



Republic of the Philippines  
**GOVERNMENT PROCUREMENT POLICY BOARD  
TECHNICAL SUPPORT OFFICE**

**OFFICE ORDER**

**No. 2023 - 152**

28 December 2023

**SUBJECT: Internal Guidelines on the Grant of the Fiscal Year 2022 Performance-Based Bonus Including the Process and Criteria on Determining Eligibility of Government Procurement Policy Board – Technical Support Office Individual Employees**

- 1.0 Pursuant to the Memorandum Circular (MC) No. 2022-01<sup>1</sup> and upon the recommendation of the Office of the Executive Director – Planning Unit,<sup>2</sup> the internal guidelines on the Grant of the Fiscal Year (FY) 2022 Performance-Based Bonus (PBB), including the process of rating of eligible Government Procurement Policy Board - Technical Support Office (GPPB - TSO) employees are hereby issued for the following purposes:
- 1.1 Inform and guide all employees on the eligibility requirements for the grant of the FY 2022 PBB;
  - 1.2 Adopt a uniform criterion on determination of eligibility and rating of the GPPB - TSO Officials and employees;
  - 1.3 Identify the respective roles and responsibilities of GPPB - TSO employees in the implementation of the FY 2022 PBB; and
  - 1.4 Clearly set deadlines of submission of the PBB related requirements.
- 2.0 Coverage
- All GPPB - TSO officials and employees holding regular, contractual and casual positions are covered. Excluded from the coverage are individuals engaged without employer-employee relationship and funded from non- Personnel Services budget.
- 3.0 Eligibility Requirements for the Grant of FY 2022 PBB
- 3.1 The Office must satisfy all the criteria and conditions set forth under the four (4) dimensions of accountability: Performance Results, Process Results, Financial Results and Citizen/Client Satisfaction Results; and 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 new PBB Scoring System to be eligible for the grant of FY 2022 PBB.
  - 3.2 The PBB scoring system adopted in the grant of FY 2022 PBB applying the weighted scoring matrix (see Table 1) to the achievement of the accountability dimensions. The PBB Scoring System shall be based on the four (4) dimensions of accountability. Office accomplishments for each criterion shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight. The maximum score that may be obtained is 100 points.

<sup>1</sup> Dated 24 March 2022, Inter Agency Task Force under Executive Order No. 80, s. 2012 and Executive Order No. 80, s. 201 s. 2016, issued by the Inter-Agency Task Force

<sup>2</sup> Dated 05 January 2023 and November 2023



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3.3 To be qualified in the grant of FY 2022 PBB, the Office must attain a total score of at least 70 points; and achieve at least a rating of 4 for at least three (3) criteria. In case the Office fails to meet a rating of 4 in at least three (3) criteria, the team (division) most responsible (including its head) will be isolated from the grant of the FY 2022 PBB.

Table 1 - FY 2022 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
Process Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
Financial Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
Citizen/Client Satisfaction Results	5	5 pts	10 pts	15 pts	20 pts	25 pts

3.4 Dimensions of Accountability (pls reflect succeeding numbering)

3.4.1 Performance Results

- A. This refers to the achievement of the Congress-approved performance targets under the Performance Informed Budgeting (PIB) of the FY 2022 General Appropriations Act.
- B. The performance in the achievement of the targets is closely monitored through the use of the Unified Reporting System (URS) - generated Budget and Financial Accounting Reports (BFARs). The quarterly BFARs as uploaded in the DBM - URS shall be submitted in a timely manner or within thirty (30) days after the end of each quarter.<sup>3</sup>
- C. Justifications for any deficiencies or non-attainment of FY 2022 targets must be submitted together with the 4<sup>th</sup> quarter BFAR to DBM thirty (30) days after the end of the last quarter of FY 2022. Performance Results shall be assessed and scored as follows:

*Performance Results Rating Scale*

RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met <b>less than 80%</b> of performance indicators of the Congress-approved performance targets for	Met <b>less than 80%</b> of performance indicators of the Congress-approved performance targets for FY	Met <b>at least 80%</b> of performance indicators of the Congress-approved performance targets for FY 2022;	Met <b>at least 80%</b> of performance indicators of the Congress-approved performance targets for FY 2022;	Met <b>each one</b> of the Congress-approved performance targets for FY 2022 (all

<sup>3</sup> Section 99 of the General Provision of the FY 2022 General Appropriations Act (GAA), provides that the submission of the Financial Accountability Reports, which is set thirty (30) days after the end of the quarter



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FY 2022; deficiencies due to controllable factors	2022; deficiencies due to uncontrollable factors	deficiencies due to controllable factors	deficiencies due to uncontrollable factors	performance indicators)
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3.4.2 Process Results

- A. These refer to the achievements in ease of doing business/ease of transaction with the agency as a result of streamlining, standardization, digitization and related improvements in the delivery of services. The target under Process results is the greater ease of transaction of core services based on mandated functions covering government-to-citizens (G2C), government-to-businesses (G2B), and government-to-government (G2G) transactions, and the administrative and supporting (internal) services.
- B. Ease of transaction of the identified critical external services can be demonstrated through streamlining, standardization of core processes, digitization by developing electronic or online paperless systems, new service delivery channels, contactless transaction and systems and procedures reengineering for faster, easily accessible, seamless, and more efficient public service delivery.
- C. Process results for FY 2022 will focus on the substantive improvements in ease of doing business or ease of transaction for two (2) critical services declared in the GPPB - TSO's updated Citizen's Charter consisting of the following:
  - i. One (1) core service (external) based on the mandated function of the agency; and
  - ii. One (1) administrative/support service (internal)
- D. The Office may refer to the ARTA's Whole-of-Government (WOG) Reengineering Manual,<sup>4</sup> as tool in the process of improving its systems and procedures.
- E. The services are categorized in reference to the ARTA's MC 2019-002-A,<sup>5</sup> as follows:
  - i. External services - refer to government services applied for or requested by external clients or those who do not form part or belong to the government agency or office; and
  - ii. 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. Internal services include

<sup>4</sup> Accessible through this link: <https://arta.gov.ph/reengineering-manual/>

<sup>5</sup> Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002\$, 2019 Guidelines on the Implementation of the Citizen's Charter in compliance with RA No. 11032



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services such as, but are not limited to, backend/ support services to regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorization or concession.

- F. The following are the considerations in determining and selecting the critical services to prioritize and which will be validated later by the ARTA for purposes of determining eligibility for the PBB:
- i. A **core service** which is a process needed to achieve the overall mission and objectives of the public sector organization. These services may refer to those that are aligned with the agency’s mandate and main functions;
  - ii. The **most complained service** with the greatest number of complaints received by the agency and other complaints-handling agencies;<sup>6</sup>
  - iii. The **service/s with the greatest number of pending transactions or backlogs** that went beyond its prescribed processing time as declared in the agency’s Citizen’s Charter;
  - iv. A **service that generates income/revenue** for the government;
  - v. A service **attributable to the Major Final Outputs (MFOs)/Programs** of agencies; and
  - vi. A **service that involves Inter-Agency action** to complete the transaction.
- G. For FY 2022, the Office’s Committee on Anti-Red Tape (CART) committed the following critical services to be prioritized relative to the process:<sup>7</sup>

CATEGORY	SERVICE PROCESS
External Service	Processing of Training Requests
Internal Service	Request for ICT Equipment and Basic Troubleshooting

- H. The results of the reengineering efforts and in prioritizing the improvement of the services of the Office shall be reported through *Annex A: Modified Form A*.
- I. The following proof or evidence may be used by the Office in its report, highlighting the tangible improvements from the viewpoint of the transacting public/client in terms of access, turnaround time, documentary and other requirements:
- i. QMS certification or equivalent certification, which covers the selected critical external and internal services. The ISO-QMS certification or equivalent certification of critical external and internal services of the agency must be valid as of 31 December 2022. Details on the validation of ISO QMS certification submitted as evidence or requirement, and the

<sup>6</sup> Hotline #8888 under the Office of the President, Contact Center ng Bayan of the Civil Service Commission, and Anti-Red Tape Authority  
<sup>7</sup> As discussed during the Committee on Anti-Red Tape Meeting (CART) last 02 June 2022



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list of the acceptable ISO QMS and equivalent certifications, please refer to *Annex B: Guidelines on the validation of ISO Quality Management System (QMS) Certification/Recertification*;

- ii. Most current and updated Citizen’s Charter, reflecting the agency’s improved and streamlined/re-engineered system and procedure for all its government services to citizens, businesses, and government agencies as prescribed by ARTA;
- iii. Report on the digitization initiatives or digital transformation of external and internal services through the development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, contactless transactions, and other process improvements using information technology.

