



AO25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (IATF)

# ONLINE CONSULTATION MEETING WITH AGENCIES

*ON THE FY 2023 PERFORMANCE-BASED BONUS*

18 JANUARY 2024

2:00 PM - 4:00 PM



ao25secretariat@dap.edu.ph



<https://rbpms.dap.edu.ph/>



AO25 Secretariat

# Reminders



This meeting is being recorded by the A025 Secretariat.



For our speakers, kindly turn-off your microphones and wait for your turn to speak to avoid unnecessary background noise during the discussions.



Live questions from Youtube and Facebook will be entertained during our Q&A portion later.

*Provide your name and agency for easy recognition.  
For questions specific to your agencies, please send an email to the A025 Secretariat.*

# A025 TWG and Validating Agencies

## PRINCIPAL MEMBERS

Chair: DBM



## VALIDATING AGENCIES



## TECHNICAL SECRETARIAT



# PROGRAMME

ONLINE CONSULTATION MEETING WITH AGENCIES ON THE FY 2023 PERFORMANCE-BASED BONUS (PBB)

18 January 2024 | 02:00 PM - 04:00 PM

- 2:00 - 2:05 PM** • **Introduction and Welcoming of Participants**
- 2:05 - 2:15 PM** • **Message from the A025 Technical Working Group Chair**  
*Asec. Achilles Gerard C. Bravo, A025 IATF and TWG Chair*
- 2:15 - 2:30 PM** • **Updates on FY 2021 and 2022 PBB**
- 2:30 - 3:00 PM** • **Presentation of the Highlights of the FY 2023 PBB Guidelines**  
*Dir. Maria Rosario A. Ablan, A025 Secretariat Program Director*
  - **PBB Criteria and Conditions**
    - Process Results, Digitalization Initiatives
  - **FY 2023 PBB Scoring Scheme**
    - Modified Rating Scales per criteria
  - **FY 2023 New Agency Accountabilities**
    - ARTA CSM, ISO-QMS
  - **Eligibility Criteria of Agencies and Individuals**
  - **Online Submission for the FY 2023 PBB**
- 3:00 - 3:30 PM**
- 3:30 - 4:00 PM**
- 4:00 - 4:50 PM** • **Question and Answer (Q&A)**  
*Ms. Nadine Victoria D. Malapira, A025 Secretariat*
- 4:50 - 5:00 PM** • **Closing Remarks**

*Host: Ms. Andrea Daine Montalban*

# Consultation Meeting Objectives

1. Provide updates on the FY 2021 and FY 2022 PBB;
2. Surface clarifications and have a better understanding of the criteria and conditions of the FY 2023 PBB requirements; and
3. Enable the agencies to comply with the PBB requirements.

# MESSAGE FROM THE A025 TECHNICAL WORKING GROUP CHAIR



**Assistant Secretary Achilles Gerard C. Bravo**  
A025 IATF-TWG Chair

*Department of Budget and Management - Functional Group Head  
(FGH) of the Internal Management Group  
Supervision of the Administrative Service, Finance Service and  
Corporate Planning and Management Service*

# UPDATES ON PBB AND HIGHLIGHTS OF THE FY 2023 PBB



**Director Maria Rosario A. Ablan**

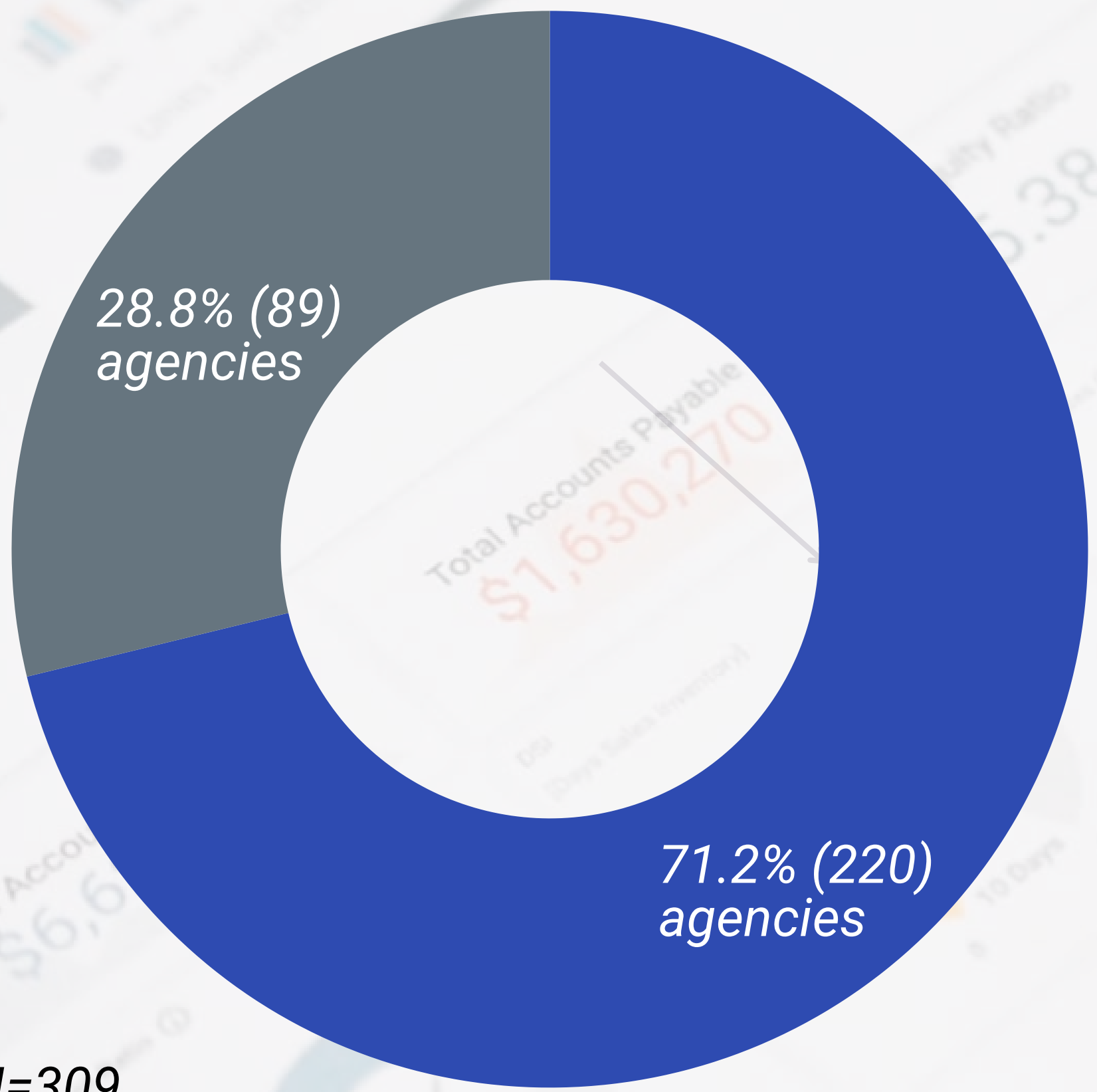
*Program Director, AO25 Secretariat  
Development Academy of the Philippines*

