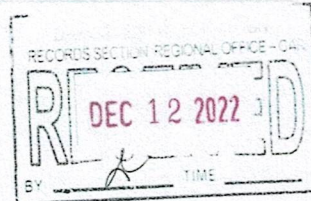




Republic of the Philippines
Department of Education

MEMORANDUM



TO : **Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Divisions Superintendent
School Heads
All Others Concerned**

FROM : **EPIMACO V. DENSIÑO III, CPA, MBA**
Undersecretary and Chief of Staff

SUBJECT : **SUBMISSION OF CITIZEN/CLIENT SATISFACTION SURVEY (CCSS) RESULTS FOR FISCAL YEAR 2022**

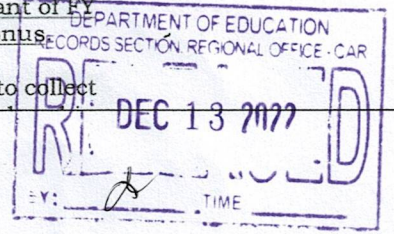
DATE : December 5, 2022

Republic Act (RA) No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" requires all government agencies to establish a feedback mechanism to ensure the continuous enhancement of service delivery, while Rule IV, Section 3 of its Implementing Rules and Regulations states that the results of the client satisfaction survey shall be reported to the Anti-Red Tape Authority (ARTA).

Additionally, ARTA Memorandum Circular (MC) No. 2019-002-A titled *Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002 or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, Otherwise Known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018,"* and its Implementing Rules and Regulations also specifies that the Citizen/Client Satisfaction Survey (CCSS) Report shall be **submitted per agency by the last working day of January of each year.**

Note that failure to submit the said report may lead to isolation from the grant of FY 2022 Performance-Based Bonus (PBB) if DepEd shall qualify for the said bonus.

In this regard, concerned office/s per DepEd governance level are requested to collect and consolidate the DepEd Citizen's Charter-2022



¹ DepEd Citizen's Charter-2022

Unit M-106-A



Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION

December 13, 2022

To: **Schools Division Superintendents
All Others Concerned**

For information, dissemination, and strict compliance.

ESTELA P. LEON- CARIÑO EdD, CESO III
Director IV/ Regional Director

For the Regional Director:

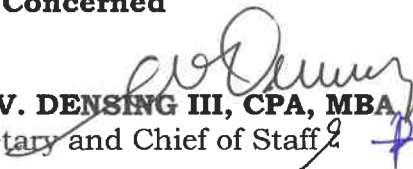
FLORANTE E. VERGARA
Director III/ Assistant Regional Director



Republic of the Philippines
Department of Education

MEMORANDUM

TO : **Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Divisions Superintendent
School Heads
All Others Concerned**

FROM : **EPIMACO V. DENSIING III, CPA, MBA**
Undersecretary and Chief of Staff 

SUBJECT : **SUBMISSION OF CITIZEN/CLIENT SATISFACTION SURVEY
(CCSS) RESULTS FOR FISCAL YEAR 2022**

DATE : December 5, 2022

Republic Act (RA) No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" requires all government agencies to establish a feedback mechanism to ensure the continuous enhancement of service delivery, while Rule IV, Section 3 of its Implementing Rules and Regulations states that the results of the client satisfaction survey shall be reported to the Anti-Red Tape Authority (ARTA).

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Note that failure to submit the said report may lead to isolation from the grant of FY 2022 Performance-Based Bonus (PBB) if DepEd shall qualify for the said bonus.

In this regard, concerned office/s per DepEd governance level are requested to collect and consolidate the client feedback and satisfaction results for services declared in the DepEd Citizen's Charter 2021¹, and report the following information:

¹ DepEd Citizen's Charter 2021: <https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizens-Charter-2021-as-of-December-1-2021.pdf>

A. Total number of client visits for FY 2022

Report the total number of visits (including returns) that clients made to complete a transaction.

B. Total volume of transactions for FY 2022

Report the overall volume of completed transactions for services declared in the DepEd Citizen's Charter 2021 applicable to the governance unit.

C. Number of survey respondents

Report the number of clients per service declared in the DepEd Citizen's Charter 2021 who accomplished the survey form and will be considered in the computation of the average satisfaction rating for FY 2022.