The report should highlight the tangible results of digitization in terms of ease of doing business or ease of transaction from the point of view of the transacting public/client.

- iv. Standard operating procedures, manual or documentation of service delivery standards for frontline and non-frontline services of the agency, including those implemented at the Regional, Satellite, and Extension Offices. The report should highlight the tangible results of standardization of the frontline and non-frontline services in assuring ease of transaction and doing business with the agency.

J. The requirements under Process Results shall be assessed and scored as follows:

RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
<b>No substantial improvement in ease of transaction in both external core and internal services</b>	Achieved substantial improvements to ease transaction in <b>internal service</b>	Achieved substantial improvements to ease transaction 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>

3.4.3 Financial Results

A. Targets under Financial Results must reflect final payments made from the Office’s annual budget allotment to realize their committed programs and



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projects based on the valid appropriations for FY 2022. Hence for FY 2022, the Office shall accomplish the Disbursements BUR.

**Disbursements BUR** is measured by the ratio of total disbursements (cash and non-cash, excluding Personnel Services) to the total obligations for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) made in 2022, net of goods and services obligated by **December 31, 2021**, but paid only in 2022. The **total obligations** for MOOE and CO shall refer to those made from the current appropriations under the FY 2022 GAA and the continuing appropriations under FY 2021, respectively. The objective is to measure the disbursements for the obligations for MOOE and CO made in 2022 from all valid appropriations. Transfers to other agencies shall not be considered as disbursements until such time such transferred funds have been actually utilized for payment, inspection and acceptance of goods delivered and services rendered.

The DBUR shall use the following formula:

$$\text{Disbursements BUR} = \frac{\text{Total Disbursements (cash and non-cash, excluding Personnel Services), net of payments made in 2022 for past years' obligations}}{\text{Total Obligations}}$$

**In case of fund transfers** to the Office either for operating or program subsidies or both shall also achieve and report the same Disbursements BUR for all the subsidy releases for FY 2022 from the aforementioned appropriations sources.

- B. Same as the Performance Results, the Office must ensure the submission of the quarterly BFARs through the DBM-URS, in a timely manner within thirty (30) days after the end of each quarter. The submitted FY 2022 Financial Accountability Reports (FAR) No.1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) shall be the basis in determining the FY 2022 BUR accomplishment of agencies.
- C. The requirements under the Financial Results shall be assessed and scored as follows:

RATING SCALE FOR FINANCIAL RESULTS				
1	2	3	4	5
1-19%	20-39%	40-59%	60-79%	80-100%
Disbursements BUR	Disbursements BUR	Disbursements BUR	Disbursements BUR	Disbursements BUR

3.4.4 Citizen/Client Satisfaction Results

A. Citizen/Client Satisfaction Results

- i. The Office shall accomplish and submit reports on the Citizen/Client Satisfaction Survey (CCSS) and resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB).



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- ii. For evidence on the citizen/client satisfaction results, the Office may report the results of the following the prescribed requirements for CCSS in reference to *Annex C*. The report should include a description of the methods and rating scale used in determining the FY 2022 Overall Satisfaction Score for its services. The report shall contain the overall agency rating in the service quality dimensions and overall agency citizen/client satisfaction score for the reported services.
- B. Resolution and compliance to reported complaints from Hotline #8888 and CCB
- i. The Office 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.
  - ii. Reported complaints and grievances shall cover government service and procedures, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities.
  - iii. To provide evidence on this, the Office shall submit a report summarizing the Hotline #8888 and CCB complaints received in FY 2022 and their status if resolved or pending. The validation shall be complemented with reports and collected data on feedback and complaints from citizens/clients gathered by the Office of the President, Presidential Management Staff, Civil Service Commission (CSC), and Presidential Communications Operations Office from Hotline #8888 and CCB databases, as well as the Freedom of Information (FOI) portals.
  - iv. To determine the resolution and compliance rates to Hotline #8888 and CCB complaints, agencies shall refer to *item IV of Annex C* or with the definitions provided in *Section 2.4.2c of MC No. 2022-2<sup>8</sup>* as shown in the table below.

PORTAL	RESOLUTION RATE	COMPLIANCE RATE
Hotline #8888 (OP)	The percentage of tickets acted upon or <i>closed tickets</i> by the Office against the total number of endorsed tickets by the Hotline #8888 Citizen's Complaint Center (CCC) without consideration of the 72-hour period to take action as prescribed in Executive Order (EO) No. 6, s. 2016. <sup>8</sup>	The percentage of tickets acted upon or <i>closed tickets</i> by the Office within the 72-hour period to take action, as prescribed in EO No. 6, s. 2016.
CCB of CSC	<i>Negative feedback</i> on government services, processes, and procedures lodged through the CCB are	Percentage of negative feedback resolved by the

<sup>8</sup> Institutionalizing the 8888 Citizen's Complaint Hotline and Establishing the 8888 Citizen's Complaint Center



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	<p>considered <i>resolved</i> after the Office has responded to the referral and provided detailed action taken to correct the reported dissatisfaction and prevent its recurrence.</p> <p>If the particular concern cannot be acted upon, the Office has to provide an explanation as to why it cannot be addressed. The negative feedback will be considered <i>resolved</i> upon receipt of the reply/explanation from the agency.</p> <p>If the complaint involves an administrative case, the CCB will still forward the negative feedback to the Office and will request an update on the status of the case. Upon receipt of the reply, the CCB will inform the customer of the feedback from the Office and will consider the ticket resolved.</p>	<p>agency within the prescribed timeline of 72 hours over the total number of negative feedback received within a particular period.</p>
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C. For Hotline #8888, a concrete and specific action shall refer to the actual and factual action to the complaint. It must be within the mandate of the agency and a clear, specific, and relevant response to the concern of the caller. As much as the circumstances permit, the caller shall be given advice on the concrete and specific action taken or feedback on the status of the concern until its resolution, and the agency shall inform the #8888 CCC, through their respective #8888 Agency Portals, of the action taken on the complaint, concern, or request. The #8888 CCC requires proof of concrete and specific action taken and proof of communication to the caller.

