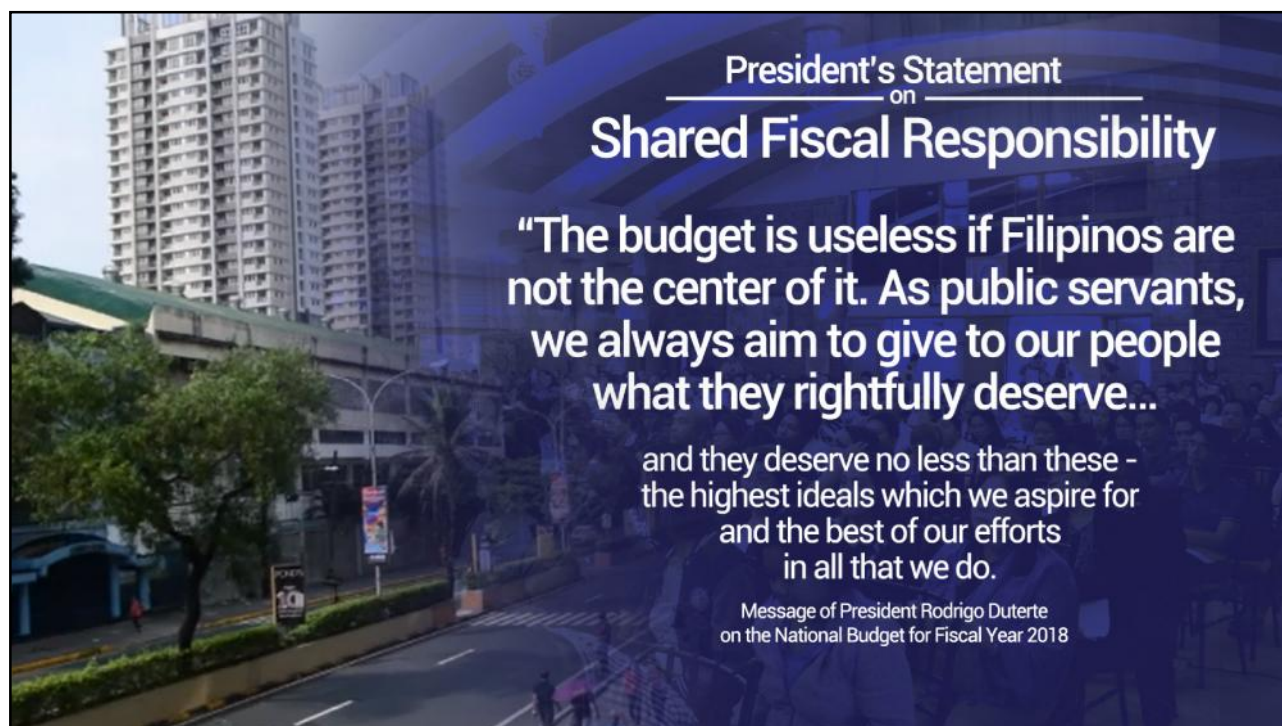


Orientation on the Guidelines for the Grant of FY 2018 Performance-Based Bonus for National Government Agencies and State Universities and Colleges

14 June 2018
01:00 PM to 05:00 PM
AFPCOC Tejeros Hall



Welcome PBB Focal Persons!