D. Citizen/client satisfaction rating - received per service quality dimension for FY 2022

Indicate the computed client satisfaction rating received for FY 2022 for the following service quality dimensions based on DM-PHROD-2021-0165 titled *Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education* and MC No. 2022-01:

- 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.

Concerned offices from all governance levels are reminded to follow the 5-point Likert scale in measuring the satisfaction rating, as prescribed in MC No. 2022-1. All are also enjoined to continue using the DepEd CCSS Form template² issued under DM-PHROD-2021-0165 to collect data on client satisfaction.

² DepEd CCSS Form template: <https://bit.ly/DepEdCCSSMaterials>

E. Major or most common identified feedback/concern from clients

Report the summary of the feedback received by identifying the most frequent feedback or concerns received or the major concerns received for FY 2022.

The CCSS Report from each school, Schools Division Office (SDO), Regional Office (RO), and unit in the Central Office shall be submitted to the Public Affairs Service (PAS) - Public Assistance Action Center (PAAC) **on or before December 29, 2022**, through the links provided below.

GOVERNANCE LEVEL	OFFICE	LINK
Central Office	<ul style="list-style-type: none">• Accounting Division• Budget Division• Bureau of Education Assessment – Education Assessment Division• Bureau of Education Assessment – Education Research Division• Bureau of Curriculum Development• Bureau of Human Resource and Organizational Development - Organization Effectiveness Division• Cash Division• Employee Accounts Management Division• Education Facilities Division• Information and Communications Technology Service – EdTech Unit• Information and Communications Technology Service – Solutions Development Division• Information and Communications Technology Service – User Support Division	https://bit.ly/DepEd2022CCSS S CO A
	<ul style="list-style-type: none">• Information and Communications Technology Service – EdTech Unit -User Support Division• Legal Service• Office of the Secretary	https://bit.ly/DepEd2022CCSS S CO B

	<ul style="list-style-type: none"> • Office of the Assistant Secretary for Alternative Learning System Task Force • Personnel Division • Procurement Management Service • Professional Development Division • Public Affairs Service - Public Assistance Action Center • Public Affairs Service – Publications Division • Quality Assurance Division - National Educators Academy of the Philippines • Records Division 	
Regional Office	<ul style="list-style-type: none"> • Cash Section • Curriculum and Learning Management Division • Legal Unit 	https://bit.ly/DepEd2022CCS_S_RO_A
	<ul style="list-style-type: none"> • National Educators Academy of the Philippines – Regional Office • Personnel Section • Policy, Planning and Research Division 	https://bit.ly/DepEd2022CCS_S_RO_B
	<ul style="list-style-type: none"> • Public Affairs Unit • Quality Assurance Division • Records Section 	https://bit.ly/DepEd2022CCS_S_RO_C
	<ul style="list-style-type: none"> • Accounting Section • Budget Section • Human Resource and Development Division 	https://bit.ly/DepEd2022CCS_S_RO_D
Schools Division Office	<ul style="list-style-type: none"> • Legal Unit • Personnel Unit • Property and Supply • Records Unit 	https://bit.ly/DepEd2022CCS_S_SDO_A
	<ul style="list-style-type: none"> • Curriculum Implementation Division • School Governance and Operation Division - Planning and Research Section • School Governance and Operation Division - School Management, 	https://bit.ly/DepEd2022CCS_S_SDO_B

	Monitoring and Evaluation Section	
	<ul style="list-style-type: none"> Budget Unit Cash Unit Information and Communications Technology Unit 	https://bit.ly/DepEd2022CCSS_S_SDO_C
Schools		https://bit.ly/DepEd2022CCSS_S_Schools

Only submissions made through the links shall be considered in crafting the DepEd-wide CCSS Report for FY 2022.

Additionally, the agency-wide CCSS Result to be submitted by PAS-PAAC to ARTA is an eligibility requirement for the grant of the PBB, as specified in IATF AO25 MC No. 2022-01 entitled “Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 Under Executive Order (EO) No. 80, s. 2012 and EO No. 2021, s. 2016”. Satisfaction rate, along with the complaint resolution and compliance rate, form the criteria for the Citizen/Client Satisfaction Results criteria:

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

Thus, it shall be reiterated that all governance levels shall resolve concerns referred by the 8888 Citizens’ Complaints Center and the Civil Service Commission – Contact Center ng Bayan (CSC-CCB) within the 72 hours prescribed by Law. The ROs and SDOs are enjoined to utilize their respective Public Assistance Coordinators (PACs) in ensuring the resolution of concerns and submission of reports to the PAAC. A separate issuance/email concerns shall be issued by the PAAC to remind ROs and SDOs of pending concerns.

