Mariano Marcos Memorial State University
9. Mariano Marcos State University
10. North Luzon Philippines State College
11. Pangasinan State University
12. University of Northern Philippines

Region II

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

Region III

18. Aurora State College of Technology
19. Bataan Peninsula State University
20. Bulacan Agricultural State College
21. Bulacan State University
22. Central Luzon State University
23. Don Honorio Ventura Technological State University
24. Nueva Ecija University of Science and Technology

25. Pampanga State Agricultural University (Pampanga Agricultural College)
26. Philippine Merchant Marine Academy
27. Ramon Magsaysay Technological University
28. Tarlac College of Agriculture
29. Tarlac State University

Region IV-A

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

Region IV-B

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

Region V

41. Bicol University
42. Bicol State College of Applied Sciences and Technology
43. Camarines Norte State College
44. Camarines Sur Polytechnic College
45. Catanduanes State College
46. Central Bicol State University of Agriculture
47. Dr. Emilio B. Espinosa, Sr. Memorial State College of Agriculture and Technology
48. Partido State University
49. Sorsogon State College

Region VI

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

Region VII

61. Bohol Island State University

- 62. Cebu Normal University
- 63. Cebu Technological University
- 64. Negros Oriental State University
- 65. Siquijor State College

Region VIII

- 66. Eastern Samar State University
- 67. Eastern Visayas State University
- 68. Leyte Normal University
- 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*

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).**

- 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

STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES																
NAME OF SERVICE ¹	NUMBER OF STEPS		TURNAROUND TIME (TAT)		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COSTS				SUBSTANTIVE COMPLIANCE COST		CITIZEN/CLIENT SATISFACTION RESULTS	
									PRIMARY TRANSACTION COST/FEE		OTHER TRANSACTION COST					
	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

¹ 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.

FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

I. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)

A. Budget Utilization Rate (BUR)

BUR	FY 2019 ACCOMPLISHMENT	FY 2020 ACCOMPLISHMENT	REMARKS
• Obligations BUR			
• Disbursement BUR			

B. Sustained Compliance with Audit Findings

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

C. Compliance with Procurement Requirements

- FY 2020 APP-non CSE
- Indicative FY 2021 APP-non CSE
- FY 2021 APP-CSE
- Result of FY 2019 APCPI System

Date posted on TS Page: _____
 Date posted on TS Page: _____
 Date submitted to DBM-PS: _____
 Date posted on TS Page: _____
 Date submitted to GPPB-TSO: _____

D. Certification of the Agency's QMS

- Posting of certification on TS Page
- Submission of ISO QMS certification

Date posted on TS Page: _____
 Date submitted to SPIB: _____

II. GOOD GOVERNANCE CONDITIONS (GGCs)

A. Maintain/Update the Transparency Seal

Date updated TS with all requirements: _____

B. Post/Update PhilGEPS Postings

Date updated PhilGEPS postings: _____

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

Date submitted the explanation/s: _____

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

Date updated Citizen's or Service Charter: _____

III. Other cross-cutting requirements

A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN

Date posted on TS page: _____

B. Compliance with FOI Program

- People's FOI Manual
- Agency Information Inventory

Date emailed to PCOO: _____
 Date posted on TS Page: _____
 Date emailed to PCOO: _____
 Date posted on TS Page: _____

- 2020 Summary Report and 2020 FOI Registry
- Screenshot of agency's home page

Date emailed to PCOO: _____
 Date posted on TS Page: _____
 Date emailed to PCOO: _____
 Date posted on TS page: _____

C. Agency's System of Ranking Delivery Units

Prepared by: _____

Approved by: _____

Name of Officer / Designation / Date

Department Secretary/Agency Head/ Date

**GUIDELINES IN ACCOMPLISHING
FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT**

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

Indicate the following:

1. Name of the frontline/non-frontline service.
2. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts for each service.
3. FY 2020 accomplishments of commitments for agencies under Program NEHEMIA priority sectors.
4. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Fees Paid for each service.
5. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Other Transaction Fees for each service.
6. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Substantive Compliance Cost for each service.
7. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Number of Signatures for each service.
8. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Number of Required Documents for each service.
9. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Turnaround Time for each service.
10. Targets in FY 2020 and FY 2020 Status of Streamlining Efforts in the Citizen/Client Satisfaction Results for each service.
11. FY 2020 Digitization Initiatives or their status as of FY 2020.

II. General Administration and Support Services (GASS)

Indicate the following:

1. FY 2019 and FY 2020 Accomplishments for the BUR.
2. Results of agency's compliance with COA audit findings.
3. Required dates for the compliance with each of the procurement requirements.
4. Required dates for compliance with QMS Certification requirement.

III. Good Governance Conditions

Indicate the following:

1. The date when all requirements for TS were complied with.
2. The most recent date when PhilGEPS postings were updated.

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 ¹ :	
(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)

¹ 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) ²				
3. Number of Signatures ³				
4. Number of required Documents ⁴				
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: _____

Approved by: _____

Name of Officer / Designation / Date

Department Secretary/Agency Head/ Date

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

³ Follow R.A. 11032 - reduce to three (3) signatures; including initials.

⁴ Reduction of required documents, OR simplification of forms:

*If applicable to the service.

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 criterion⁵ 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**

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

- 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 +/-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

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				2020 PROGRAM						
					Cash Balance as of Dec. 31, 2018	Receipt	Total Receipts as of Dec. 31, 2019	Expenditure	Cash Balance as of Dec. 31, 2019	Receipt	Total Receipts as of Dec. 31, 2020	Expenditure			
I. Off-Budgetary Funds															
1. Revolving Fund															
2. Retained Income/Receipts															
II. Custodial Funds															
1. Trust Receipts															
2. Others															
PREPARED BY:				APPROVED BY:						DATE:					
_____ CHIEF ACCOUNTANT				_____ SUC President						_____ DAY/MO/YR					

Cash Balance as of Dec. 31, 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 Accomplishment (3)	Accomplishment Date (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				

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:

Planning Officer

Budget Officer

Date

Reviewed and Endorsed for Approval:

Vice President

Date

Date

Approved By:

President

Date

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

ANNEX 5

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			

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

Budget Officer

Date

Date

Reviewed and Endorsed for Approval:

Vice President

Date

Approved By:

President

Date

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

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

(Department/Agency's Letterhead)

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

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

IN WITNESS WHEREOF, we have hereunto affixed our signatures on the ____ day of ____ 2020 at (City/Municipality), Philippines.

Signed by:

Noted by:

BAC Chair

Head of Procuring Entity

Date:

Date:

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 _____

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				
			Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2020	Amount of PBB
2.1 Best (10%)	Delivery Unit 1						
	Delivery Unit 2						
TOTAL BEST							
2.2 Better (25%)	Delivery Unit 1						
	Delivery Unit 2						
TOTAL BETTER							

Ranking	Names of Bureaus/ Offices/Attached Agencies/ Delivery Units	Rate of Accomplishment of Targets (in %)	List of Employees				
			Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2020	Amount of PBB
2.3 Good (65%)	Delivery Unit 1						
	Delivery Unit 2						
			TOTAL GOOD				
2.4 Did not meet Targets (No PBB)	Delivery Unit 1						
	Delivery Unit 2						
				TOTAL POOR			

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

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

Head of HR

Date:

Department Agency Head

Date:

ANNEX 8

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

List of Agencies under Priority Sectors or Program NEHEMIA¹

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)

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