# **UPDATES ON FY 2021 AND FY 2022 PBB**



# FY 2021 PBB Eligibility

As of December 19, 2023

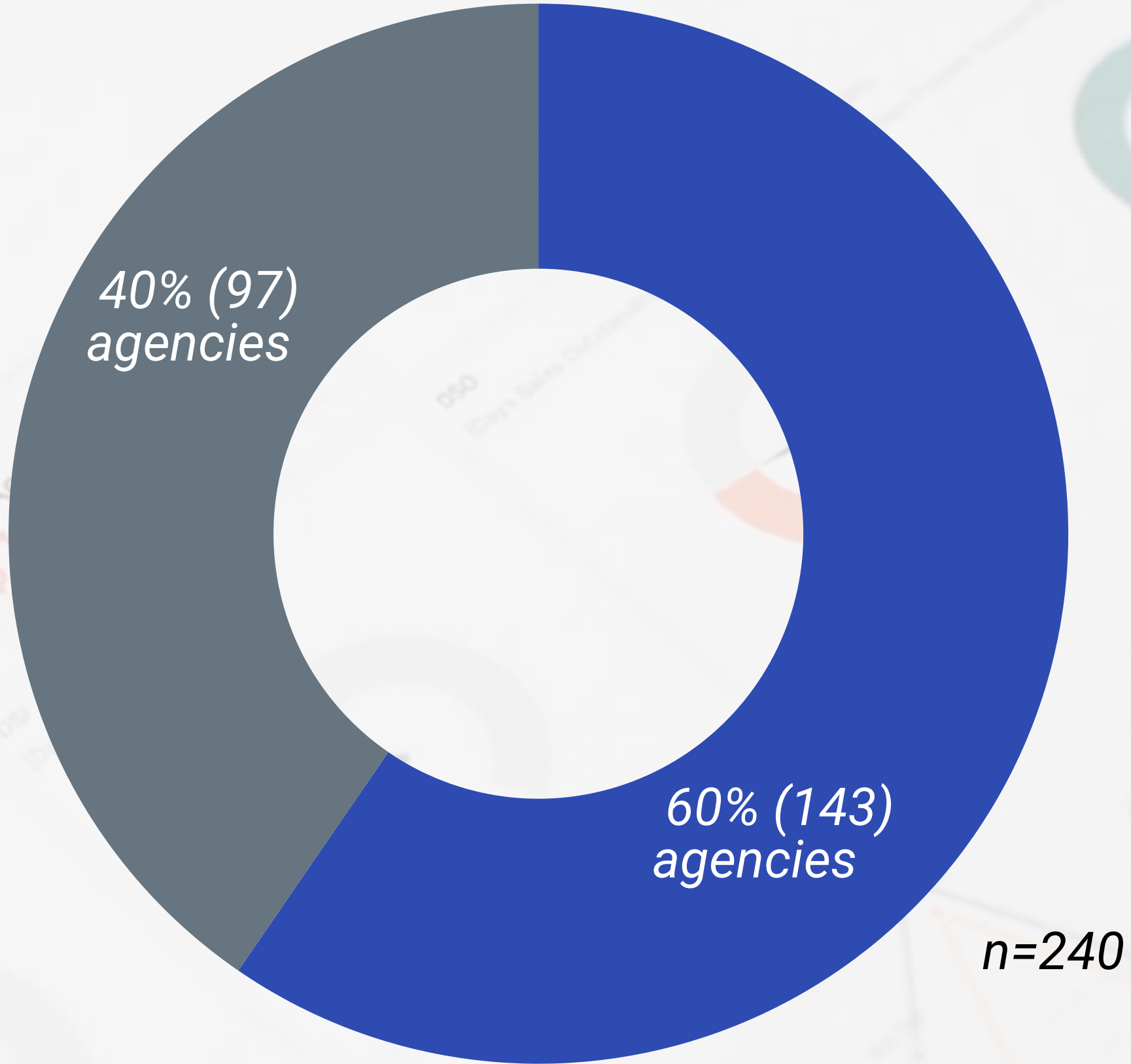


(Est.) 1,554,412 or 91% of the 1,702,446 total positions filled were eligible for FY 2021 PBB.

N=309

# Status of FY 2022 PBB Eligibility

As of January 16, 2024



**Note:**  
*There are still 74 agencies pending validation.*

# HIGHLIGHTS OF FY 2023 PBB



INTER-AGENCY TASK FORCE ON THE HARMONIZATION OF  
NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND REPORTING SYSTEMS  
(Administrative Order No. 26 S. 2011)

## MEMORANDUM CIRCULAR NO. 2023- 1

August 22, 2023

**TO :** ALL HEADS OF DEPARTMENTS, BUREAUS, OFFICES AND OTHER AGENCIES OF THE NATIONAL GOVERNMENT, INCLUDING CONSTITUTIONAL COMMISSIONS, OTHER EXECUTIVE OFFICES, CONGRESS, THE JUDICIARY, 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 2023 UNDER EXECUTIVE ORDER (EO) NO. 80, S. 2012 AND EO NO. 201, S. 2016

### 1.0 PURPOSE

This Circular is being issued to prescribe the criteria and conditions for the grant of the PBB for FY 2023 performance, to be given in FY 2024. Achieving a prosperous, inclusive, and resilient society through economic transformation requires the practice of open, efficient, and accountable governance. In pursuit of the goal of the Philippine Development Plan (PDP) 2023-2028 to practice good governance and improve bureaucratic efficiency, the FY 2023 PBB will contribute to raising the productivity, performance, transparency, and accountability of government agencies and employees, using the enhanced Results-based Performance Management System and the simplified Performance-based Incentive System.

The four (4) accountability dimensions – Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results remain relevant in achieving the PDP goals such as good governance and bureaucratic efficiency. The FY 2023 PBB through the Performance and Financial Results, will intensify transparency and disclosure in public spending information through the timely delivery of government programs and projects even during periods of adversity, such as health emergencies and natural hazards like the COVID-19 pandemic. For Process Results, ease of transaction in government services may be achieved through the continuous full implementation of process improvement efforts contributing to the Ease of Doing Business and Efficient Delivery of Government Services and strengthened adherence to quality management programs. Further, getting the citizen's feedback to ensure that the transacting public is satisfied with the delivery of public services is monitored under the Citizen/Client Satisfaction Results.

<https://rbpms.dap.edu.ph/policies-issuances/>

# Modified Requirements for FY 2023 PBB

CRITERIA AND CONDITIONS/ REQUIREMENTS	FY 2022	FY 2023
<b>PROCESS RESULTS</b>	<ul style="list-style-type: none"> <li>Substantial improvement of 1 external core + 1 internal admin/support service</li> </ul>	<ul style="list-style-type: none"> <li>Substantial improvement of 1 external core + 1 internal admin/support service</li> <li>Included provisions on the <b>focus of the substantial improvement/reduction areas of services.</b></li> </ul>
<b>CITIZEN/CLIENT SATISFACTION RESULTS</b>	<ul style="list-style-type: none"> <li>Citizen/Client Satisfaction Survey or CCSS, resolution and compliance to #8888 and CCB.</li> </ul>	<ul style="list-style-type: none"> <li><b>Resolution and compliance to #8888 and CCB.</b></li> </ul>
<b>AGENCY ACCOUNTABILITIES</b>	<ul style="list-style-type: none"> <li>Refer to Section 5.0</li> </ul>	<p><b>New accountabilities:</b></p> <ul style="list-style-type: none"> <li>Report on the digitalization initiatives or digital transformation of external and internal services,</li> <li>Continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process, and</li> <li>Administered Client Satisfaction Measurement (CSM)</li> </ul>
<b>TIMELINES AND SUBMISSION</b>	<ul style="list-style-type: none"> <li>Physical and online</li> </ul>	<ul style="list-style-type: none"> <li><b>Online submission</b> of requirements thru the GEIS.</li> <li>Submit on time on February 29, 2024 to <b>avoid penalty of a 5% reduction</b> in the rates of incentives.</li> </ul>

# Section 3.0 FY 2023 Eligibility Criteria

Each agency must satisfy the criteria and conditions under the **four (4) dimensions of accountability:**

- Performance Results
- Process Results
- Financial Results
- Citizen/Client Satisfaction Results

An agency must attain a total score of **at least 70 points**, and **achieve at least a rating of 4** for at least three (3) criteria based on the PBB Scoring System.

# FY 2023 PBB Scoring System

**TABLE 1: FY 2023 PBB SCORING SYSTEM**

CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5 points	10 points	15 points	20 points	25 points
Process Results	5	5 points	10 points	15 points	20 points	25 points
Financial Results	5	5 points	10 points	15 points	20 points	25 points
Citizen/Client Satisfaction Results	5	5 points	10 points	15 points	20 points	25 points



- Rating scale of 1 to 5 (where 5 is the highest). Each criterion and condition has a corresponding rating scale.
- The maximum score that may be obtained by the agency is **100 points**.
- To be able to attain a total score of at least 70 points, the agency should aim for a performance rating of 4 in at least three (3) criteria.
- The unit/s most responsible for the criteria with a performance rating of below 4 shall be isolated from the grant of the FY 2021 PBB.