Policy Issuances on performance incentives

FY 2011 – Administrative Order (AO) No. 25 s. 2011

FY 2012 – Executive Order (EO) No. 80 s. 2012

MC No. 2012-01

MC No. 2012-02, MC No. 2012-02A

MC No. 2012-03

MC No. 2012-04

MC No. 2012-05

CHIED Memo Order No. 35 s. 2012

GCG MC No. 2012-11, MC No. 2012-14

FY 2013 – MC No. 2013-01, MC No. 2013-01A

GCG MC No. 2013-05, MC No. 2013-06

FY 2014 – MC No. 2014-01

MC No. 2014-03

DBM-LWUA JMC No. 2014-02

GCG MC No. 2014-05 and -06

FY 2015 – MC No. 2015-01

DBM-LWUA JMC No. 13.15

GCG MC No. 2015-05 and -06

FY 2016 – MC No. 2016-01

MC No. 2016-02

GQMC MC No. 2016-1

CSC MC No. 14 s. 2016

FY 2017 – MC No. 2017-01

MC No. 2017-02

DBM-LWUA JMC No. 2017-014-17

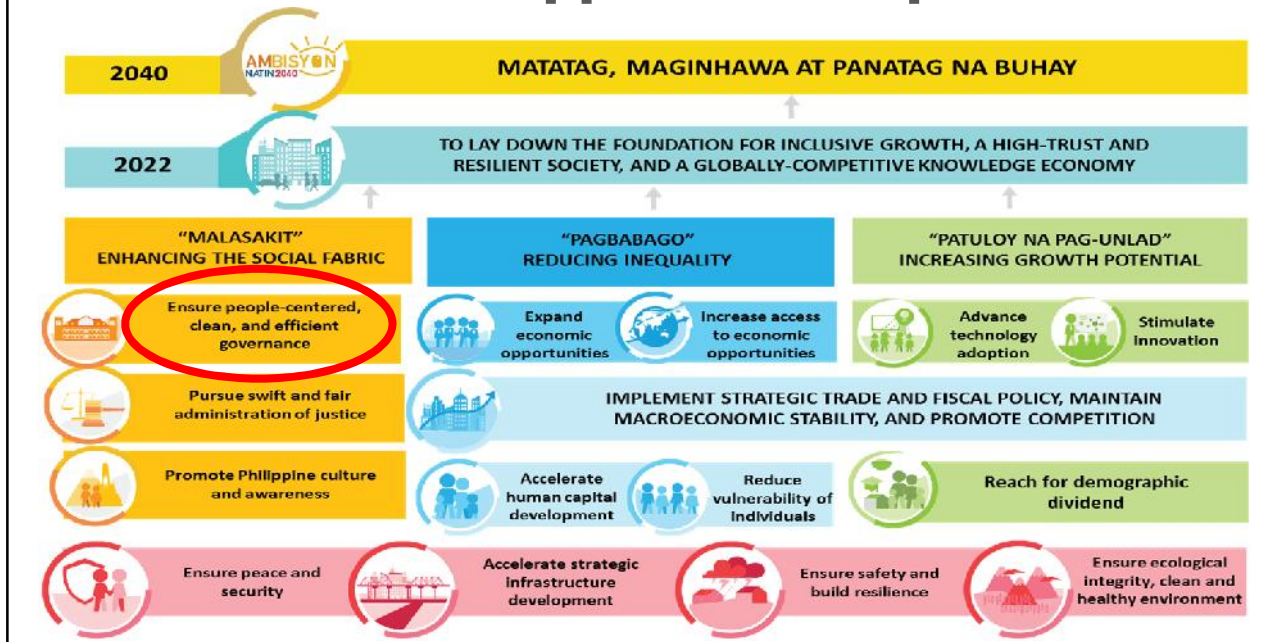
DBM-DILG JMC No. 2017-04

GCG MC No. 2017-01

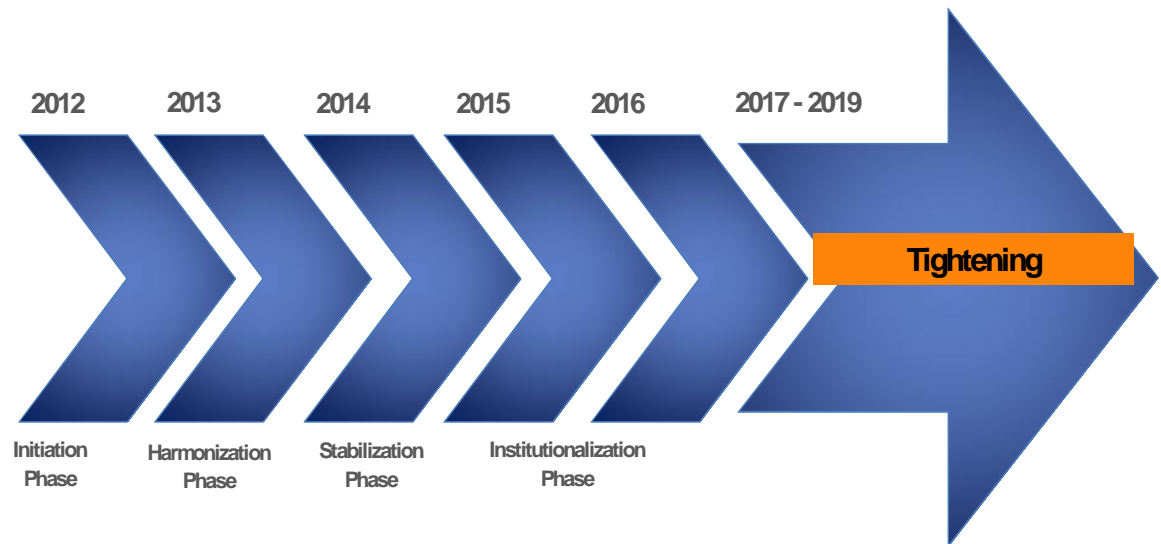
CSC MC No. 14 s. 2017