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

<b>RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS</b>				
1	2	3	4	5
<b>No submission/ Did not conduct CSS</b>	Average satisfaction rate with unresolved complaints and <b>at least 30% compliance</b>	<b>More than average rate with unresolved complaints and at least 50% compliance rate to</b>	<b>High satisfaction rate with 100% complaints resolved and at least 80% compliance</b>	<b>High satisfaction rate with 100% complaints resolved and compliance rate to #8888 and CCB</b>





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	<b>rate to #8888 and CCB</b>	#8888 and CCB	rate to #8888 and CCB
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4.0 The PMT shall be responsible for the implementation and enforcement of compliance to the following agency accountabilities:

<b>AGENCY ACCOUNTABILITIES</b>	
Existing Agency Accountabilities	<ul style="list-style-type: none"> <li>a. Updating of Transparency Seal</li> <li>b. Compliance to Audit Findings and Liquidation of Cash Advances</li> <li>c. Compliance with the Freedom of Information (FOI) Program</li> <li>d. Submission and Review of Statement of Assets, Liabilities, and Net Worth (SALN)</li> <li>e. PhilGEPS posting of all invitations to bids and awarded contracts (<i>Annex D</i>)</li> <li>f. FY 2022 Non-Common Use Supplies and Equipment (APP-non CSE)</li> <li>g. Posting of Indicative FY 2023 APP-non CSE</li> <li>h. FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE) (<i>Annex E</i>)</li> <li>i. Results of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI) System</li> <li>j. Undertaking of Early Procurement Activities covering FY 2023 Procurement Projects</li> </ul>
New Agency Accountabilities beginning FY 2022 PBB	<ul style="list-style-type: none"> <li>a. Designation of the Agency's Committee on Anti-Red Tape (CART)</li> </ul>

The Agency Accountability timelines are indicated in [Annex F](#). The new Agency Accountabilities are covered in items 4.1 and 4.2 of this guideline.

- 4.1 While the above-mentioned conditions are no longer required in determining the overall PBB eligibility, compliance with these conditions shall be used as the basis in determining the eligibility of responsible team (division) and individuals.
- 4.2 All responsible Handling Officers (HO) and teams shall ensure timely submission of the above-stated agency accountabilities to the respective oversight agencies on or before the prescribed deadline.

5.0 Eligibility

- 5.1 The most responsible for deficiencies shall be isolated.
- 5.2 Based on Table 1, to be eligible for the FY 2022 PBB, the Office must attain a total score of at least 70 pts and achieve at least a rating of 4 for at least three (3) criteria.<sup>9</sup>

<sup>9</sup> Refers to Performance Results, Process Results, Financial Results and Client Satisfaction Survey Results



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To be able to attain at least 70 pts, the Office should achieve a performance rating of 4 in at least three (3) criteria. To be able to attain at least 70 points, the Office should achieve a performance rating of 4 in at least three (3) criteria. In case the Office fails to meet a rating of 4 in at least three (3) criteria, the team (division) most responsible (including its head) for the criteria with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB. Likewise, the unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities shall also be isolated from the grant of the FY 2022 PBB.

- 5.3 In the case of the GPPB - TSO, the eligibility of the employees is based on its adopted Strategic Performance Management System (SPMS) Guidelines by virtue of Department Order No. 22, series of 2017,<sup>10</sup> among others, and the requirement prescribed by the CESB through its Career Executive Service Performance Evaluation (CESPES) for Third Level officials.
- 5.4 The following are the grounds for the isolation for the grant of FY 2022 PBB:
- A. In case the Office 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 of this guideline, with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.
  - B. The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in item 5.0 shall also be isolated from the grant of the FY 2022 PBB.
- 5.5 Eligible employees shall be granted FY 2022 PBB at uniform rates across the Office, including its officials and employees. The corresponding rates of the PBB shall be based on the Office's achieved total score as shown in item 6.0.
- 5.6 The Executive Director (ED) is only eligible only if the Office is considered eligible.<sup>11</sup> If eligible, their PBB rate for FY 2022 shall be equivalent to the rates as stated in item 6.0 and shall be based on their monthly basic salary (MBS) as of December 31, 2022.
- 5.7 Personnel who transferred from another government agency to GPPB -TSO or GPPB – TSO to another government agency shall be included by the agency or office where he/she served the longest. If equal months were served for each agency, he/ she will be included in the recipient agency.
- 5.8 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 the PBB on a pro – rata basis corresponding to the actual length of service in the participating implementing agency, as stated in Item 6.0.
- 5.9 An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least a Very Satisfactory rating may be eligible<sup>12</sup> for the full grant of the PBB.

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<sup>10</sup> Dated 17 November 2022

<sup>11</sup> Eligibility to be determined by AO 25 Secretariat

<sup>12</sup> Subject to the conditions as set forth in items 5.1 to 5.6 of this guidelines



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LENGTH OF SERVICE	% 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%

- 5.10 The following are the valid reasons for an employee who may not meet the nine (9) 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.
- 5.11 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.
- 5.12 Any personnel who are found guilty of administrative and/or criminal cases by final and executory judgment in FY 2022 shall not be entitled to the PBB. A reprimand shall not cause the disqualification to the PBB.
- 5.13 Officials and employees who failed to submit the 2021 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 2022 PBB.
- 5.14 Officials and employees who failed to liquidate all cash advances received in FY 2022 within the reglementary period, as prescribed in Commission on Audit (COA) Circular 97-002 dated February 10, 1997, and as reiterated in COA Circular 2009-002 dated May 18, 2009, shall not be entitled to the FY 2022 PBB.
- 5.15 Rating of Eligible Employees
- A. Only eligible personnel shall qualify for FY 2022 PBB. Eligibility of teams and/or personnel shall be determined by GPPB - TSO PMT. If the teams and/or personnel is isolated due to the reasons cited in item 5.4. of this guideline, the same unit shall be rendered ineligible for the grant of the PBB even in case that the Office is determined to be eligible.
  - B. As recommended by the Performance Management team, eligible employees in the first and second levels positions shall be rated based on the following criteria and percentage score weights:

CRITERIA	PERCENTAGE SHARE
Employee's performance as reflected in the Division/Individual Performance Accomplishment	70%



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Report (DPAR/IPAR)	
Behavioral-related Performance <sup>13</sup>	10%
Innovations	10%
Additional Tasks	10%
<b>Final Official/Employee's Rating</b>	<b>100%</b>

5.16 The Behavioral-related performance includes the following factors:<sup>14</sup>

<b>BEHAVIORAL FACTORS</b>	
<b>SUPERVISORS</b>	<b>NON-SUPERVISORS</b>
<b>COMMUNICATION SKILL</b> Ability to effectively express thoughts, ideas and instructions verbally and in writing.	<b>ATTITUDE</b> The interest and enthusiasm towards work and regard for office policies and superiors as reflected by one's conduct and behavior.
<b>MANAGERIAL SKILL</b> Ability to organize and plan work through delegation, scheduling, follow-up and control of job activities.	<b>DEPENDABILITY</b> The trust and confidence placed on the employee to carry out assigned tasks with minimum instructions.
<b>DECISIVENESS</b> The ability to consider and analyze all facts as well as the pros and cons of situations before making decisions. Decides quickly and accurately under pressure.	<b>INITIATIVE</b> Introducing a course of action to get the work done without the need for directions and the ability to devise new methods and procedures to improve work.
<b>PROFESSIONAL ETHICS</b> Adherence to highest standards of personal conduct in the discharge and execution of official functions and related duties. Enjoys high regard of people at all levels.	<b>PROFESSIONAL ETHICS</b> Adherence to highest standards of personal conduct in the discharge and execution of official functions and related duties. Enjoys high regard of people at all levels.
<b>PUNCTUALITY AND ATTENDANCE</b> Reporting for work on time and regularly and making optimum use of working hours. Observance to CSC office rules on punctuality and attendance.	<b>PUNCTUALITY AND ATTENDANCE</b> Reporting for work on time and regularly and making optimum use of working hours. Observance to CSC office rules on punctuality and attendance.