# Section 4.1 Performance Results Rating Scale

The Performance Results shall be assessed and scored as follows:

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met <b>below 50%</b> of performance indicators of the Congress-approved performance targets for FY 2023.	Met <b>50% to less than 70%</b> of performance indicators of the Congress-approved performance targets for FY 2023.	Met <b>70% to less than 80%</b> of performance indicators of the Congress-approved performance targets for FY 2023.	Met <b>80% to less than 100%</b> of performance indicators of the Congress-approved performance targets for FY 2023.	Met <b>each one or 100%</b> of the Congress-approved performance targets for FY 2023 ( <u>all</u> performance indicators)

# Section 4.2 Process Results (1/4)

*Greater ease of transaction of core services based on mandated functions (external) covering G2C, G2B, and G2G transactions, and the administrative and supporting services (internal) within the agency.*



Substantive improvements in *ease of doing business/ease of transaction* with respect to **two (2) critical services** as declared in the updated Citizen's Charter and in line with the Anti-Red Tape Authority (ARTA)'s Whole-of-Government (WOG) Reengineering Manual.

1 core service (external)  
based on the mandated  
function of the agency



1 support/administrative  
service (internal)



# Section 4.2 Process Results (2/4)

**External services** - refer to government services applied for or requested by *external citizens or clients* or those who do not form part or belong to the government agency or office.

**Internal services** - refer to government services applied for or requested by *internal clients or individuals* who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual.

*Including services such as, but are not limited to, back-end/support services to regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorizing, or concession.*

# Section 4.2 Process Results (3/4)

In selecting the critical services to be prioritized by the agency, the following factors shall be considered. The selected critical service is:

- A **core service** which is a process needed to achieve the overall mission and objectives of the public sector organization.
- The **most complained service** with the greatest number of complaints received by the agency and other complaints-handling agencies.
- A service that **involves inter-agency action** to complete the transaction.
- A service that **generates income/revenue** for the government.
- A service **attributable to the PREXC/Programs** of agencies.

# Section 4.2 Process Results (4/4)

Substantial improvements or substantial reduction on the following:



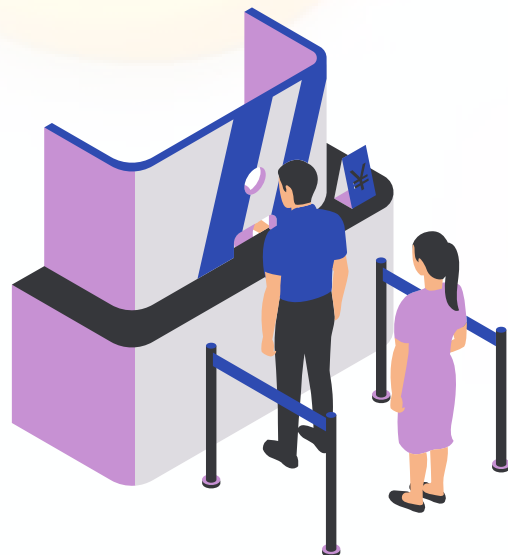
**Actual documentary requirements**



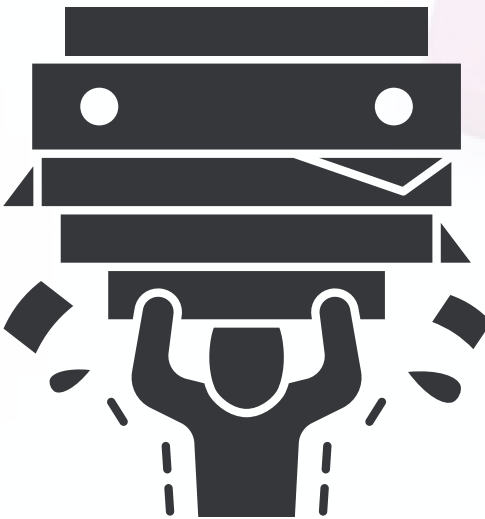
**Total processing time**



**Overall transaction cost**



**Multiple hand-offs**



**Administrative burden**



**Access to the service**

# Section 4.2 Process Results Rating Scale

The Process Results shall be assessed and scored as follows:

<b>TABLE 3: RATING SCALE FOR PROCESS RESULTS</b> <i>(Agencies and SUCs)</i>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>No substantial improvement in ease of transaction in both external core and internal services</b>	Achieved substantial improvements to ease transactions in <b>internal service</b>	Achieved substantial improvements to ease transactions in <b>external service only</b>	Achieved substantial improvements to ease transaction in <b>external but non-priority core service and internal service</b>	Achieved substantial improvements to ease transaction in <b>priority core service (external) and internal service</b>

# Process Results Areas for Improvement

- Ensure compliance with the submission/report of only **one (1) external service** and **one (1) internal support/administrative service**.
- The reported services shall comply with the prescribed requirement/description of a determined **core service** under Section 4.2.2.
- The reported services shall be declared in the agency's most updated **Citizen's Charter and in line with its Whole-of-Government Reengineering Manual**.
- Present actual results based on the **substantial improvements and/or reduction** as mentioned in Section 4.2.3.

# Section 4.2.5 Report on Digitalization

Submit a report of **tangible results of digitalization initiatives** or **digital transformation** of external and internal services through the following:

- reduced waiting and processing times;
- reduced wastes in the process;
- lowered costs;
- real-time generation of reports for informed decision-making;
- expanded coverage; and
- improved client satisfaction rating and similar outcomes.

*This requirement is considered as an **Agency Accountability** but the initiatives may be reflected in the reported services of the agency.*

# Section 4.3 Financial Results Rating Scale

The Financial Results shall be assessed and scored as follows:

<b>TABLE 4: FY 2023 RATING SCALE FOR FINANCIAL RESULTS</b>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Below 40%</b> Disbursements BUR	<b>40%-55%</b> Disbursements BUR	<b>55%-70%</b> Disbursements BUR	<b>70%-85%</b> Disbursements BUR	<b>85%-100%</b> Disbursements BUR

# Section 4.4 Citizen/Client Satisfaction Results

**Resolution and compliance** to reported complaints from **Hotline #8888** and **Contact Center ng Bayan (CCB)**.

Agencies shall ensure the **resolution of all complaints and grievances** reported to Hotline #8888 and CCB, and their **compliance to the 72-hour** prescribed period to take actions on complaints as provided in EO No. 6, s. 2016.



Republic of the Philippines

**8888 Citizens' Complaint Center**

Office of the President



**CCB** CONTACT  
CENTER  
ng BAYAN

A Step Towards Better Governance

*To provide evidence on this, agencies may submit a report summarizing Hotline #8888 and CCB complaints received in FY 2023 and their status if resolved or pending.*



# Section 4.4 Citizen/Client Satisfaction Results Rating Scale

The Citizen/Client Satisfaction Results shall be assessed and scored as follows:

<b>TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS</b>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>0%</b> resolution and compliance rate to #8888/CCB complaints	<b>At least 1%</b> resolution and compliance rate to #8888/CCB complaints	<b>At least 50%</b> resolution and compliance rate to #8888/CCB complaints	<b>At least 75%</b> resolution and compliance rate if there are <b>more than 250 tickets</b> to #8888/CCB complaints <b>At least 80%</b> resolution and compliance rate for <b>250 or less tickets</b> to #8888/CCB complaints	<b>100% resolution and compliance</b> to #8888/CCB complaints

# Section 5.0 Agency Accountabilities

- a. Updating of Transparency Seal
- b. Compliance with Audit Findings and Liquidation of Cash Advances
- c. Compliance with the Freedom of Information (FOI) Program
- d. Submission and Review of Statement of Assets, Liabilities, and Net Worth (SALN)
- e. PhilGEPS posting of all invitations to bids and awarded contracts
- f. FY 2023 Non-Common Use Supplies and Equipment (APP-non CSE)
- g. Posting of Indicative FY 2024 APP-non CSE
- h. FY 2024 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)
- i. Results of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI) System
- j. Undertaking of Early Procurement Activities covering FY 2024 Procurement Projects
- k. Designation of the Agency's Committee on Anti-Red Tape (CART)
- l. Compliance with the National Competition Policy (NCP)

## **New for FY 2023 PBB**

- m. For departments/agencies, SUCs, and GOCCs (DBM), continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process
- n. Administered Client Satisfaction Measurement (CSM)
- o. Report on the digitalization initiatives or digital transformation of external and internal services

# AGENCY ACCOUNTABILITIES

# ISO - QMS REQUIREMENT



## **Atty. Melanie A. Quilantang**

*Acting Chief Budget and Management Specialist,  
DBM-Systems and Productivity Improvement Bureau and  
Government Quality Management Committee Secretariat*





# Government Quality Management Committee

## **GUIDELINES ON THE COMPLIANCE WITH, AND VALIDATION OF, ISO QUALITY MANAGEMENT SYSTEM (QMS) CERTIFICATION/RECERTIFICATION**

**For the Grant of the FY 2023 Performance-Based Bonus**

**FY 2023 Performance-Based Bonus Consultation Meeting | 18 January 2024**



# Government Quality Management Committee

## **Outline:**

- i. Background
- ii. Guidelines in Determining Compliance with the ISO QMS Certification/Recertification
- iii. Activities and Timelines
- iv. Requests for Reconsideration and Exemption
- v. Engagement with the Certification Bodies (CBs)



# Government Quality Management Committee

## I. BACKGROUND

### **New Agency Accountabilities (AO 25 MC No. 2023-1)**

- **For departments/agencies, SUCs, and GOCCs (DBM), continuing ISO QMS certification or equivalent certification of at least one (1) critical frontline service or core process;**
- Administered Client Satisfaction Measurement; and
- Report on the digitalization initiatives of digital transformation of external and internal services.