FY 2018 – MC No. 2018-01

2017 – 2022 Philippine Development Plan

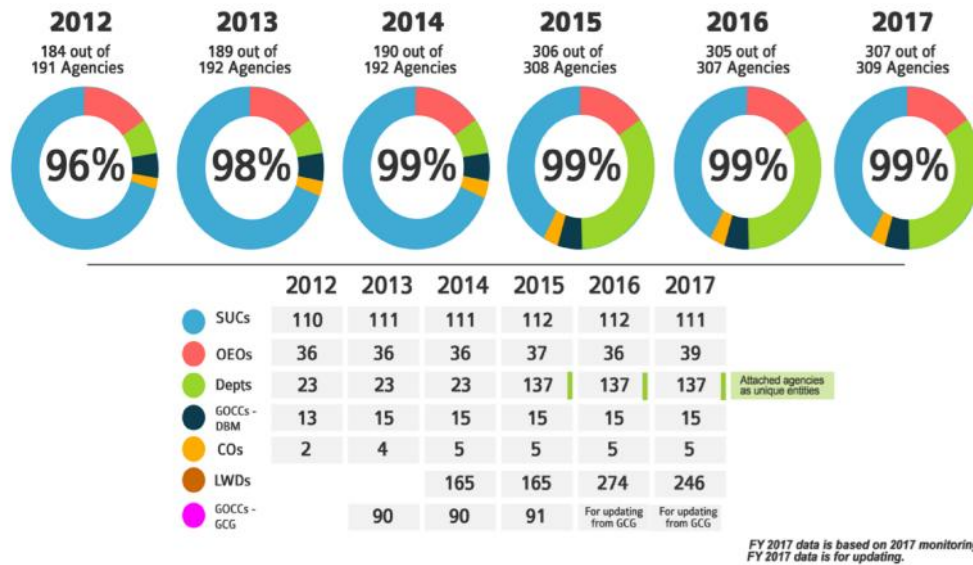


Phases of RBPMS








Status of FY 2017 PBB

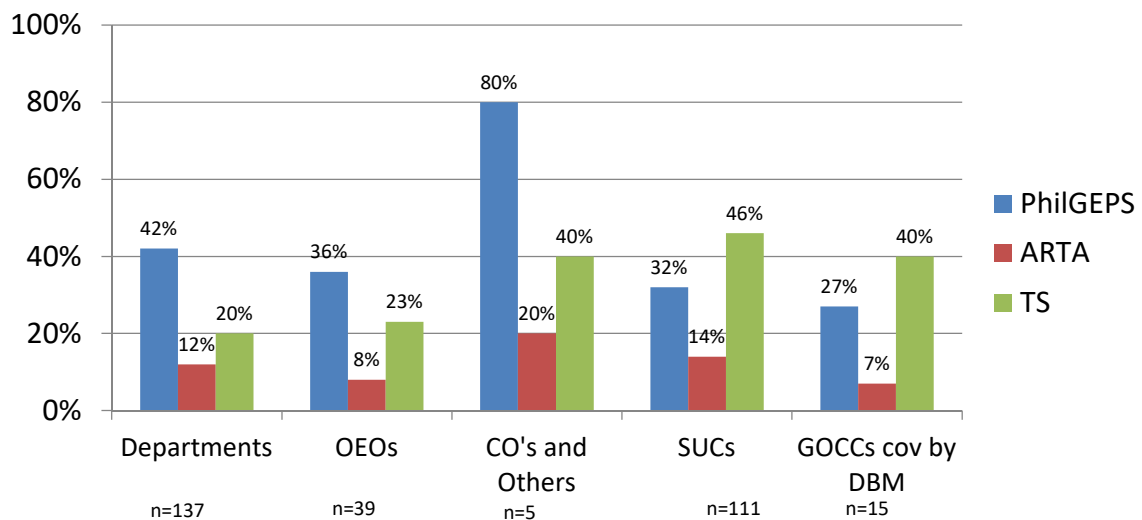
PBB Participation Rate



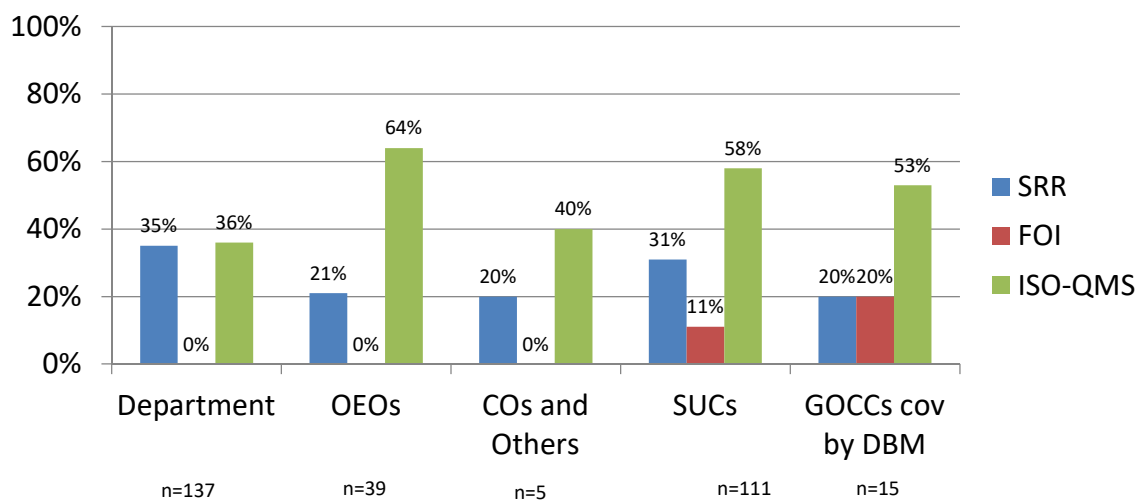
Compliance to Good Governance Conditions

	2011	2012	2013	2014	2015	2016	2017
 Transparency Seal	Initial year of implementation	87%	89%	98%	98%	98%	69%
 PhilGEPS	32% awards posted vs. total notices	80%	89%	95%	92%	93%	62%
 Citizen's Charter	79.8%	90%	96%	99%	98%	99%	88%
 SALN Submission	-NA-	-NA-	96%	98%	Validated by SALN review committee	99%	Validated by SALN review committee
 Report on Ageing of CA	-NA-	97%	98%	100%	99%	97%	89%
QMS	-NA-	-NA-	-NA-	-NA-	97%	83%	51%
APP	-NA-	-NA-	-NA-	-NA-	88%	93%	82%
APCPI	-NA-	-NA-	-NA-	-NA-	94%	96%	65%

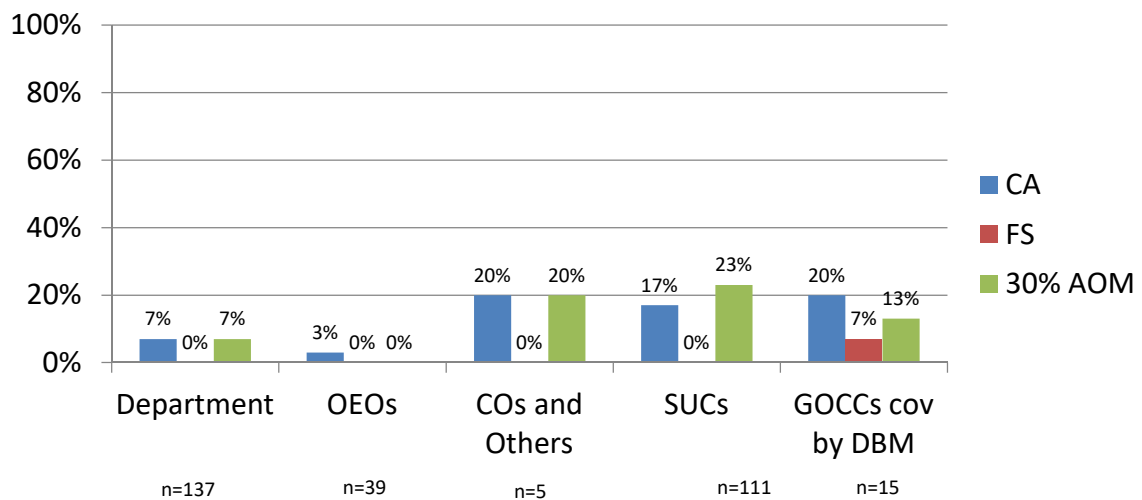
Non-compliance Rate of Agencies (1/4)