For more information, please contact Ms. Grazielle Anne A. Sarical or Ms. Ariane G. Llegado, PAS-PAAC, through the following:

Email address: depedactioncenter@deped.gov.ph
 Phone numbers: 8638-7530, 8633-1942
 Viber mobile number: 09672498552

Immediate dissemination of and strict compliance with this issuance is directed.

Attachments:
 DM-PHROD-2021-0165
 MC No. 2022-01



Republika ng Pilipinas

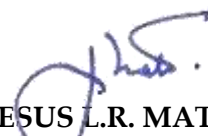
Department of Education

OFFICE OF THE UNDERSECRETARY

PLANNING, HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-PHROD-2021-0165

TO : Undersecretaries
Assistant Secretaries
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

FROM : 
JESUS L.R. MATEO
Undersecretary for Planning, and Human Resource and
Organizational Development

SUBJECT : *Implementation of the Standardized Citizen/Client Satisfaction
Survey (CCSS) Form in the Department of Education*

DATE : 04 March 2021

To ensure continuous government improvement towards seamless public delivery, all government agencies are required to submit a report on the result of their client satisfaction survey every fiscal year (FY). Such requirement is anchored in **Republic Act (RA) No. 11032** or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* and **Memorandum Circular (MC) No. 2019-002** dated August 13, 2019, entitled, *Guidelines on the Implementation of the Citizen's Charter in Compliance to RA 11032*. In addition, streamlining of activities and the establishment of a harmonized client/citizen satisfaction survey is an **eligibility criterion for the grant of the Performance-Based Bonus (PBB)** specified in **MC No. 2020-1** issued by the Inter-Agency Task Force (AO25 IATF) on the Harmonization of the National Government Performance Monitoring, Information and Reporting System.

Fortunately, units in the Department of Education (DepEd) have been in collaboration to achieve favorable ratings on client satisfaction (CSAT) since 2019. This is in cognizance of the importance of client feedback in the assessment of the quality of our service delivery. Data collected from surveys recognized the areas with satisfactory service delivery and identified those needing improvement and intervention.

This year, to further improve the Department's efforts in gathering feedback on our services, the Bureau of Human Resource and Organizational Development - Organization

Effectiveness Division (BHROD-OED) shall implement the use of a **Standardized DepEd Citizen/Client Satisfaction Survey (CCSS) Form**.

In view of this, all DepEd units with services declared in the 2020 Citizen’s Charter are requested to use the following templates and references **effective immediately**:

DOCUMENT	LINK
1. CCSS Form (Annex A)	bit.ly/DepEdCCSSMaterials
2. Quick Guide in Conducting the CCSS (Annex B)	
3. Sample online CCSS Form - Google Form used in the DepEd Central Office (Annex C)	bit.ly/DepEdCOFeedback
4. List of services included in the DepEd Citizen's Charter 2020 (1st Edition)	www.deped.gov.ph/about-deped/citizenscharter

The prescribed survey form may be modified, given that all these conditions are adhered to:

1. Survey forms should state the privacy notice (verbatim), in observance of the Data Privacy Act of 2012.

“The personal information included in this document shall only be used for the purposes of administering the survey. Any personal information included herein may not be used for other purposes aside from those stated above.”

2. The client satisfaction rating matrix should include the parameters below.
 - A. 5-point Likert scale with 5 as the highest satisfaction rating and 1 as the lowest;
 - B. Rating criteria (as defined in MC 2020-1).