# Government Quality Management Committee

## II. GUIDELINES



**ISO 9001:2015**

*OR*

**latest version of  
ISO 9001 certification**

*AS OF*

**31 December 2023**

Must pursue **continued certification**

\*no gap or with minimal gap only in terms of the expiration of its previous certification and the effectivity date of its existing certification





# Government Quality Management Committee

## II. GUIDELINES

Must be issued by CBs accredited by the **International Accreditation Forum (IAF)** member



Beginning **FY 2023**, agencies still in certification journey or with expiring/expired contract shall endeavor to **obtain certification/recertification from CBs accredited by the DTI-PAB.**



# Government Quality Management Committee

## II. GUIDELINES

### **Equivalent certifications:**

- Philippine Quality Award (PQA)/Recognition
- ISO/IEC 17025 or 17020 Accreditation
- AACUP's Institutional Accreditation
- Accreditation Canada International's Qmentum International Gold Award
- Supreme Audit Institutions (SAI) Performance Measurement Framework (PMF) of the International Organization of SAIs
- Universal Postal Union's Quality Management



# Government Quality Management Committee

## III. ACTIVITIES AND TIMELINES

### Validating Agencies

Oversight Agency	For Validation
Commission on Higher Education (CHED)	State Universities and Colleges
Governance Commission for GOCCs (GCG)	GOCCs under GCG coverage
Local Water Utilities Administration (LWUA)	Local Water Districts
GQMC-DBM Secretariat - SPIB	Departments/Agencies, including ConComs, OEOs, Congress, the Judiciary and GOCCs under DBM



# Government Quality Management Committee

## III. ACTIVITIES AND TIMELINES

Responsible Agency/Unit	Activities	Timelines
Participating Agencies (departments/agencies and SUCs) *GOCCs and LWDs based on the guidelines of GCG and LWUA, respectively	Posting of the copies of the following in the agencies' respective Transparency Seal webpage: <ul style="list-style-type: none"> <li>• ISO QMS certification/recertification</li> <li>• ISO QMS equivalent certification</li> </ul>	<b>Not later than December 31, 2023</b>
	Submission of the copy of the following: <ul style="list-style-type: none"> <li>• Contract with the winning CB; or</li> <li>• Authorization and Consent Form (Annex 3.1)</li> </ul>	<b>On or before January 31, 2024 or within 15 working days from the issuance of the Notice to Proceed by the agency to the CB, whichever comes earlier</b>



# Government Quality Management Committee

## III. ACTIVITIES AND TIMELINES

Responsible Agency/Unit	Activities	Timelines
Validating agencies	Validation	<b>January 2, 2024</b> until <b>February 29, 2024</b>
	Submission of the initial findings to AO 25 Secretariat	<b>On or before March 14, 2024</b> (10 wds from validation)
GQMC-DBM Secretariat (SPIB)	Confirmation with the CBs/Accrediting Agencies and submission to the AO 25 IATF	<b>On or before April 11, 2024</b> (20 wds from the submission of initial findings)



# Government Quality Management Committee

## IV. REQUEST FOR RECONSIDERATION/EXEMPTION

For agencies where the ISO QMS certification/recertification is the **sole requirement**:

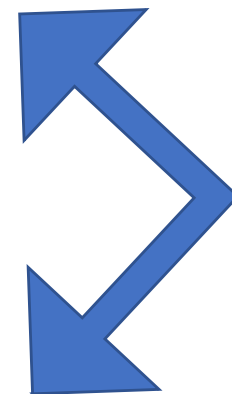
Request for reconsideration

- *errors in the validity period*

**OR**

Request for exemption

- *ongoing agency restructuring, functional and organizational modifications*



Request **within thirty (30) calendar days** from the posting of the result of validation that the agency is non-compliant



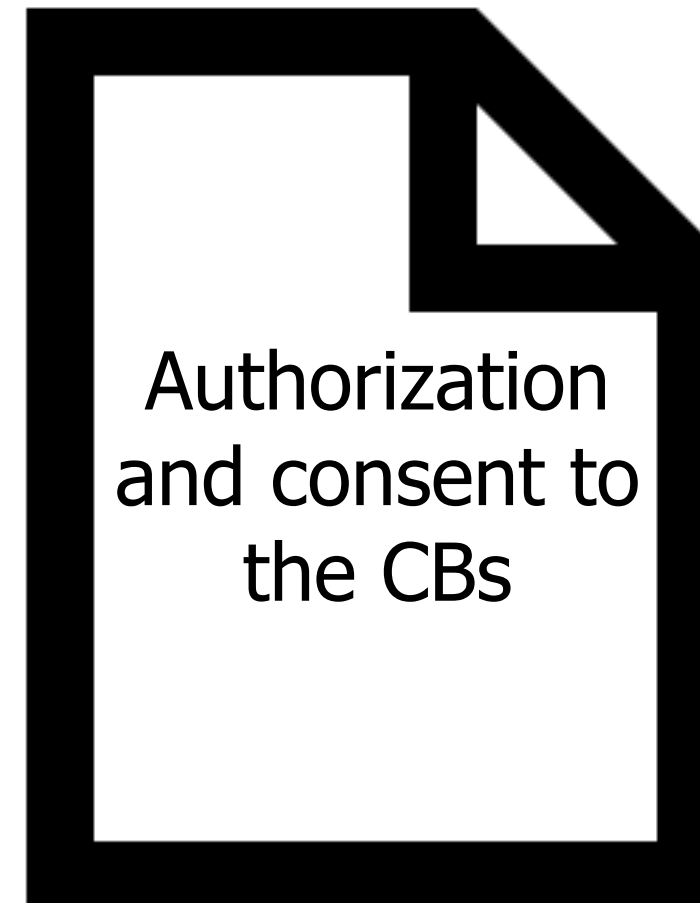
# Government Quality Management Committee

## V. ENGAGEMENT WITH THE CBs

### Participating Agencies



or



accommodate requests for  
information or documents

provide information/  
documentation



# Government Quality Management Committee

## V. ENGAGEMENT WITH THE CBs

### *Participating Agencies*

Copy of the **contract** or **authorization and consent** form:

Submit to **CB** and copy  
furnish the **DBM-SPIB**

On or before **January 31, 2023** or  
**within 15 wds** from the issuance of  
the Notice to Proceed





# Government Quality Management Committee

# Thank you!

For questions and/or concerns, you may:

- email the SPIB at **dbm-spib@dbm.gov.ph**, or
- contact via (+63) 02 8657-3000 loc. **1227/1230 (MSID)**, 1228 (AMD), 1238 (PED), 1226 (ICMD), 1223 (AU)

**Systems and Productivity Improvement Bureau**  
Department of Budget and Management  
General Solano St., San Miguel, Malacañang, Manila