6.0 Rates of the PBB

The total score obtained by the Office based on the PBB Scoring System as highlighted in item 3.1 shall be the basis in determining the corresponding amount of the PBB that the Office is eligible for as determined by the AO 25 Composite Team. The maximum rate of the PBB for agencies that will achieve 100 pts shall be 100% of the 65% MBS of an individual as of December 31, 2022. For illustration, see Table 8 below:

<sup>13</sup> Employees will be rated based on specific behavioral dimensions in line with their performance for the current year through the Work-Related Behavior Appraisal Form (WBAF). However, in the case of Administrative Aide IV and/or V (Drivers), Personnel Evaluation Sheet (PES) shall be used in the absence of WBAF.

<sup>14</sup> Behavioral rating given by the Team Leaders/Supervisors and Executive Director on top of the approved PAR rating through WBAF



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TOTAL SCORES	PBB RATES
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>58.50%</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>45.50%</b> 70% of the 65% monthly basic salary

7.0 Timelines and submission/posting of reports and requirements

- 7.1 The quarterly BFARs of the Office which will be used to assess and validate Performance Results shall be submitted through the DBM URS in a timely manner, *i.e.*, within thirty (30) days after the end of each quarter, as provided under Item 3.19.2 of National Budget Circular No. 587 pursuant to Section 99 90, General Provisions of Republic Act No. 11639 (FY 2022 GAA). BFARs will be used to assess and validate Performance Results. Non-compliance thereto must be supported with relevant justification.
- 7.2 All responsible HOs and teams shall submit scanned or digital copy and editable Word or Excel files evidence of accomplishments of Performance Results Process Results, Financial Results, and Citizen/Client Satisfaction Results (as provided in item 3.0) on or before January 30, 2022 through Document Management System. Meanwhile, the Planning Unit shall submit evidence of accomplishments of Performance Results Process Results, Financial Results, and Citizen/Client Satisfaction Results (as provided in item 3.0) on or before February 28, 2023,<sup>15</sup> through an electronic submission (scanned or digital copy of the official submission and editable MS Word or Excel files for use of the AO25 Secretariat), including a report on Office compliance with agency accountabilities. In case of unmet target, the responsible HO or team shall attach justification for deficiencies. The Office shall provide information to the A025 Secretariat on compliance with the Agency Accountabilities provided in item 4.0.
- 7.3 All explanations and justifications together with 7.2 for deficiencies shall be attached in the submission of the evidence of accomplishments as mentioned in item 3.2.
- 7.4 Consistent with National Budget Circular (NBC) No. 549,<sup>16</sup> the Administrative Division shall review the PSIPOP and update the Plantilla of Personnel (POP) portion thereof and upload the same to the GMIS database every last week of the month. The PSIPOP shall serve as the primary source of data in determining the total FY 2022 PBB requirement of the agency, to be complemented by a simplified *Annex G: Report on Ranking of Offices/Teams*.

<sup>15</sup> Former PLO III submitted last 01 March 2023 based on GPPB-TSO Records

<sup>16</sup> Monthly Updating of the Personal Services Itemization and Plantilla of Personnel (PSIPOP) Under the Web-based Application System dated October 21, 2013



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In case of non-permanent positions or those excluded from the coverage of the GMIS, a modified Form 1.0 (also as *Annex H*) shall be submitted to the DBM for review and evaluation.

8.0 Duties and Responsibilities

- 8.1 All employees are responsible for ensuring their own compliance with 2022 PBB requirements.
- 8.2 All Team Leaders and Committee Heads shall monitor and ensure compliance with the submission of agency accountabilities. Ten (10) days after the end of the performance period (semester) or as prescribed in the PRIME Advisories issued by PMT, the teams including its personnel shall submit to the Planning Unit their DPAR/IPAR, WBAF and List of Innovations.
- 8.3 The PMT shall:
- A. Evaluate and assess the PBB Reports and present it to the ED for approval. Upon approval, the Report shall be submitted to the Inter Agency Task Force through the AO 25 Secretariat.
  - B. Set up a Complaints Mechanism to respond to the PBB-related issues and related concerns.
  - C. Oversee the implementation of the guidelines and issue necessary rules, regulations and policies consistent with the issuances by AO 25 Secretariat.
  - D. Conduct its own internal deliberation on the eligibility of the respective teams and its personnel after the PBB eligibility of the office is determined by the AO 25 Secretariat with respect to accomplishment of the four (4) accountability dimensions.
  - E. Determines the unit/s most responsible in case of non-compliance with the Agency Accountabilities provided in item 5.0 of this guidelines.

9.0 Effects of Non-Compliance

The Office, which, after due process by the oversight agency has been determined to have committed a prohibited act, shall be disqualified from the PBB in the succeeding year of its implementation.

Moreover, the CSC or Ombudsman shall file the appropriate administrative case for 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 the AO25's Memorandum Circular 2022-01.

10.0 Communication and Change Management

- 10.1 The ED with the support of their PMTs should enhance the implementation of their internal communications strategy on the PBB and fulfill the following:
- A. Engage their respective employees in understanding the PBB, the performance targets, as well as the service and outputs that they will need to deliver to meet these targets.



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- B. Disseminate the performance targets and accomplishments of their 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. The Help Desk may be a facility that is embedded in the Office website.
- D. Set up a Complaints Mechanism to respond to the PBB-related issues and concerns raised by officials and employees. Such may be incorporated in the functions of their Grievance Committee.

10.2 The ED 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 PMT and to recommend strategies to instill a culture of performance within the Office. The name, position, and contact details (e-mail, landline, facsimile, cellular phone) of PBB focal persons should be submitted to the A025 Secretariat.

11.0 For compliance.

**MARIA DIONESIA A. RIVERA-GUILLERMO**  
*Officer-in-Charge*



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**Annex A**

**MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS  
 REPORT**

**AGENCY NAME:**

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	(A)	(B)
	ONE (1) EXTERNAL CORE SERVICE	ONE (1) INTERNAL SERVICE
(1) Name of Service		
(1a) Reason for Selection		
(2) Responsible Unit/s		
(3) Identified Clients <i>(per service)</i>		
(4) Number of Client Visits in FY 2022		
(5) Volume of Transactions in FY 2022		
(6) FY 2021 Improvements <i>(ease of transaction, digitization, standardization)</i>		
(7) FY 2021 Results <i>(evidence)</i>		





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(8) FY 2022 Improvements <i>(ease of transaction, digitization, standardization)</i>		
(9) FY 2022 Results <i>(evidence)</i>		
(10) FY 2022 Citizen/Client Satisfaction Rating		
(11) Remarks		

Prepared by:

Approved by:

\_\_\_\_\_  
Name of Officer / Designation /Date

\_\_\_\_\_  
Department Secretary/Head of Agency/Date



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**Annex A**

<b>GUIDELINES IN ACCOMPLISHING MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT</b>	
<b>Agency Name</b>	Indicate the <b><u>name of the agency.</u></b>
<b>Column A</b>	Information about the <b><u>external core service</u></b> prioritized for improvement, as identified in the <b>initial Reengineering Plan</b> submitted to ARTA. 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.
<b>Column B</b>	Information about the <b><u>internal service</u></b> prioritized for improvement, as identified in the <b>initial Reengineering Plan</b> submitted to ARTA. Internal services refer to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services include services such as, but are not limited to, back-end/support services and regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorization, or concession.
<b>Row 1</b>	Indicate the <b><u>name of the critical services</u></b> prioritized for improvement, as identified Section 4.2 of the FY 2022 PBB Guidelines.
<b>Row 1a</b>	Indicate the <b><u>reason for selecting</u></b> the critical services prioritized for improvement. Cite any of the six (6) factors identified in Section 4.2.2 of the FY 2022 PBB Guidelines or cite "(7) Others" but specify and justify why the service was prioritized for improvement.
<b>Row 2</b>	Indicate the <b><u>bureaus/offices/delivery units/processing units responsible</u></b> for the processing, delivery, and completion of the critical government service.
<b>Row 3</b>	Identify the <b><u>clients/customers</u></b> who avail the critical service/s declared by the agency.
<b>Row 4</b>	Report the <b><u>number of clients/customers</u></b> who availed the critical service in FY 2022. If there are variations of the service, indicate the disaggregated data on the number of clients/customers for FY 2022.
<b>Row 5</b>	Report the <b><u>volume of transactions for FY 2022</u></b> for the selected critical services. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2022.
<b>Row 6</b>	Indicate the <b><u>FY 2021 improvements in the reported critical service/s,</u></b> demonstration of the ease of transaction, digitization, and standardization.
<b>Row 7</b>	Report <b><u>results and evidence of FY 2021 improvements,</u></b> ease of transaction, digitization, and standardization.