Service Quality Dimension	Description
Responsiveness	willingness to help, assist, and provide prompt service to clients and/or businesses
Reliability	provision of what was needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate
Access & Facilities	convenience of location, ample amenities for a comfortable transaction, and the use of clear signage and modes of technology
Communication	act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback

Costs	satisfaction with the timeliness of the billing, billing process/es, preferred methods of payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service
Integrity	assurance that there is honesty, justice, fairness, and trust in each service while dealing with the clients and businesses
Assurance	capability of frontline staff/s to perform their duties, product and service knowledge, understanding client needs, helpfulness, and good work relationships
Outcome	rate in terms of achieving outcomes or realizing the intended benefits of government services

**Note that DepEd units are only allowed to remove a criterion if it is not applicable to the service/s being provided.*

3. Survey forms should be available/translated in the language widely-used in the locale of the survey.

BHROD-OED conveys its gratitude to all DepEd units for the ardent support to CSAT - related activities and requirements. This office requests the same, if not intensified, cooperation on the adoption of the standardized CCSS Form. Further, an issuance regarding the institutionalization of a CSAT mechanism in the Department will be released separately.

For inquiries and/or clarifications, please contact **Ms. Rose Albo** or **Mr. Kean Alicante** of BHROD-OED at bhrod.oed@deped.gov.ph, using the subject line: (Name of office)-CCSS.

For your appropriate and immediate action.

[BHROD-OED/SAlbo]



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

MEMORANDUM CIRCULAR NO. 2022-1

March 24, 2022

TO : ALL HEADS OF DEPARTMENTS, BUREAUS, OFFICES AND OTHER AGENCIES OF THE NATIONAL GOVERNMENT, INCLUDING CONSTITUTIONAL COMMISSIONS, 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 2022 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 on the grant of the PBB for FY 2022 performance, to be given in FY 2023. In FY 2021, a simplified scheme was adopted to strengthen the effectiveness of the existing incentive system and assist agencies in achieving the goals and expected outcomes of the government. Under the simplified scheme, the PBB criteria were classified according to the four dimensions of accountabilities. The good governance conditions were considered separate agency accountabilities. A scoring system for accomplishments was introduced, which also enables agencies to conduct self-assessment of their overall performance. The agency score was tied-up to the rates of incentives and higher threshold for individual performance rating was required in order to be eligible for the performance-based incentive.

The FY 2022 cycle shall continue to observe the simplified PBB scheme. The FY 2022 PBB will sustain focus on results especially on the delivery of agency performance commitments and optimum utilization of agency budget, and make stronger the roles of agencies in ensuring accountability for results of their delivery units. Further, the FY 2022 PBB shall measure and evaluate agency performance highlighting the public's satisfaction with the quality of public service delivery, utilization of resources, and strengthened agency stewardship. The FY 2022 PBB shall facilitate a more transparent and objective assessment of performance and timely release of the PBB to eligible agencies.

2.0 COVERAGE

The FY 2022 PBB covers all departments, bureaus, offices, and other agencies of the National Government, including Constitutional Commissions, Other Executive Offices (OEOs), Congress, the Judiciary, State Universities and Colleges (SUCs), Government-Owned or-Controlled Corporations (GOCCs), Local Water Districts (LWDs), and Local Government Units (LGUs). For the list of departments/agencies and SUCs enrolled in the FY 2022 PBB, please refer to *Annex 1: Master List of Departments/Agencies and State Universities and Colleges*.

2.1 The implementation of this Circular shall be done in close coordination with the following agencies:

- a. Department of Budget and Management (DBM) for the Departments and attached agencies;
- b. Office of the President-Office of the Executive Secretary (OP-OES), Office of the Cabinet Secretary (OP-OCS), and DBM for OEOs, including the OP-attached agencies and the GOCCs covered by the DBM;
- c. Commission on Higher Education (CHED) for SUCs;
- d. Governance Commission for GOCCs (GCG) for GOCCs covered by Republic Act (RA) No. 10149;
- e. Local Water Utilities Administration (LWUA) for LWDs; and
- f. Department of the Interior and Local Government (DILG) for LGUs.

Accordingly, consistent with this Circular, the DILG, the LWUA, and the GCG shall issue separate guidelines for the grant of the FY 2022 PBB for LGUs, LWDs, and GOCCs covered by RA No. 10149, respectively, containing the specific targets/requirements to be satisfied by their covered agencies.

2.2 The personnel of agencies holding regular, contractual, and casual positions are covered by this Circular. Excluded from the coverage herein are individuals engaged without employer-employee relationship and funded from non-Personnel Services budget.

3.0 ELIGIBILITY CRITERIA

To be eligible for the grant of the FY 2022 PBB, each agency must satisfy the criteria and conditions 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 PBB Scoring System as will be discussed in detail in Section 4.0.