# ARTA CSM REQUIREMENT



**Ms. Kristine Joy T. Fajardo**

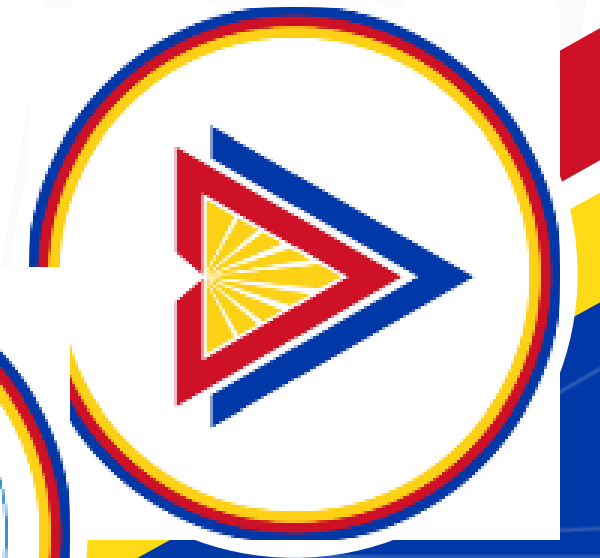
*Division Chief, Compliance, Monitoring, and Evaluation Office-B  
Anti-Red Tape Authority*





# Orientation on the Guidelines on the Grant for the FY 2023 Performance-Based Bonus: Harmonized Client Satisfaction Measurement 2023 New Agency Accountability

**Kristine Joy T. Fajardo**  
*Division Chief*  
Compliance Monitoring and Evaluation Office  
Anti-Red Tape Authority



# LEGAL BASES

<p><b>Section 20 of RA 11032</b></p>	<p>“A feedback mechanism shall be established in all agencies covered by this Act and the results thereof shall be incorporated in their annual report.”</p>
<p><b>Rule IV, Section 3(b) of the IRR</b></p>	<p>“All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts.</p> <p>The agency shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority. “</p>

# HARMONIZED CLIENT SATISFACTION MEASUREMENT (CSM)



- An after-service availability survey that assesses the overall satisfaction and perception of clients on the government service they availed

# PURPOSE



- Promote the adoption of a harmonized and standardized framework in measuring client satisfaction across **ALL** levels of the government
- **Measure and compare** the service performance of **ALL** government agencies in a **uniform** manner

# CSM GUIDELINES FOR PBB 2023

As part of the new agency accountabilities beginning FY 2023 PBB, agencies are required to:

- **Adopt and implement the Harmonized CSM**
  - Agencies must adopt and implement the harmonized Client Satisfaction Measurement questionnaire and methodology as stipulated in ARTA Memorandum Circular Nos. 2022-005 and 2023-05, and the ARTA-GCG JMC No.1, S. 2023
- **Submit on time the Client Satisfaction Measurement Report (CSMR)**
  - Agencies are expected to submit their CSMR for survey year 2023 to ARTA.
  - The deadline for submission is set **on the last working day of April 2024** for National Government Agencies (NGAs), State Universities and Colleges (SUCs), and Local Water Districts (LWDs).
  - For Government-Owned and Controlled Corporations (GOCCs) under GCG, the deadline is **April 15, 2024**.

# CSM GUIDELINES FOR PBB 2023

- **Have the CSMR endorsed by the CART Head**
  - The submitted CSMR must bear the signature of the CART head of the concerned agency, affirming the accuracy and completeness of the report.



# Section 6.0 Eligibility of Agencies and Individuals



## Eligibility Criteria

An **agency** must attain a **total score of at least 70 points**, and **achieve at least a rating of 4** for at least three (3) criteria based on the PBB Scoring System.



## PBB Criteria and Conditions

**Meet the Four (4) Accountability Dimensions:**  
Performance Results,  
Process Results, Financial  
Results, and Citizen/Client  
Satisfaction Results



Compliance with the  
**Agency Accountabilities**



*In case the agency fails to meet a rating of 4 in at least three (3) criteria, the unit/s most responsible (including its head) for the criteria stated in Section 3.0 with a performance rating of below 4 will be isolated from the grant of the FY 2023 PBB.*

# Section 6.0 Eligibility of Agencies and Individuals

*Eligible DUs shall be granted FY 2023 PBB at uniform rates across the agency, including its officials and employees. The corresponding rates of the PBB shall be based on the agency's achieved total score as shown in Section 7.0.*



Individuals must meet Very Satisfactory (VS rating) and comply with individual accountabilities (ie., SALN, CA)



*The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 shall also be isolated from the grant of the FY 2023 PBB.*

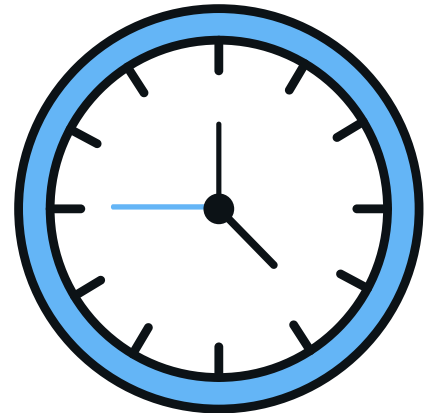
# Section 7.0 Rates of the PBB

<b>TABLE 8: RATES OF THE PBB</b>	
<b>TOTAL SCORE</b>	<b>PBB RATES</b>
100 points	<b>65%</b> 100% of the 65% monthly basic salary
95 points	<b>61.75%</b> 95% of the 65% monthly basic salary
90 points	<b>58.5%</b> 90% of the 65% monthly basic salary
85 points	<b>55.25%</b> 85% of the 65% monthly basic salary
80 points	<b>52%</b> 80% of the 65% monthly basic salary
75 points	<b>48.75%</b> 75% of the 65% monthly basic salary
70 points	<b>45.5%</b> 70% of the 65% monthly basic salary

# Section 8.0 Timelines and Submission



**Online submission of all PBB requirements will be thru the RBPMS website.**



**Submit on time on February 29, 2024 to avoid penalty of a 5% reduction in the rates of incentives.**

*Late submission of complete PBB requirements of agencies that are assessed to be eligible to the grant of the FY 2023 PBB, shall be subject to a penalty (5% reduction in the rates of incentives) as indicated in Section 7.2.*



# ONLINE SUBMISSION OF THE FY 2023 PERFORMANCE-BASED BONUS ACCOMPLISHMENT REPORTS

*For NGAs and SUCs*

# Submissions for the PBB will now be **electronic** or through **online**.

All agencies should submit evidence of accomplishments of Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results (as provided in Section 4.0) on or before February 29, 2024, thru an electronic submission (scanned or digital copy of the official submission and editable MS Word or Excel files for use of the A025 Secretariat).



*LWDs, GOCCs-GCG, and LGUs shall submit their reports directly to their oversight agencies.*

**FEBRUARY 29, 2024**

## DEADLINE FOR SUBMISSION OF ACCOMPLISHMENT REPORTS FOR FY 2023 PBB

You may start submitting your accomplishments report by January 1, 2024.