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<b>Row 8</b>	Indicate the <b><u>FY 2022 improvements in the reported critical service/s</u></b> , demonstration of the ease of transaction, digitization, and standardization. The agency may refer to the <b>initial Reengineering Plan</b> submitted to ARTA as basis in prioritizing <b>areas for improvement</b> .
<b>Row 9</b>	Report <b><u>results and evidence of FY 2022 improvements</u></b> , ease of transaction, digitization, and standardization.  Evidence of systems and procedure improvement efforts other than the immediate reduction of steps, fees, and processing times, among others, can be considered, such as: (1) Service improvements declared and reflected in the agency’s updated Citizen’s Charter; (2) No pending/aging transactions beyond the standard processing time declared in the Citizen’s Charter, subject to automatic approval; (3) Savings garnered by the agency in terms of administrative cost; (4) Changes/improvements institutionalized in policies/ procedures; (5) documentation and evidence of ongoing systems and process review and improvement (e.g. conduct of time and motion study, cost compliance analysis, regulatory impact assessment, systems development, inter-agency review and harmonization of regulations and procedure) with corresponding action plan and timeline of implementation; (6) ongoing systems development provided with specific timeline for implementation.
<b>Row 10</b>	Report the <b><u>FY 2022 citizen/client satisfaction results</u></b> for each of the declared critical services.
<b>Row 11</b>	In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the <b><u>remarks column</u></b> . The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.



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**Annex B**

**GUIDELINES ON THE COMPLIANCE WITH, AND VALIDATION OF, ISO QUALITY MANAGEMENT (QMS) CERTIFICATION/RE-CERTIFICATION**

This annex shall serve as guidelines for agencies wherein the ISO QMS certification/recertification is the **ultimate requirement**, and for agencies wherein the ISO QMS certification/recertification **could serve as evidence**, for the *Process Results* criterion.

**1.0 GUIDELINES IN DETERMINING COMPLIANCE WITH THE ISO QMS CERTIFICATION/RE-CERTIFICATION**

- 1.1 **Only a valid ISO 9001:2015 QMS certification/recertification or the latest version of the ISO 9001 certification** is considered as compliance with the subject requirement.

Should a new version of the ISO 9001 be available during the year, agencies are encouraged to endeavor in migrating to said latest version as soon as possible.

The **certifications/recertifications must be valid as of December 31, 2022**, i.e., effectivity date indicated in the certificate. Accordingly, certifications/recertifications with an effectivity date starting January 1, 2023 onwards **shall not be considered** as compliance with said requirement.

Agencies are reminded that they must pursue **continued certification**, i.e., ensure that there is no gap or minimal gap in terms of the expiration of its previous certification and the effectivity date of its existing certification, except with justifiable reasons, e.g., change of certification body (CB) which may cause gap in the certification.

- 1.2 The **scope** of the QMS indicated in the agency's ISO QMS certification shall be as follows:

- a. For departments/agencies and state colleges and universities (SUCs), it shall include **two (2) critical services consisting of one (1) external core service and one (1) internal service**.

The definition of the external and internal services, as well as the parameters in identifying critical services, are enumerated under items 4.2.1 and 4.2.2 of AO 25 Memorandum Circular (MC) No. 2022-1<sup>17</sup>, respectively.

- b. For government-owned or-controlled corporations (GOCCs) under Governance Commission for GOCCs (GCG) and local water districts (LWDs) under Category A and B, the scope of their certification shall be based on the

<sup>17</sup> Dated 24 March 2022.



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guidelines to be issued by the GCG and Local Water Utilities Administration (LWUA), respectively.

- 1.3 The ISO QMS certifications must be issued by any of the CBs accredited by the International Accreditation Forum (IAF) member.

However, the CBs which are duly **accredited by the Department of Trade and Industry - Philippine Accreditation Bureau (DTI-PAB)**<sup>18</sup> to certify the agencies' ISO QMS shall be preferred for the latter's provision of certain degree of control over CBs engaged by government agencies on their ISO QMS certification. This will better address the challenges in the validation process on acquiring information from CBs, among others. The DTI-PAB, aside from being an IAF member, is the recognized national accreditation body in the Philippines pursuant to Executive Order No. 802, s. 2009<sup>19</sup>.

Beginning FY 2023, government agencies which are still in its certification journey or those which have expiring/expired contract, shall endeavor to obtain their certification/recertification from CBs accredited by the DTI-PAB.

- 1.4 The CBs contracted shall have been accredited to audit and certify QMS for the specified scopes which are deemed relevant to the nature and functions of the agency e.g., accreditation under ISO 9001 QMS for IAF 36 (Public Administration), IAF 37 (Education), and/or IAF 38 (Health and Social Work).

- 1.5 **Letters of attestation or similar documents issued by CBs** indicating that certification/recertification audits have been completed but still subject to approval of their Certificate Decision Maker<sup>20</sup> **will not be considered** as compliance to the ISO QMS certification requirement.

- 1.6 As an alternative, ISO QMS-equivalent certifications are **considered** as compliance with the subject requirement. The following certifications/awards are considered equivalent to ISO 9001 certification inasmuch as they similarly ensure consistency of quality of products and services through quality processes enabling the provision of better service delivery and thereby enhancement of public sector performance:

- Philippine Quality Award (PQA)/Recognition (*for specific office concerned*)
- ISO/IEC 17025 or 17020 Accreditation

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<sup>18</sup> The list of the CBs accredited by DTI-PAB could be accessed at the DTI webpage ([http://pabaccreditation.dti.gov.ph/public/public\\_mscb.php](http://pabaccreditation.dti.gov.ph/public/public_mscb.php)).

<sup>19</sup> *Strengthening and Recognizing the Philippine Accreditation Office Attached to the Department of Trade and Industry as the National Accreditation Body* dated May 18, 2009

<sup>20</sup> As provided under **Clause 9.5 Certification Decision** of ISO/IEC 17021-1:2015 (*Conformity assessment – Requirements for bodies providing audit and certification of management systems*), the CB shall ensure that the persons or committees that make the decisions for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification are **different** from those who carried out the audits. Moreover, the Certificate Decision Maker may seek additional information or clarification from the audit team or other sources during its technical review with respect to, among others, the certification requirements, scope of certification, and the client's corrections and corrective actions for nonconformities, if any.



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- Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc. (AACUP)'s Institutional Accreditation (*for SUCs*)
- Accreditation Canada International's Qmentum International Gold Award (*for hospitals*)
- Supreme Audit Institutions (SAI) Performance Measurement Framework (PMF) of the International Organization of SAIs (*for the Commission on Audit*)
- Universal Postal Union's Quality Management Certification (*for Philippine Postal Corporation*)

1.7 On the other hand, certifications **not included in the list will not be accepted** as equivalent to ISO 9001 certification and could not serve as compliance/evidence to the *Process Results* criterion.