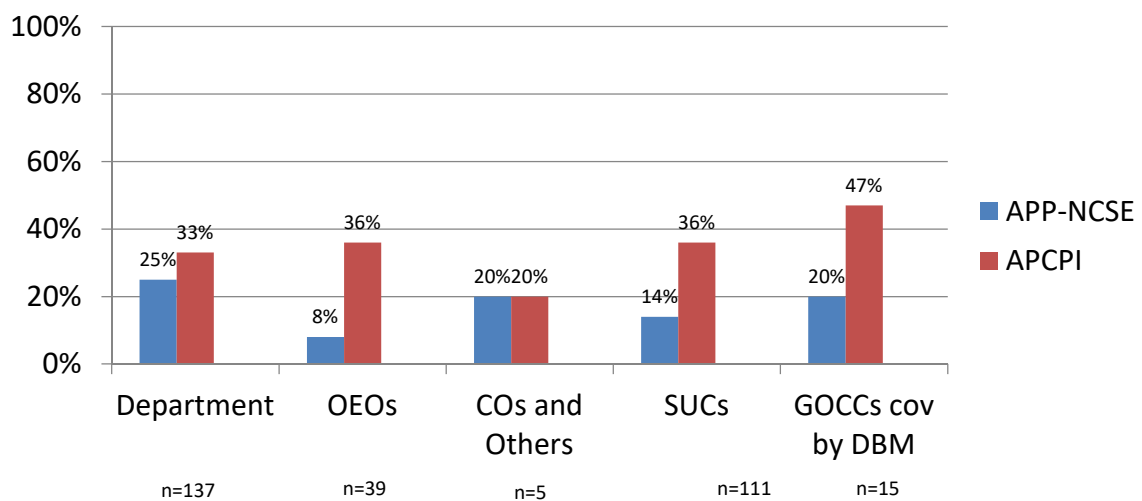
Non-compliance Rate of Agencies (2/4)



Non-compliance Rate of Agencies (3/4)



Non-compliance Rate of Agencies (4/4)



Non-compliance Rate of Agencies (4/4)

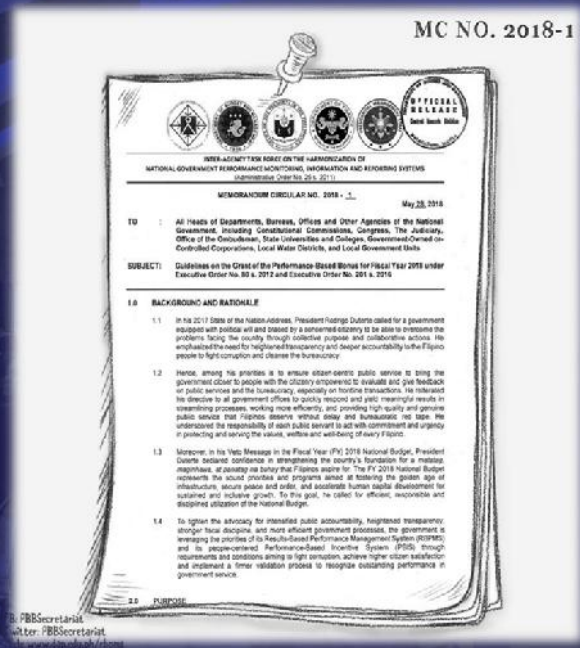
Category	PhilGEPS Posting	Citizen's Charter	TS	SRR	FOI	ISO-QMS	CA	FS	30% Prior Years' Audit Recommendations	APP	APCPI
GOCCs under GCG (110)	27% (30)	35% (38)	63% (69)	53% (58)	21% (23)	53% (58)	24% (26)	2% (2)	21% (23)	24% (26)	64% (70)
Local Water Districts (246)	8% (20)	33% (80)	45% (110)	41% (101)	33% (80)	26% (65)	19% (47)	2% (4)	30% (75)	21% (51)	N/A
Local Government Units (753)	N/A	80% (605**)	N/A	N/A	N/A	N/A	N/A	N/A	39% (107/272***)	N/A	N/A
TOTAL AGENCY COUNT	166	759	275	253	118	271	107	7	243	131	178

FY 2018 PBB:
**Focusing on the Results that
 Matter to Citizens**

Guiding Principles of FY 2018 PBB

- ✓ **Focus** on making a government equipped with political will and braced by a concerned citizenry.
- ✓ **Promote** collective purpose and collaborative efforts among agencies to drive visible results in ease of transacting with the government.
- ✓ **Emphasis** on more efficient government processes through streamlining and improvements.
- ✓ **Listen** to people's satisfaction and feedback in enhancing government services and engage them in monitoring compliance and performance.
- ✓ **Intensified** public accountability and heightened transparency.
- ✓ **Observe** strong financial discipline and responsible budget allocation.

FY 2018 PBB Guidelines



Sec. 3.0 Coverage (1/4)

- **Departments and Attached Agencies, COs, OEOs and GOCCs under DBM** – shall observe and follow the requirements and conditions stated in MC No. 2018-1.
- The DBM, OP-OES, OP-OCS will work closely with the Task Force in this implementation.

Sec. 3.0 Coverage (2/4)

- **State Universities and Colleges (SUCs)** – shall observe and follow the requirements and conditions stated in MC No. 2018-1.

Kindly note that the **CHED** may issue separate guidelines for the SUCs with regards to the achievement of their FY 2018 targets.