ACCOUNT LOGIN



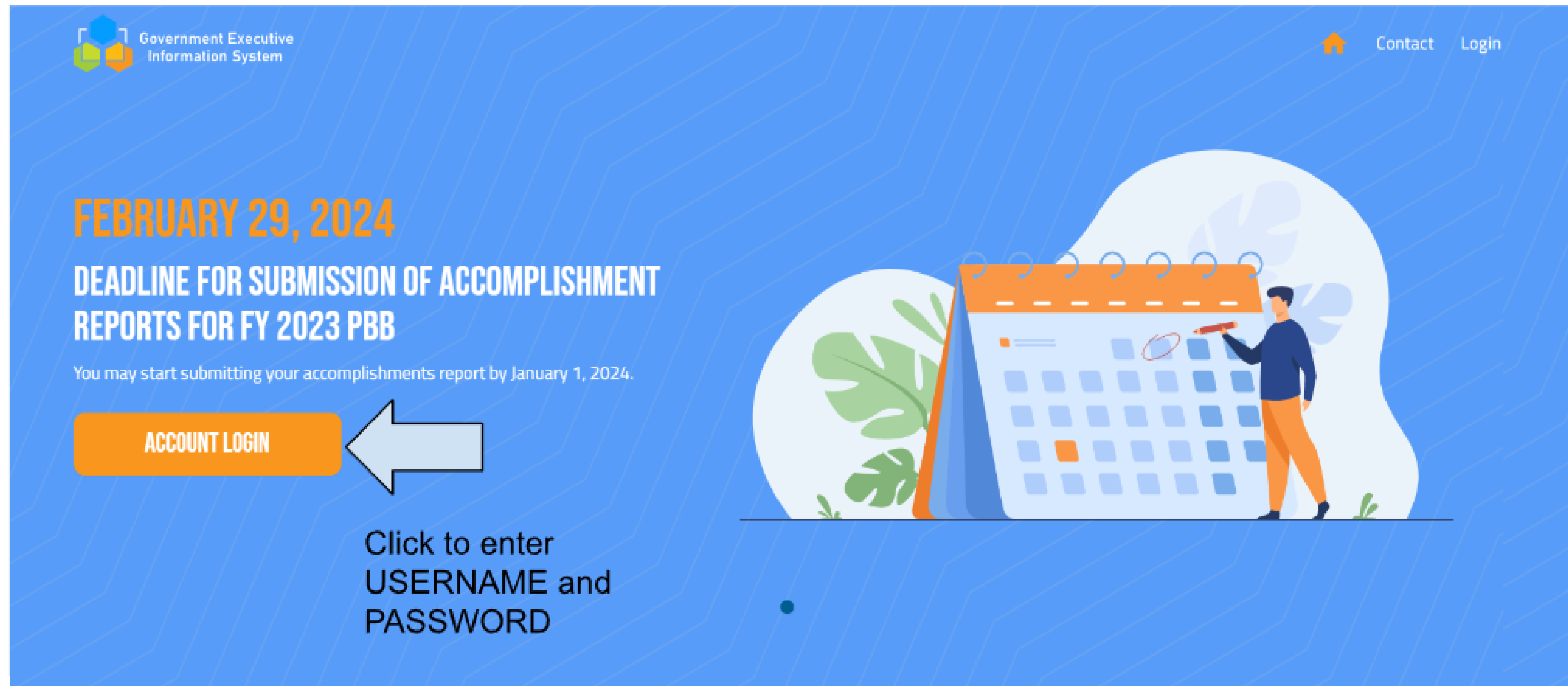
### HOW IT WORKS

The agencies must submit their FY 2023 Performance-Based Bonus (PBB) requirements (**Annex 2, Annex 4, Annex 9, Evaluation Matrix and Report on Digitalization**) online through the RBPMS website: <https://rbpms-submit.dap.edu.ph/>.

Search

# Step 1:

Login to your Agency Account using the Username and Password provided by the A025 Secretariat. From the upper right corner, click Login, or from the banner, click Account Login. Then, type in your username and password to log.



The screenshot shows the homepage of the Government Executive Information System. The header includes the logo and name 'Government Executive Information System' on the left, and navigation links for 'Contact' and 'Login' on the right. The main content area features a blue background with a white grid pattern. A large orange banner reads 'FEBRUARY 29, 2024 DEADLINE FOR SUBMISSION OF ACCOMPLISHMENT REPORTS FOR FY 2023 PBB'. Below this, a smaller line of text states 'You may start submitting your accomplishments report by January 1, 2024.' An orange button labeled 'ACCOUNT LOGIN' is positioned to the left of a large white arrow pointing left. To the right of the arrow, text reads 'Click to enter USERNAME and PASSWORD'. The background also features an illustration of a person standing next to a large calendar, and a search bar is visible in the bottom right corner.



Each agency will only have one (1) account login (username and password) which will be provided to the PBB Focal Person.

# Government Executive

You will be redirected to this page to enter your account details.

Government Executive Information System

## ACCOUNT LOGIN

Username:

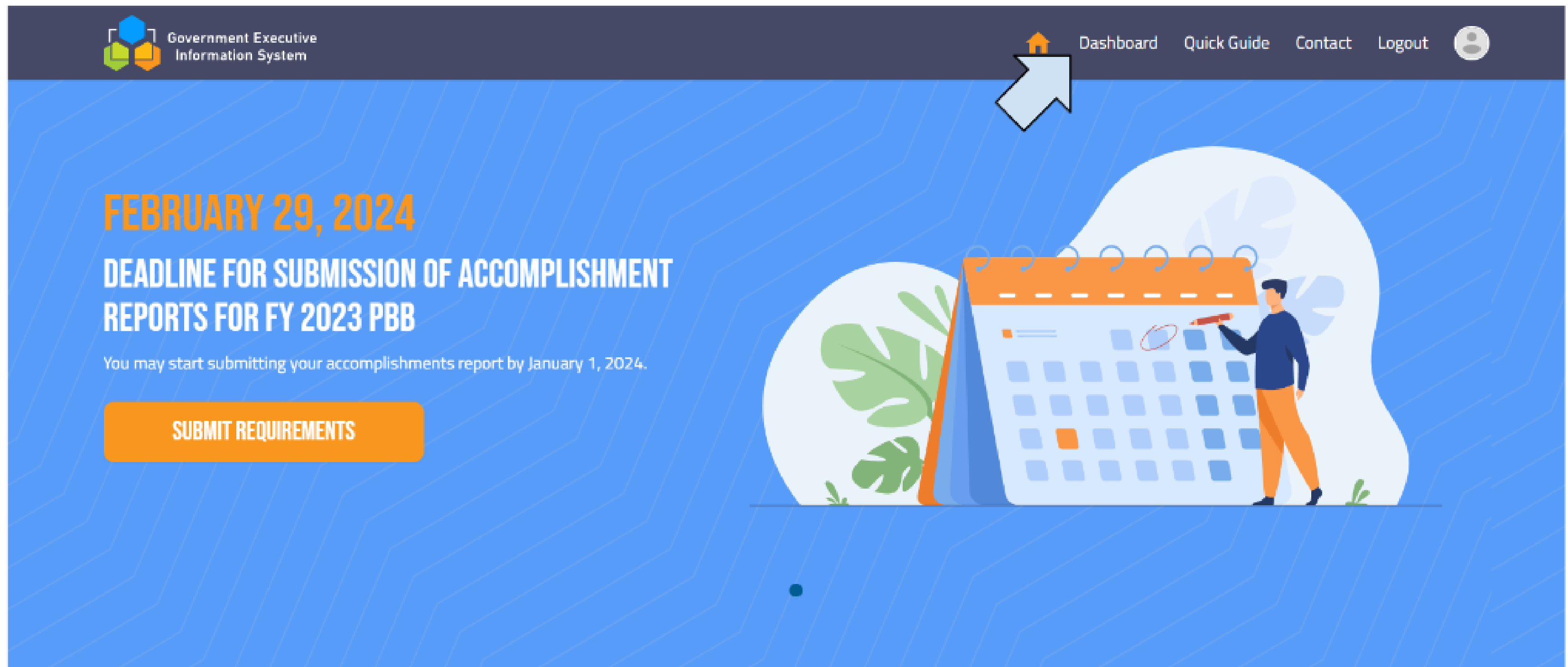
Password:

**LOGIN**

[Request account access](#)      [Contact us](#) →

## Step 2:

From the upper right corner of the navigation bar, click on the Dashboard tab to view your agency dashboard. This tab will enable you to access the page for the submission of the requirements.



The screenshot displays the Government Executive Information System dashboard. The navigation bar at the top right includes links for Dashboard, Quick Guide, Contact, and Logout, with a user profile icon. A blue arrow points to the Dashboard link. The main content area features a blue background with a white grid pattern. On the left, a large orange banner reads "FEBRUARY 29, 2024 DEADLINE FOR SUBMISSION OF ACCOMPLISHMENT REPORTS FOR FY 2023 PBB". Below this, a smaller white box states "You may start submitting your accomplishments report by January 1, 2024." and a prominent orange button labeled "SUBMIT REQUIREMENTS" is visible. On the right, an illustration shows a person in a blue shirt and orange pants standing next to a large calendar, pointing at a date. The background also includes a large white globe and a green plant.

You will be redirected to the Dashboard main page and here you will see the list of requirements to be submitted and the tabs for submission, resubmission, and review tutorial.

**Government Executive Information System**

[Dashboard](#) [Quick Guide](#) [Contact](#) [Logout](#)

## WELCOME TO THE GEIS SUBMISSION PORTAL

Submit your accomplishment reports for the PBB through this platform.