1.8 Nonetheless, for departments/agencies and SUCs, they may opt to use other forms of evidence for the *Process Results* criterion as enumerated under item 4.2.3 of AO 25 MC No. 2022-1.

## **2.0 RESPONSIBILITIES OF PARTICIPATING AGENCIES**

2.1 These responsibilities shall apply to agencies which will use the ISO QMS as requirement/evidence for the *Process Results* criterion.

2.2 As stated in the notes of Modified Form A (columns 8 and 9) referred as Annex 1 in the Office's FY 2022 PBB Internal Guidelines (Annex 2 of AO 25 MC No. 2022-1), the agencies concerned must indicate the **details of the certification with justifications**, e.g., the ISO QMS certification covers (i) internal service only, (ii) external service only, (iii) external but non-priority core service and internal service, and/or (iv) priority external core service and internal service.

Additional sheet/s may be provided for supporting information that would serve as justification.

2.3 To reiterate the required submissions, for the departments/agencies and SUCs, the deadline of **submission** of the Modified Form A, together with the copy of said ISO certification/recertification and other pertinent documents as necessary, to the AO 25 Secretariat for the ***Process Results*** criterion shall **not be later than February 28, 2023**, consistent with item 8.2 of AO 25 MC No. 2022-1.

For GOCCs covered by the GCG and LWDs, the deadline of the submission of forms and/or posting of the ISO QMS certification/recertification in their respective websites, as applicable, shall be based on the guidelines to be issued by the GCG and LWUA, respectively.



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2.4 In order to facilitate the conduct of the final validation of the submitted ISO certification/recertification with the CBs, agencies shall:

- Include a provision in the **contract with the winning CB** that they shall accommodate requests of Government Quality Management Committee (GQMC)-DBM Secretariat, i.e., Systems and Productivity Improvement Bureau (SPIB) and/or other oversight<sup>21</sup>/validating agencies for information or documents relative to their ISO QMS certification/recertification; or
- Submit an **authorization and consent to the CBs**, attached as **Annex 3.1<sup>22</sup>** (Annex 2.1. as per GPPB - TSO FY 2022 PBB Internal Guidelines) to provide information/documentation to the GQMC-DBM Secretariat and/or oversight/validating agencies relative to their ISO QMS certification/recertification.

Copy of the contract or authorization and consent form, shall be submitted to their respective CBs, copy furnished the DBM-SPIB at [dbm-spib@dbm.gov.ph](mailto:dbm-spib@dbm.gov.ph) on or before **31 January 2023 or within fifteen (15) working days from the issuance of the Notice to Proceed by the agency to the CB, whichever comes earlier.**

Said authorization and consent form should be updated every time there will be a change in the head of the agency or authorized representative.

### 3.0 VALIDATING AGENCIES

3.1 The following **oversight agencies shall conduct the corresponding validation of the compliance** with the ISO QMS certification as evidence/requirement of their respective agency coverages:

- Commission on Higher Education for SUCs;
- GCG for GOCCs under its coverage; and
- LWUA for LWDs.

For departments/agencies, the validation of their compliance shall be conducted by the AO 25 Composite Teams<sup>23</sup>.

3.2 These agencies and AO 25 Composite Teams responsible for the validation of the ISO QMS certification compliance may hereinafter referred to as the "validating agencies".

### 4.0 VALIDATION PERIOD

<sup>21</sup> AO 25 Secretariat

<sup>22</sup> As per AO 25 IATWG Memorandum Circular 2022-01, dated 24 March 2022.

<sup>23</sup> Created by the AO 25 Technical Working Group to evaluate the agency submissions on the PBB streamlining and process improvements, and citizen/client satisfaction results requirement of the PBB. Each composite team include member/s from the following agencies: DBM, Office of the President, Presidential Management Staff, Department of Finance, National Economic Development Authority, Civil Service Commission, Commission on Audit, Presidential Communications Operations Office, Development Academy of the Philippines, Anti-Red Tape Authority and DTI.



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4.1 The validating agencies shall conduct the validation on agency compliance with the ISO QMS certification requirement from **March 1, 2023** until **April 21, 2023**.

On the other hand, the AO 25 Composite Teams, as the validating entity for the departments/agencies, shall determine the ratings of agencies during the Composite Team Reviews within the same period.

**5.0 RESPONSIBILITIES OF THE VALIDATING AGENCIES**

5.1 Upon receipt of the agency submissions, the **validating agency**<sup>24</sup> shall **proceed with the validation of the submissions of agencies** within their respective coverages. The results of such validation shall be reported using the template herein attached as **Annex 3.2** (Annex 2.2. as per GPPB - TSO FY 2022 PBB Internal Guidelines. The Annex 3.2 shall include detailed information on the agency submission, and the compliance status and equivalent rating, as applicable, of the agency as to the ISO QMS certification as evidence/requirement:

- For departments/agencies and SUCs, the validating agency shall indicate the corresponding rating, in accordance with item 4.2 of AO 25 MC No. 2022-1.
- For LWDs and GOCCs covered by the GCG, the determination of compliance status of the agencies shall be based on the guidelines to be issued by the LWUA and GCG, respectively.

The reason for non-compliance shall also be indicated in column [8] using the following codes:

CODE	DESCRIPTION
N	<b>No submitted ISO 9001 certification or equivalent certification/accreditation</b> , nor any ISO QMS-related documents
Q	Submitted <b>QMS Documents</b> only (Quality Manual, Internal Quality Audit Certification and/or Management Review minutes)
E	ISO 9001 certification or equivalent certification/accreditation is <b>invalid or has expired</b>
A	Submitted <b>Attestation/Confirmation Letter/Audit Report</b> from CB only
U	Submitted documents are <b>unnecessary</b> which are not only not required under the guidelines but also not considered as QMS

<sup>24</sup> For departments/agencies, constitutional offices, other executive offices, and GOCCs under DBM, the AO 25 Secretariat shall accomplish the same.





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CODE	DESCRIPTION
	documents (e.g., office orders, memorandum of agreement with Development Academy of the Philippines, Human Resources manual/handbook, program-based AACCU accreditation, certification from the agency head/QMS consultant on the agency's QMS efforts)
B	<b>Validity</b> of the ISO 9001 certification or equivalent certification/accreditation commences <b>beyond the December 31, 2022 deadline</b>
C	<b>Scope</b> covered by the ISO QMS certification or equivalent certification/accreditation is <b>not based on the requirement</b> ( <i>only applicable to agencies which the ISO QMS certification/recertification is the ultimate requirement</i> )

- 5.2 Said annexes shall be duly signed by the authorized personnel of the validating agency.
- 5.3 The CHED, GCG and LWUA shall submit to the AO 25 IATF at ao25secretariat@dap.edu.ph, copy furnish the GQMC-DBM Secretariat at dbm-spb@dbm.gov.ph, on or before ten (10) working days after the validation period i.e., **on or before May 8, 2023**, the accomplished **Annex 3.2<sup>25</sup>** with the ISO QMS certification as evidence/requirement and Modified Form A, as applicable, for processing/information, whichever is applicable.

## 6.0 RESPONSIBILITIES OF THE GQMC-DBM SECRETARIAT

- 6.1 Upon receipt of the initial reports from oversight agencies, the GQMC-DBM Secretariat shall consolidate the same for confirmation by the CBs/Accrediting Agencies.
- 6.2 Accordingly, the GQMC-DBM Secretariat shall provide the final reports on the validation, or in case of no changes, confirmation of the initial reports of the validating agencies, to the AO 25 IATF on or before twenty (20) working days after the submission of the initial findings, i.e., **on or before June 5, 2023**.
- 6.3 In case of changes in the ratings or compliance status of the agencies, specifically the GOCCs under GCG and LWDs, after the submission of the final report to the AO 25 IATF, the GQMC-DBM Secretariat shall submit a revised report on the summary of findings on the agencies' compliance to the AO 25 IATF, as it deems necessary e.g., if the rating or status of fifty percent (50%) of the agencies has been changed. Such changes could be as follows:
- a. the request for reconsideration/exemption of an agency has been granted; and

<sup>25</sup> Ibid



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- b. the status of the ISO QMS certification of the agency was confirmed only after the validation period/submission of final report to the AO 25 IATF.