Similar to FY 2021 PBB, the **Performance Results** refer to the accomplishment of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the FY 2022 General Appropriations Act (GAA). The **Process Results** refer to the achievements in ease of doing business/ease of transaction with the agency as a result of streamlining, standardization *e.g., through the ISO-certified QMS or its equivalent*, digitization, systems and procedures reengineering, and other related improvements. The **Financial Results** refer to the actual spending of the agency's budget allotment vis-à-vis the realization of the committed programs and projects

based on the FY 2022 GAA. The **Citizen/Client Satisfaction Results** refer to the achievements in satisfying the quality expectations of the transacting public/client.

For FY 2022 PBB, the Agency Accountability requirements as discussed in Section 5.0 are retained and shall be used as the basis in determining the eligibility of responsible units and individuals.

4.0 FY 2022 PBB TARGETS, ASSESSMENT, AND SCORING SYSTEM

The agency accomplishments for each of the criteria shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight, as shown in Table 1. The maximum score that may be obtained by the agency is 100 points. To be eligible for the FY 2022 PBB, the 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.

TABLE 1: FY 2022 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

As can be gleaned in Table 1, a performance rating of 4 in all criteria will yield a total score of 80 points for the agency. In case the agency fails to meet a rating of 4 in at least three (3) criteria, the unit 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.

4.1 **Performance Results.** The targets under Performance Results enable agencies to concentrate their efforts and available resources on their mandates and core functions, as well as ensure delivery of high quality and high impact activities.

- a. For NGAs, GOCCs covered by the DBM, and SUCs, achieve each one of the Congress-approved performance targets under the PIB of the FY 2022 GAA;
- b. For GOCCs covered by RA No. 10149, achieve the physical targets reflected in their approved FY 2022 Performance Scorecard and eligibility requirements specified in a separate guideline to be issued by the GCG;
- c. For LWDs, achieve each one of the physical targets as identified by LWUA through separate guidelines; and,
- d. For LGUs, achieve the performance targets based on the Guidelines on the Grant of the PBB for LGUs to be issued by the DILG and DBM.

The agency performance in the achievement of targets shall be closely monitored through the use of the Unified Reporting System (URS) - generated Budget and Financial Accountability Reports (BFARs), which should be submitted in a timely

manner, *i.e.*, within thirty (30) days after the end of each quarter, as provided under Item 3.19.2 of DBM National Budget Circular No. 587, pursuant to Section 99, General Provisions of Republic Act No. 11639 (FY 2022 GAA), to indicate the progress towards the accomplishment of broader sectoral and societal outcomes targeted by the agency for improving the lives of Filipinos.

BFARs will be used to monitor and validate agency accomplishments. For deficiencies or non-attainment of FY 2022 targets, justifications must be submitted together with the prescribed BFAR forms to the Commission on Audit (COA), the DBM, and the Bureau of Treasury (BTr), as applicable through the DBM URS, thirty (30) days after the end of the 4th quarter of FY 2022.

The requirements under Performance Results shall be assessed and scored as follows:

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for FY 2022 (all performance indicators)

4.2 **Process Results.** The target under Process Results is the greater ease of transaction of core services based on mandated functions (external) covering government-to-citizens (G2C), government-to-businesses (G2B), and government-to-government (G2G) transactions, and the administrative and supporting services (internal) within the agency.

The ease of transaction of critical external and internal services may be achieved through streamlining; standardization of core processes including those implemented at the Regional, Satellite, and Extension Offices; digitization *e.g.*, *by developing electronic or online paperless systems, new service delivery channels, contactless transactions*; and systems and procedures reengineering for faster, easily accessible, seamless, and more efficient public service delivery.

4.2.1 **For FY 2022, the target will be substantive improvements in ease of doing business/ease of transaction with respect to two (2) critical services consisting of one (1) core service (external) based on the mandated function of the agency and one (1) support/administrative service (internal) as declared in the agency's/SUC's updated Citizen's Charter and in line with the Anti-Red Tape Authority (ARTA)'s Whole-of-Government (WOG) Reengineering Manual.**

In the process of improving the services of agencies and in promoting the WOG approach in the bureaucracy, the ARTA enjoins all government agencies to adopt the WOG Reengineering Manual as a tool in the reengineering of government services which focuses on the reengineering of systems and procedures. It aims to support government agencies towards a new way of service delivery, giving better services for citizens

through improvements in government agencies working in a more integrated, WOG approach.