**National Government Agencies (NGAs) shall submit the following reports:**

- Annex 2 – Modified Form A for Departments/Agencies Process Result
- Annex 9 – Form 1.0 Report on Rating and Ranking
- Attachment A – FY 2023 PBB Evaluation Matrix
- Report on Digitalization

**State Universities and Colleges (SUCs) shall submit the following reports:**

- Annex 2 – Modified Form A for Departments/Agencies Process Result
- Annex 4 – FY 2023 BUR Including All Earmarked Income for SUCs
- Annex 4.1 – Form A – State Universities and Colleges Bureaus/Office Performance Report
- Annex 4.2 – Form A1 – State Universities and Colleges Bureaus/Offices Performance Report
- Annex 9 – Form 1.0 Report on Rating and Ranking
- Attachment A – FY 2023 PBB Evaluation Matrix
- Report on Digitalization

**List of requirements**

**SUBMIT REQUIREMENTS** [Click Here](#)

**REQUEST FOR RESUBMISSION** [Click Here](#)

**QUICK GUIDE** [Click Here](#)

Search

# Step 3:

Get your files ready and ensure completeness and correctness before you begin submitting the requirements in the portal. Click on Browse to attach files.

You may add more than one file per requirement. Once done uploading all files, click "Submit".



## SUBMIT A REQUIREMENTS

( 0 of ) Requirements Submitted

### ANNEX 4.0

No File Submission Yet

FY 2023 BUR Including All Earmarked Income for SUCs

File must be in PDF, JPG, PNG, XLS, XLSX, CSV format. Maximum file size 10MB.

Need to compress a file? [Click Here](#)

Drag & Drop your annex file here or [Browse](#)

### REPORT ON DIGITIZATION

No File Submission Yet

File must be in PDF, JPG, PNG, XLS, XLSX, CSV format. Maximum file size 10MB.

List of accepted file format.

[Click Here to Compress Files](#)

Need to compress a file? [Click Here](#)

Drag & Drop your annex file here or [Browse](#)

20 Annex V-K.pdf  
1.5 MB

SAVE

SUBMIT



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# Reminders

- Align documents with the A025 MC No. 2023-1.
- Documents must be **signed by Head of the Agency**.
- The documents must be in **PDF file**.
- **Maximum file size 10MB.** *Should your file exceed 10MB, there is a link on the right side of the panel to compress the file.*
- Submit multiple documents per annex within the prescribed file size.
- Prescribed file name sample: (e.g., Annex 2.0\_SupportingDoc\_1).

## Step 4:

In case you can't finish uploading all the requirements in one attempt, click "Save" to be able to save uploaded files and continue your work later. Don't forget to get back to them as soon as you can.

**REPORT ON DIGITIZATION**

No File Submission Yet

File must be in PDF, JPG, PNG, XLS, XLSX, CSV format. Maximum file size 10MB.

Need to compress a file? [Click Here](#)

Drag & Drop your annex file here or [Browse](#)

20 Annex V-K.pdf  
1.5 MB

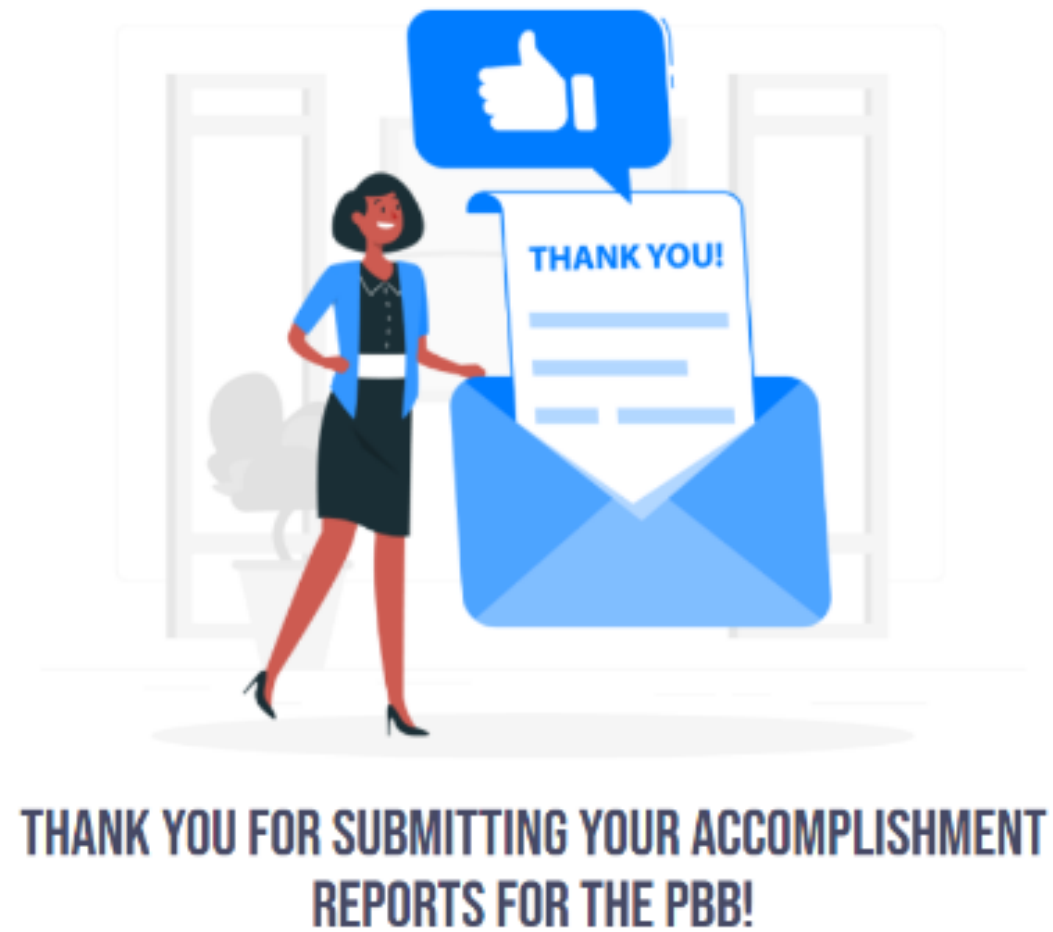
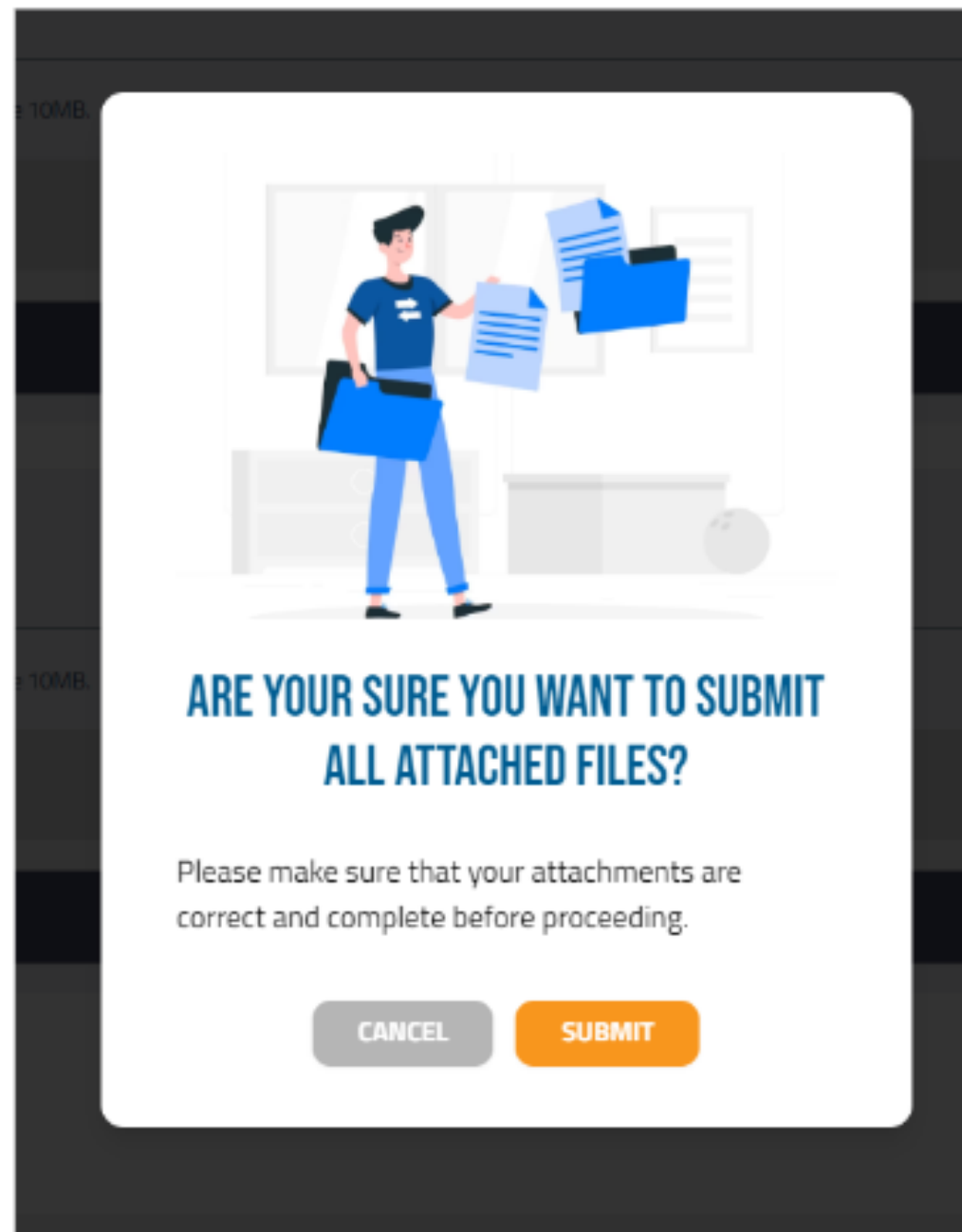
**SAVE** **SUBMIT**