Sec. 3.0 Coverage (3/4)

- **Observance of the requirements and conditions through issuance of Interim PBB Guidelines for the following :**
 - ✓ GCG for GOCCs covered by RA No. 10149
 - ✓ LWUA for Local Water Districts (LWDs)
 - ✓ DILG for Local Government Units (LGUs)

Sec. 3.0 Coverage (4/4)

- For FY 2018 PBB, we are **strengthening the capacity of DepEd to oversee** its regional and division offices, as well as its secondary and primary schools.
- **The Task Force also encourage the Legislative, Judiciary, and other Constitutional offices** to participate in the PBB implementation, through formal communication and letter of interest.

Sec. 4.0 Eligibility Criteria

- ✓ **Satisfy** 100% of the Good Governance Conditions (GGCs).
- ✓ **Achieve** each of the Performance Targets - Physical Targets, STO, and GASS requirements.
- ✓ **Performance rating** of employees and CES positions.

Sec. 5.0 Good Governance Conditions (1/4)

- ✓ Maintain/Update **Transparency Seal**
- ✓ Post/Update **PhilGEPS** postings
- ✓ Maintain/Update **Citizen's Service Charter**

Non-compliance with any GGC will render the entire department/agency **ineligible** for the PBB.

Assessment of agency compliance with GGCs shall start on **October 1, 2018**.

Sec. 5.0 Good Governance Conditions (2/4)

Maintain/Update Transparency Seal –

- ✓ Agency's mandate and functions
- ✓ Annual Financial Reports
- ✓ DBM Approved Budget and Corresponding Targets for FY 2018
- ✓ Major Projects, and Programs, Beneficiaries, and Status of Implementation for FY 2018
- ✓ FY 2018 APP Non-CSE, Indicative FY 2019 APP Non-CSE, and FY 2019 APP CSE
- ✓ QMS Certification
- ✓ System of Agency Ranking Delivery Units for FY 2018 PBB
- ✓ The Agency Review and Compliance Procedure of Statements and Financial Disclosures
- ✓ FOI Manual and all other FOI requirements

Sec. 5.0 Good Governance Conditions (3/4)

Post/Update PhilGEPS postings –

- ✓ Including all Invitations to Bids and awarded contracts.
- ✓ Covers Early Procurement of FY 2019 Non-CSE items.
- ✓ Transactions from November 16, 2017 to December 31, 2018 (cut-off date)*.
- ✓ Agencies should track their status through the **PhilGEPS microsite**:
<http://data.philgeps.gov.ph/directory/pbb.aspx>

Sec. 5.0 Good Governance Conditions (4/4)

Maintain/Update Citizen's Service Charter –

- ✓ Reflecting the agency's **enhanced service standards for all its frontline services to citizens, businesses, and government agencies.**
- ✓ The **Certificate of Compliance (CoC)** submitted pursuant to CSC MC No. 14, s. 2017 shall be the basis for the validation for FY 2018 and shall be submitted on or before **August 1, 2018.**
- ✓ The CSC validation shall be complemented with reports on feedback and complaints from citizens gathered by the OP, PMS, CSC and PCOO from the 8888 Hotline and the FOI portals.

Towards Streamlined Government Services

R.A. No. 11302 s. 2018 or the **Act Promoting Ease of Doing Business and Efficient Delivery of Government Services** focuses in attaining:

- ✓ Heightened Transparency and Accountability
- ✓ Proper Management of Public Affairs
- ✓ Simplified requirements
- ✓ Streamlined procedures
- ✓ Standardization of the processing time for government transactions
- ✓ Automation of business-related transactions
- ✓ Information and communications technology in the centralization of government processes

Sec. 6.0 Performance Targets (1/3)

Departments and Attached Agencies, COs, OEOs and GOCCs under DBM –

- ✓ Streamlining and Process Improvement of Agency's Critical Services
- ✓ FY 2018 STO requirement
- ✓ FY 2018 GASS requirements

Sec. 6.0 Performance Targets (2/3)

State Universities and Colleges (SUCs) –

- ✓ Achievement of all Congress-approved performance targets under the FY 2018 GAA (Major Financial Outputs)
- ✓ FY 2018 STO requirement
- ✓ FY 2018 GASS requirements

Sec. 6.0 Performance Targets (3/3)

GOCCs covered by RA No. 10149 –

Targets reflected in their approved FY 2018 Performance Scorecard and eligibility requirements specified in the Guidelines to be issued by GCG.

Local Water Districts –

Achievement of the physical targets, STO and GASS indicators as identified in the Guidelines to be issued by LMUA and DBM.

Local Government Units –

Performance targets based on the Guidelines to be issued by DILG and DBM.

Sec. 6.1 Streamlining and Process Improvement of the Agency's Critical Service

- ✓ Number of Steps
- ✓ Transaction Costs
(Fees; Other Transaction Costs)
- ✓ Substantive Compliance Costs
- ✓ Number of Signatures
- ✓ Number of Documents
- ✓ Turnaround Time

Improvement Targets

- ✓ Reduction in Number of Signatures
- ✓ Simplification of Application Forms
- ✓ 50% Reduction in TAT and Completion of Transaction with 15 days

DEFINITION OF TERMS

Frontline Service – refers to the process or transaction between clients and government offices or agencies **involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension** of the enumerated applications and/or requests.

Non-frontline Service – all other services provided by agencies that are not frontline.

DEFINITION OF TERMS

Transaction Costs - are those **incurred by the transacting public in securing services from government**. For purposes of FY 2018 PBB, these costs are categorized as follows:

- **Primary Transaction Costs** - fees incurred by the transacting citizens/clients paid to government agencies in availing the critical services. These are the fees declared in the agency's Citizen's/Service Charter. *Ex. application fees, registration fees, etc.*
- **Secondary Transaction Costs** - fees that transacting citizen/client has to pay in obtaining supporting information from another agency to secure needed primary information. *Ex. birth certificate to secure passport, barangay clearance to secure business permit, required photos, printing costs, photocopying costs, etc.*

DEFINITION OF TERMS

Substantive compliance costs - are **incremental costs** to the target group of complying with a regulation, other than administrative costs (OECD, 2014, p.13). *Ex. purchase early warning device for vehicle owners, installation of accelerograph for building with 10 floors and up, maintenance of waste disposal system for establishments, etc.*

Number of Signatures - Departments/Agencies shall target the **maximum number of three (3) signatures** to complete the critical service. Department/agency should provide explanations if they are unable to achieve the target of maximum the signatures. The acceptance of explanation shall be subject to the review and recommendation of the validating agency.