The Annex 3.2 shall be updated to reflect the changes in the rating or compliance of the agencies concerned and shall be submitted together with the revised report on the summary of findings.

However, if there is only **less than** fifty percent (50%) change in the rating or compliance status of aforesaid agencies, the GQMC-DBM Secretariat shall inform the AO 25 Secretariat on said changes but the revision of the reports need not be made.

## **7.0 RESPONSIBILITIES OF THE CBs**

- 7.1 The CBs shall provide necessary information and/or clarifications to the GQMC-DBM Secretariat in relation to the submitted ISO QMS certification/recertification by the participating agencies.
- 7.2 To facilitate the conduct of verification by the GQMC-DBM Secretariat (SPIB) from the CBs, the latter are encouraged to provide their respective contact persons and contact information by sending an e-mail to [dbm-spib@dbm.gov.ph](mailto:dbm-spib@dbm.gov.ph) on or before **December 31, 2022**.

## **8.0 REQUESTS FOR RECONSIDERATION AND EXEMPTION**

- 8.1 For departments/agencies and SUCs, as the ISO QMS certification/recertification only serves as one of the possible pieces of proof or evidence for *Process Results* criterion, instead of requesting reconsideration, they may resort to presenting other pieces of evidence for the *Process Results* criterion other than ISO QMS certification/recertification.
- 8.2 An agency subject for compliance with the ISO QMS certification **requirement** that is deemed non-compliant may request for the following, **within thirty (30) calendar days** from the posting of the result of validation for the ISO QMS certification as a requirement or evidence in the Results-Based Performance Management System website (<https://rbpms.dap.edu.ph/>)
- A reconsideration based on justifiable reasons and factors that are considered beyond the control of the agency e.g., errors in the validity period of the certification as prepared by the CB/accrediting agency; or
  - An exemption in view of circumstances which make it impossible for agencies to comply with the ISO QMS requirements such as an ongoing agency restructuring, functional and organizational modifications and other related circumstances which may result in the agency's failure to effectively implement key activities of its documented QMS, thereby hindering its



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attainment of an ISO QMS certification or could constitute as a ground for suspension/cancellation/withdrawal of its existing ISO QMS certification.

- 8.3 The foregoing requests for reconsideration and exemption shall be addressed to the DBM Organization and Systems Improvement Functional Group Head, thru the DBM-GQMC Secretariat (SPIB) and submit via email at [dbm-spib@dbm.gov.ph](mailto:dbm-spib@dbm.gov.ph) for proper evaluation. After finalization of the evaluation, the GQMC shall inform the agency concerned of the action to said request/s copy furnish the validating agency concerned and AO 25 Secretariat.

-end-



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**ANNEX C<sup>26</sup>**

**CITIZEN/CLIENT SATISFACTION SURVEY**

**I. Rationale**

The AO25 IATF aims to continually achieve a government-wide improvement through seamless public service delivery. In achieving this, service quality standards in delivering frontline 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 2022 is vital in ensuring that these standards are attained. For FY 2022 PBB, 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 to determine the effectiveness of implemented ease of transaction and process improvements through identified indicators or service dimensions that were identified by the agencies and the citizens/clients they serve.

**II. Guide in conducting the Citizen/Client Satisfaction Survey**

Agencies are encouraged to observe the following procedures in conducting the CCSS:

**1. Data Gathering Methodology**

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

**2. Respondents Criteria**

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

**3. Survey Sampling Coverage**

Agencies should ensure that the sampling coverage of the CCSS would best represent the total population of its citizens/clients served for each service. It is important to note that the sampling frame should be able to accurately capture all units in the target population to avoid under coverage and/or over coverage. The total sample respondents will be compared with the data on the total citizens/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, agencies may set a limit on the sample size of the CCSS.

**5. Survey Instrument/Questionnaire**

<sup>26</sup>This form is being referred to as Annex 5 under AO 25 IATWG's Memorandum Circular 2022-01, dated 24 March 2022



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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.

**5.1 Service Quality Dimensions**

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.
- b. **Reliability (Quality)** – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
- c. **Access & Facilities** – the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
- d. **Communication** – the act of keeping citizens and clients 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, the 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.
- g. **Assurance** – the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
- h. **Outcome** – the extent of achieving outcomes or realizing the intended benefits of government services.

**5.2 Rating Scale**

For a deeper understanding of citizen/client perception of agency services, the agencies may opt to include questions pertaining to the importance of attributes or agreements to statements. A **5-point Likert scale** is recommended to be used depending on the question/s asked. Here are some sample scales:

Table 1:

Very	Dissatisfied	Neither	Satisfied	Very satisfied
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dissatisfied		satisfied nor dissatisfied		
1	2	3	4	5

Table 2:

Strongly disagree	Disagree	Neither agree or disagree	Agree	Strongly agree
1	2	3	4	5

Table 3:

Not at all important	Slightly important	Moderately important	Important	Very important
1	2	3	4	5

Table 4:

Not at all effective	Slightly effective	Moderately effective	Very effective	Extremely effective
1	2	3	4	5

**6. Data Analysis**

The results of the survey shall be analyzed by service, and by applicable service quality dimensions. Agencies shall also report the **overall agency rating in the service quality dimensions** and the **overall agency citizen/client satisfaction score**.

SERVICE QUALITY DIMENSION	SCORE BY FRONTLINE SERVICE	SCORE IN ALL SERVICES
1. Responsiveness		
2. Reliability (Quality)		
3. Access & Facilities		
4. Communication		
5. Costs		
6. Integrity		
7. Assurance		



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SERVICE QUALITY DIMENSION	SCORE BY FRONTLINE SERVICE	SCORE IN ALL SERVICES
8. Outcome		
<b>Overall Score</b>		

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 results of the survey and an appropriate action plan should be identified. Furthermore, the results of the 2021 survey should be compared to the CCSS results of 2021 for continuity, as appropriate.

### III. Reporting of the CCSS Results

Agencies must submit the CCSS report following this outline:

- a. **Description of the methodology of the CCSS used for each reported service**
  1. Respondents Criteria
  2. Survey Sampling Coverage
  3. Sampling Procedure
  4. Survey Instrument/Questionnaire
- b. **Results of the CCSS for FY 2022**  
*(include a sample of the feedback/survey form used)*
- c. **Results of Agency Action Plan reported in FY 2021 PBB**
- d. **Continuous Agency Improvement Plan for FY 2023**

### IV. Hotline #8888 and Contact Center ng Bayan (CCB) Resolution and Compliance Rates

For compliance to Section 4.4b, please refer to the following definitions as provided by the Office of the President (OP) and Civil Service Commission (CSC):