### Note:

- *The agency can no longer change or replace the initially submitted files once saved. It is important to double-check the files before uploading them and click Save and Submit buttons.*

# Step 5:

After successfully uploading and submitting the requirements, a prompt acknowledgment message will appear in your dashboard. Wait for updates from the AO25 Secretariat.



The AO25 Secretariat will be reviewing your submission. Future correspondence with the AO25 Secretariat will be done through email.

If you wish to re-submit any of your accomplishment reports, please go to the Request for Re-Submission tab.

[Back to Homepage](#) →

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# Step 6:

If you need to resubmit the PBB requirements, go to the Dashboard and click on the Request for Resubmission card.

You will see all the files you've submitted so far. Click on the Request for Resubmission button.

Once approved, you may resubmit the appropriate files for any particular requirement.

Government Executive Information System

Dashboard Quick Guide Contact Logout

## WELCOME TO THE GEIS SUBMISSION PORTAL

Submit your accomplishment reports for the PBB through this platform.

**National Government Agencies (NGAs)**  
shall submit the following reports:

- Annex 2 – Modified Form A for Departments/Agencies Process Result
- Annex 9 – Form 1.0 Report on Rating and Ranking
- Attachment A – FY 2023 PBB Evaluation Matrix
- Report on Digitalization

**State Universities and Colleges (SUCs)**  
shall submit the following reports:

- Annex 4 – FY 2023 BUR Including All Earmarked Income for SUCs
- Annex 4.1 – Form A – State Universities and Colleges Bureaus/Office Performance Report
- Annex 4.2 – Form A1 – State Universities and Colleges Bureaus/Offices Performance Report
- Annex 9 – Form 1.0 Report on Rating and Ranking
- Attachment A – FY 2023 PBB Evaluation Matrix
- Report on Digitalization

**SUBMIT REQUIREMENTS**

**REQUEST FOR RESUBMISSION**

**QUICK GUIDE**

EXPLORE | Search agency or organization name and year

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# Request for Resubmission



Deadline for submission is on or before 29 February 2024.

[SUBMIT REQUIREMENTS](#)  **REQUEST FOR RESUBMISSION** →

## REQUEST FOR RESUBMISSION

( 6 of 6 ) Requirements Submitted

<b>ANNEX 4.0</b> 05 Annex II.pdf Date of Submission: 11-20-23 06:11 AM <b>File Uploaded</b>
<b>ANNEX 4.1</b> 05 Annex II-B.pdf Date of Submission: 11-20-23 06:11 AM <b>File Uploaded</b>
<b>ANNEX 4.2</b> 05 Annex II-B.pdf 05 Annex II-B.pdf Date of Submission: 11-20-23 06:11 AM Date of Submission: 11-20-23 06:11 AM <b>File Uploaded</b>
<b>ANNEX 9.0</b> 05 Annex II-B.pdf Date of Submission: 11-20-23 06:11 AM <b>File Uploaded</b>
<b>ATTACHMENT A</b> 05 Annex II-B.pdf Date of Submission: 11-20-23 06:11 AM <b>File Uploaded</b>
<b>REPORT ON DIGITIZATION</b> 05 Annex II-B.pdf Date of Submission: 11-20-23 06:11 AM <b>File Uploaded</b>



**REQUEST FOR RESUBMISSION**

<b>ATTACHMENT A</b> pkpadmin,+1091-5090-1-CE.pdf pkpadmin,+1091-5090-1-CE.pdf Free_Test_Data_10.SMB_PDF.pdf Free_Test_Data_10.SMB_PDF.pdf Date of Submission: 12-04-23 9:57 PM Date of Submission: 12-04-23 9:56 PM Date of Submission: 12-04-23 4:14 PM Date of Submission: 12-04-23 9:38 AM <b>File Uploaded</b>
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**FILE RE-SUBMISSION** Files must be in PDF, JPG, PNG, XLS, XLSX, CSV format. Maximum file size: 10MB. Need to compress a file? [Click Here](#)

Select or Browse your annex file. 

<b>REPORT ON DIGITIZATION</b> Free_Test_Data_10.SMB_PDF.pdf Free_Test_Data_10.SMB_PDF.pdf Free_Test_Data_10.SMB_PDF.pdf Date of Submission: 12-04-23 4:08 PM Date of Submission: 12-04-23 4:14 PM Date of Submission: 12-04-23 9:38 AM <b>File Uploaded</b>
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**FILE RE-SUBMISSION** Files must be in PDF, JPG, PNG, XLS, XLSX, CSV format. Maximum file size: 10MB. Need to compress a file? [Click Here](#)

Select or Browse your annex file.



**SUBMIT**

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After resubmitting, the prompt acknowledgment message will appear in your dashboard.

Government Executive



**THANK YOU FOR RESUBMITTING YOUR ACCOMPLISHMENT  
REPORTS FOR THE PBB.**

The A025 Secretariat will be reviewing your submission. Future correspondence with the A025 Secretariat will be done through email.

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## CONTACT US

Agency Name:

Full Name:

Office Email Address:

Your Message

SUBMIT

### A025 Secretariat Information



(63-2) 8400-1469 / 8400-1490 / 8400-1582



0920 498-9121 (Smart) Text Hotline



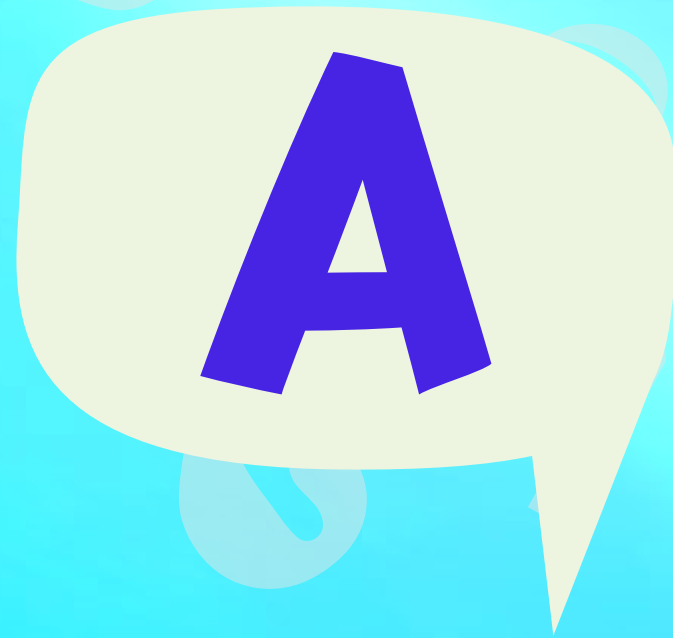
ao25secretariat@dap.edu.ph



A025 Secretariat DAP Building, San Miguel Avenue,  
Ortigas Center, Pasig City

For your comments and suggestions, please contact the A025 Secretariat. For your questions on the RBPMS or the PBB, please visit <https://rbpms.dap.edu.ph/>.

# QUESTION AND ANSWER



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the **Evaluation Form**.  
Thank you.





**THANK  
YOU**