ANNEX 3A: MODIFIED FORM A- DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY:

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

NAME OF SERVICE* (1)	NUMBER OF STEPS (2)		TRANSACTION COSTS INCURRED BY THE TRANSACTING PUBLIC/PRIVATE FEES PAID (3)		SUBSTANTIVE COMPLIANCE COST (4)		NUMBER OF SIGNATURES (5)		NUMBER OF RETURNED DOCUMENTS (6)		TURNAROUND TIME (7)		CLIENT/CITIZEN SATISFACTION RESULTS (8)	
	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT	TARGET	ACCOMPLISHMENT
Frontline Services														
Name of Service 1	% reduction of number of steps		% reduction of fees paid		% reduction of other transaction costs		Reduce to 1 signature		Reduction of required documents		80% reduction of turnaround time and complete the transaction within 15 days		Citizen/Citizen Satisfaction Rating	
Name of Service 2	% reduction of number of steps		% reduction of fees paid		% reduction of other transaction costs		Reduce to 1 signature		Reduction of required documents		80% reduction of turnaround time and complete the transaction within 15 days		Citizen/Citizen Satisfaction Rating	
Name of Service 3	% reduction of number of steps		% reduction of fees paid		% reduction of other transaction costs		Reduce to 1 signature		Reduction of required documents		80% reduction of turnaround time and complete the transaction within 15 days		Citizen/Citizen Satisfaction Rating	
Non-Frontline Services														
Name of Service 1	% reduction of number of steps		% reduction of fees paid		% reduction of other transaction costs		Reduce to 2 signatures		Reduction of required documents		80% reduction of turnaround time and complete the transaction within 15 days		Citizen/Citizen Satisfaction Rating	
Name of Service 2	% reduction of number of steps		% reduction of fees paid		% reduction of other transaction costs		Reduce to 2 signatures		Reduction of required documents		80% reduction of turnaround time and complete the transaction within 15 days		Citizen/Citizen Satisfaction Rating	
Name of Service 3	% reduction of number of steps		% reduction of fees paid		% reduction of other transaction costs		Reduce to 2 signatures		Reduction of required documents		80% reduction of turnaround time and complete the transaction within 15 days		Citizen/Citizen Satisfaction Rating	

* Departments/Agencies may add rows as needed.

Prepared by:

Approved by:

Name of Officer / Designation

Date

Department Secretary/Agency Head

Date

Sec. 6.2 Citizen/Client Satisfaction

- ✓ Included in the Annex 3A and Annex 3B
- ✓ In Annex 4, agencies should report the following information:
 - Description of the Citizen/Client Satisfaction Survey
 - Improvement Action Plan for FY 2019



Sec. 6.3 STO Requirement

- ✓ ISO 9001:2015 QMS Certification
- ✓ **Or** equivalent certifications/attestations granted by similar internationally recognized bodies promoting TQM shall be considered: PQA, ISO/IEC 17025, ISO 17020, and Qmentum Accreditation Canada

Sec. 6.4 GASS Requirements (1/3)

- ✓ 100% Obligations and Disbursements BUR – **computation for SUCs and GOCCs**
- ✓ Quarterly BFARs
- ✓ Submission of FY 2019 Indicative APP, FY 2018 APP-non CSE, FY 2018 APP CSE and FY 2017 APCPI
- ✓ COA Financial Reports
- ✓ Sustained compliance with full implementation of 30% of the prior years' audit recommendations

Sec. 6.4 GASS Requirements (2/3)

For NGAs and SUCs*:

$$\text{Obligations BUR} = \frac{\text{Total Obligations}}{\text{Total Allotments}}$$

$$\text{Disbursements BUR} = \frac{\text{Total Disbursements}}{\text{Total Obligations}}$$

Sec. 6.4 GASS Requirements (3/3)

For GOCCs under DBM:

Obligations BUR = Total Obligations

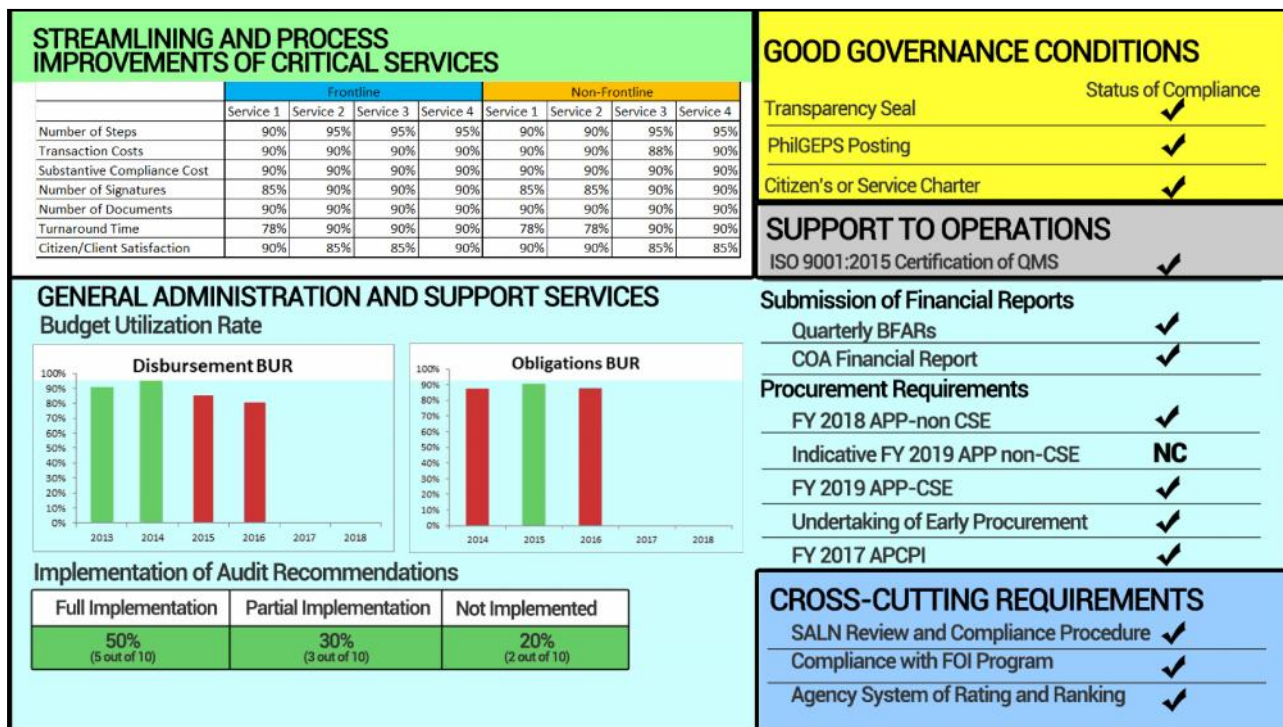
DBM approved Corporate Operating
Budget (both net of PS)

Disbursements BUR = Total Actual Disbursements

Total Actual Obligations (both net of PS)

Sec. 6.5 Cross-cutting Requirements

- ✓ Establishment and Conduct of Agency Review and Compliance Procedure of SALN
- ✓ Comply with FOI Program
 - FOI Manual (TS Page)
 - Agency Information Inventory (TS Page)
 - 2017 and 2018 FOI Summary Report (TS Page)
 - 2017 and 2018 FOI Registry (TS Page)
 - Screenshot of agency website's homepage with FOI logo (email to PCOO)



Sec. 7.0 Eligibility of Individuals (1/3)

- ✓ Employees belonging to the **First, Second and Third Levels** should receive a rating of at least "Satisfactory" based on the agency's **CSC-approved Strategic Performance Management System (SPMS)** or the requirement **prescribed by the CESB**.
- ✓ An official or employee who has rendered a minimum of 9 months of service during the fiscal year and with at least Satisfactory rating may be eligible to the full grant of the PBB.

Sec. 7.0 Eligibility of Individuals (2/3)

- ✓ Employees who transferred from non-participating gov't agencies shall be rated where he/she served the longest. Eligible employee shall receive the PBB on pro-rate basis corresponding to the actual length of service to the participating agency.

Sec. 7.0 Eligibility of Individuals (3/3)

- ✓ An official or employee who rendered less than 9 months but a minimum of 3 months of service and with at least Satisfactory rating shall be eligible for the grant of PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

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

Sec. 8.0 Ranking of Delivery Units

- ✓ Departments/Agencies and their corresponding offices/delivery units that meet the criteria and conditions in Section 4.1 are eligible to the FY 2018 PBB. Bureaus, offices or delivery units eligible to the PBB shall be forced ranked according to the following categories:

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

- ✓ Declare the ranking system by using Annex 8, then upload in the TS Page.

Sec. 9.0 Rates of PBB

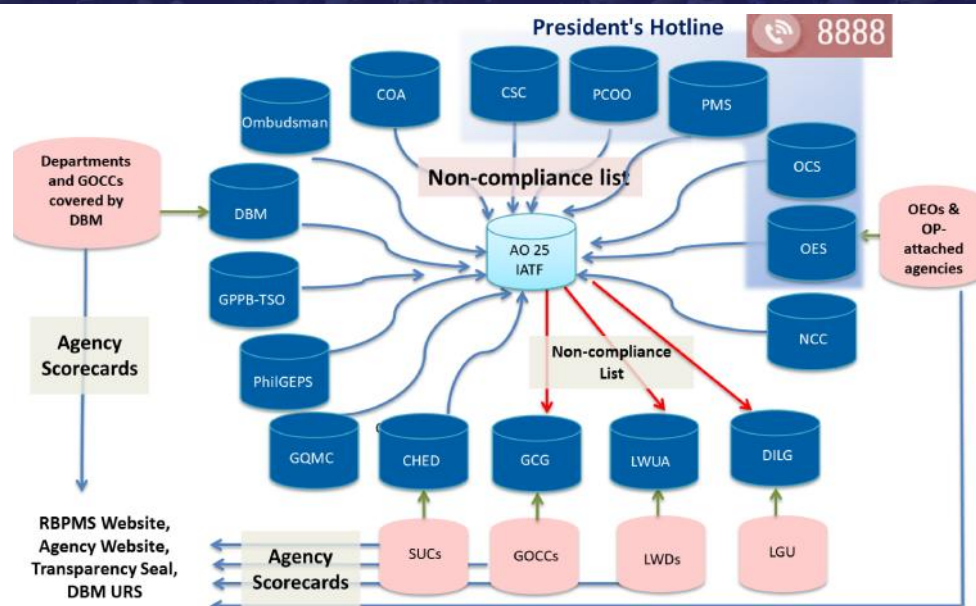
- ✓ The rates of the PBB for each individual shall be based on the performance ranking of the individual's bureaus or delivery units with the rate of incentive as a multiple of one's monthly basic salary based on the table below:

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

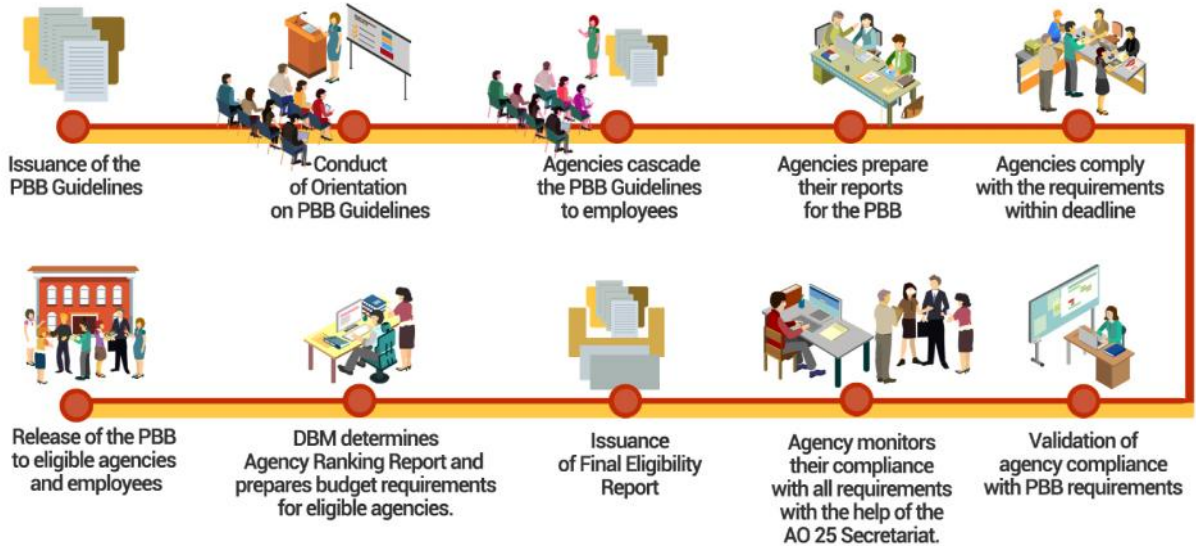
Sec. 10. Submission of Reports

- ✓ **Submit FY 2018 Accomplishments** using the following:
 - Annex 3A: Modified Form A (Page 1 and Page 2)
 - Annex 3B: Modified Form A1
 - Annex 4: Citizen/Client Satisfaction Report
 - (For SUCs) Annex 5: Form A, A1, and BUR for SUCs
 - Annex 7: Form 1
- ✓ **DepEd** shall have the same implementation timeline of GGCs, physical targets, STO and GASS

Harmonized system of performance reporting and evaluation



How PBB Cycle works?



Reminders

Dates to Remember

2018

2019

JANUARY

- 31 FY 2018 APP-non CSE

MARCH

- 30 *Small Agencies:*
COA Financial Reports

APRIL

- 15 First Quarter BFARs
- 30 *Big Agencies:*
COA Financial Reports
- 30 Submission of SALN

JULY

- 15 Second Quarter BFARs

AUGUST

- 1 Citizen's/Service Charter
- 31 Indicative FY 2019 APP-non CSE,
FY 2019 APP-CSE,
Results of FY 2017 APCPI System

SEPTEMBER

- 30 People's FOI Manual,
Agency Information Inventory,
Screenshot of Agency's Home Page

OCTOBER

- 1 Transparency Seal
- 1 Agency Review and Compliance
Procedure of SALN
- 1 System of Ranking Delivery Units
- 15 Third Quarter BFARs

DECEMBER

- 31 QMS Certification
- 31 Sustained Compliance
with Audit Findings

JANUARY

- 15 Fourth Quarter 2018 BFARs
- 31 Deadline to update of PhilGEPS postings
including postings for Early Procurement
- 31 Deadline to submit explanation/s
for non-updating of PhilGEPS postings
- 31 2017 and 2018 FOI Summary Report;
2017 and 2018 FOI Registry

FEBRUARY

- 28 *Small Agencies:*
Streamlining and Process
Improvements, Citizen/Client
Satisfaction, BUR, Form 1
and Evaluation Matrix

- 28 *SUCs, LWDs, and LGUs:*
Physical Targets

AUGUST

- 31 *Big Agencies:*
Streamlining and Process
Improvements, Citizen/Client
Satisfaction, BUR, Form 1
and Evaluation Matrix

Information and Communication

The Department Secretary / Head of Agency should **designate senior officials as PBB Focal Person/s and PBB spokesperson/s** and confirm with the IATF the name, position and contact details.

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

IATF Communication Channels



<http://www.dap.edu.ph/rbprms>



[facebook.com/PBBSecretariat](https://www.facebook.com/PBBSecretariat)



ao25secretariat@dap.edu.ph



twitter.com/PBBSecretariat



0920-498-9121 / (02) 631-2139
(02) 400-1469 / (02) 400-1582
(02) 400-1490



<http://www.dap.edu.ph/rbprms/policies-issuances>





Effective Cascading of Information within the Agency



Best Practices from Agencies

Agency A:

1. Annual issuance of Internal Guidelines for PBB.
2. Creation of a Performance Management Group (PMG), sub-committees and designated Focal Persons per qualifying indicator
 - *Qualifying indicators are requirements covered in the PBB.*
3. Clustered units and ranking indicators**
 - *Ranking indicators are requirements beyond of those covered in the PBB.*
4. Harmonized PBIS-PBB and SPMS.
5. Strengthened IEC to ensure transparency & accountability.
6. Systematized system of submission of Cash Advances.

Best Practices from Agencies

Agency B:

1. Strengthened role of the Corporate Planning and Monitoring Division as the agency's Performance Management Group (PMG).
2. Administrative staff are tasked to track individual eligibility and prepare Form 1.0.
3. Annual conduct of Administrative Officers and Financial Officers (AOFO) Conference.
4. Issuance of updated PBB advisories from PBB focal persons and infographics on the status of implementation.
5. 2-stage ranking process from clustered delivery units to the second stage ranking.

Open Forum