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PORTALS	RESOLUTION RATE	COMPLIANCE RATE
<p style="text-align: center;"><b>Hotline #8888 (OP)</b></p>	<p>The percentage of tickets acted upon or <i>closed tickets</i> by a government agency against the total number of endorsed tickets by the Hotline #8888 Citizen's Complaint Center (CCC) without consideration of the 72-hour period to take action as prescribed in Executive Order (EO) No. 6, s. 2016<sup>21</sup>.</p>	<p>The percentage of tickets acted upon or <i>closed tickets</i> by a government agency within the 72-hour period to take action, as prescribed in EO No. 6, s. 2016.</p>
<p style="text-align: center;"><b>Contact Center ng Bayan (CCB) (CSC)</b></p>	<p><i>Negative feedback</i> on government services, processes, and procedures lodged through the CCB are considered <i>resolved</i> after the agency has responded to the referral and provided detailed action taken to correct the reported dissatisfaction and prevent its re-occurrence.</p> <p>If the particular concern cannot be acted upon, the agency has to provide an explanation as to why it cannot be addressed. The negative feedback will be considered <i>resolved</i> upon receipt of the reply/explanation from the agency.</p> <p>If the complaint involves an administrative case, the CCB will still forward the negative feedback to the agency and will request an update on the status of the case. Upon receipt of the reply, the CCB will inform the customer of the feedback from the agency and will consider the ticket resolved.</p>	<p>Percentage of negative feedback resolved by the agency within the prescribed timeline of 72 hours over the total number of negative feedback received within a particular period.</p>





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**Annex D<sup>27</sup>**

**GUIDELINES 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, 2022 to December 31, 2022, including the Early Procurement of FY 2022 Non-CSE items.

Departments/agencies should ensure that the status of notices in the PhilGEPS System for all transactions for the period January 1, 2022 to December 31, 2022, including the Early Procurement of FY 2022 Non-CSE items, is updated on or before January 31, 2023. *Failed or cancelled bid status should still be updated in PhilGEPS.*

Agencies should track their status through the PhilGEPS microsite link for monitoring purposes: <https://open.philgeps.gov.ph/pbb>. In the generated Excel report, bid notices will only be tagged as COMPLY if the Notice of AWARD and the Notice to Proceed have been posted. Likewise, those NOTICES with multiple lots and PARTIALLY AWARDED, FAILED and CANCELLED NOTICES will also be considered COMPLY.

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 of their control, the agency is no longer required to submit a letter of justification to PhilGEPS/AO25 IATF.

The Agency Head, with the help of its Performance Management Teams, shall continue to implement, monitor, and enforce compliance with the PhilGEPS requirements. Justification shall be subject to the self-assessment of the agency whether acceptable or not. Compliance with these conditions shall still be used as the basis in determining the eligibility of responsible units and individuals.

<sup>27</sup> This form is being referred to as Annex 7 under AO 25 IATWG's Memorandum Circular 2022-01, dated 24 March 2022.



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**Annex E<sup>28</sup>**

**SUBMISSION OF THE 2023 APP-CSE TO THE PS-DBM**

The Procurement Service - Department of Budget and Management (PS-DBM) advises all government agencies to submit their 2023 Annual Procurement Plan - Common-use Supplies and Equipment (APP-CSE) to PS-DBM via the Virtual Store (VS) facility.

The deadline of submission is on **30 September 2022**.

The PS-DBM wishes to reiterate that hard copy or manual submission will not be accepted.

- Log-in to VS to download the 2023 APP-CSE template:

<https://philgeps.gov.ph/home>

- Visit our website for the procedural guidelines in uploading APP-CSE:

<https://ps-philgeps.gov.ph/home/>

footnotes:

- *The submission of APP-CSE is in compliance with **Memorandum Circular No. 2022-xxx** dated DD-MM-YYYY issued by the Inter-agency Task Force on the Harmonization of National Government Performance Monitoring, Information Systems (Administrative Order No 25 s. 2011)*

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<sup>28</sup> This form is being referred to as Annex 8 under AO 25 IATWG's Memorandum Circular 2022-01, dated 24 March 2022.



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*Annex F<sup>29</sup>*

**FY 2022 Agency Accountability Timelines**

For reference, agencies should observe the timelines and comply with the following requirements under Section 5.0: Agency Accountabilities of MC No. 2022-1:

DEADLINE	REQUIREMENTS	VALIDATING AGENCY	RESPONSIBLE TEAM <sup>30</sup>
before January 31st of the fiscal year	Submit Certificate of Compliance that the agency conducted <b>Early Procurement Activities</b> for at least 50% of the Total Value of the <b>FY 2022 Procurement Projects</b> to the GPPB-TSO.  <i>Note: Early Procurement Activities should be conducted in FY 2022</i>	GPPB-TSO	Bids and Awards Committee (BAC) and its Secretariat
March 31, 2022	Submit <b>FY 2022 APP-non CSE</b> to GPPB-TSO.	GPPB-TSO	BAC and its Secretariat
June 30, 2022	Submit Results of the <b>APCPI system for FY 2021 Procurement Transactions</b> to GPPB-TSO.	GPPB-TSO	BAC and its Secretariat
September 30, 2022	Posting of <b>Indicative FY 2023 APP-non CSE</b> in the agency's Transparency Seal webpage.	DBM-OCIO	BAC and its Secretariat
September 30, 2022	Submit the <b>FY 2023 APP-CSE</b> thru the PhilGEPS Virtual Store.	PS-DBM	BAC and its Secretariat
October 1, 2022	<b>Maintain/Update the agency Transparency Seal (TS)</b> under Section 102 of the General Provisions of the FY 2022 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page.	DBM - OCIO	IMD
October 1, 2022	Post the agency's policy on the <b>Establishment and Conduct of the Agency Review and Compliance of SALN</b> in the agency Transparency Seal for FY 2022.	CSC	SALN Review and Compliance Committee
December 31, 2022	<b>Sustained Compliance w/ Audit Findings</b> 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 2020 should also not recur. The objective is to improve the agency's internal control processes, enhance operational	COA	FD

<sup>29</sup> This form is being referred to as Annex 6 under AO 25 IATWG's Memorandum Circular 2022-01, dated 24 March 2022.

<sup>30</sup> As submitted by the Planning Officer III to AO 25 last 01 March 2023



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DEADLINE	REQUIREMENTS	VALIDATING AGENCY	RESPONSIBLE TEAM <sup>30</sup>
	effectiveness, and eliminate, resolve and remedy most, if not all, of the agency audit findings, by the end of 2022.		
January 30, 2023	<b>Update</b> all procurement requirements for transactions above 1 million from January 1, 2022 to December 31, 2022 in the <b>PhilGEPS</b> .	PS-PhilGEPS	BAC and its Secretariat
January 30, 2023	Submit the following <b>Freedom of Information (FOI) Program</b> requirements to PCOO: <ul style="list-style-type: none"> <li>a. Updated People’s FOI manual</li> <li>b. Updated One-page FOI Manual</li> <li>c. FOI reports: Agency Information Inventory, 2022 FOI Registry, and 2022 FOI Summary Report</li> <li>d. Link to the agency’s dashboard in the electronic FOI (eFOI) portal (<a href="http://www.foi.gov.ph">www.foi.gov.ph</a>)</li> <li>e. Updated AID-FOI Tool</li> <li>f. FOI Client/Customer Satisfaction Report</li> </ul>	PCOO	IMD, FOI Decision Maker (FDM) and FOI Receiving Officer (FRO)
February 28, 2023	<b>Designation of the Agency’s Committee on Anti-Red Tape (ARTA)</b>  Compliance and submission of requirements to ARTA pertaining to the agency’s CART as stated in ARTA MC No. 2020-007.	ARTA	Planning Unit

*Notes:*

*\*As provided in MC No. 2022-1, while the above conditions are no longer required in determining the overall PBB eligibility of agencies, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals. Agencies should submit these requirements directly to the oversight/validating agencies.*

*\*\*The oversight/validating agencies have the authority to modify their requirements and timelines as necessary. Agencies should directly contact the oversight/validating agencies of the above-mentioned Agency Accountabilities for updates and concerns.*