As defined in ARTA MC 2019-002-A¹, the services may be categorized based on the following:

- a. **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. **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 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.

4.2.2 In selecting the critical services to be prioritized by the agency (and which will be validated later by the ARTA for purposes of determining eligibility for the PBB), the following factors shall be considered. **The selected critical service is:**

- a. 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.
- b. The **most complained service** with the greatest number of complaints received by the agency and other complaints-handling agencies.
- c. 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.
- d. A **service that generates income/revenue** for the government.
- e. A service **attributable to the Major Final Outputs (MFOs)/Programs** of agencies.
- f. A **service that involves inter-agency action** to complete the transaction.

4.2.3 The agencies and SUCs may use the concepts and tools indicated in the WOG Reengineering Manual in their reengineering efforts and may refer to the submitted *initial Reengineering Plan* to ARTA as the basis in prioritizing areas for improvement. The results of the implemented reengineering plan shall be reported through *Annex 2: Modified Form A* which also contains a guide in accomplishing said form. Agencies and

¹ *Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002 s., 2019 Guidelines on the Implementation of the Citizen's Charter in Compliance with RA No. 11032*

SUCs must report objectively verifiable evidence of achievements in ease of doing business/ease of transaction using Annex 2.

The report should highlight the tangible improvements **from the viewpoint of the transacting public/client** in terms of access, turnaround time, transaction costs, documentary and other requirements. Proof or evidence may be any of the following:

- a. ISO-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. The certificate must indicate the scope of certification. It is reminded that agencies 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 which may cause a gap in the certification*. For specific details on the validation of ISO QMS certification submitted as evidence or requirement, and the list of the acceptable ISO QMS and equivalent certifications, please refer to *Annex 3 Guidelines on the validation of ISO Quality Management System (QMS) Certification/Recertification*.
- b. 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.
- c. 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.
- d. 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.

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

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

4.3 **Financial Results.** For agencies and GOCCs covered by the DBM, attainment of the FY 2022 Disbursement BURs; and for SUCs likewise achieve the FY 2022 Disbursements BUR and the FY 2022 Earmarked Income targets.

Targets under Financial Results reflect final payments made from the agency’s annual budget allotment to realize their committed programs and projects based on the valid appropriations for FY 2022. Hence for FY 2022, agencies shall accomplish the following Disbursements BUR:

4.3.1 **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. Hence:

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

4.3.2 **BUR for GOCCs is computed as follows:**

$$\text{Disbursements BUR} = \frac{\text{Total Actual Disbursement}}{\text{Total Actual Obligations (both net of Personnel Services)}}$$

4.3.3 **Agencies with fund transfers** either for operating or program subsidies or both shall also achieve and report the same Disbursements BUR for NGAs for all the subsidy releases for FY 2022 from the aforementioned appropriations sources.

4.3.4 BUR for SUCs is computed as follows:

- a. **Disbursements BUR** is the same as the computation under Section 4.3a.
- b. Since all earmarked income of the SUCs (*e.g., trust funds, internally generated income, and revolving funds*) should benefit and improve the SUCs operations, its Disbursements utilization rates will also be reported following the formats in *Annexes 4, 4.1, and 4.2: FY 2022 GAA Accomplishments, BUR Form for SUCs, and All Earmarked Income.*

Same as the Performance Results, the agencies 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.

The requirements under the Financial Results shall be assessed and scored as follows:

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

4.4 Citizen/Client Satisfaction Results. For NGAs, GOCCs covered by the DBM, and SUCs, 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); and for LWDs and GOCCs covered by RA No. 10149, accomplish and submit reports on Client Satisfaction or feedback system as prescribed by LWUA and GCG.

4.4.1 For evidence on the citizen/client satisfaction results, agencies may report the results of the CCSS using *Annex 5*. Said report should follow the prescribed requirements and rating scale as stated in *Annex 5*. 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 agencies shall report the overall agency rating in the service quality dimensions and overall agency citizen/client satisfaction score for the reported services.

LWDs and GOCCs covered by RA No. 10149 shall report the results of their CCSS or feedback mechanism based on the standard methodology and corresponding questionnaire prescribed by LWUA and GCG.

4.4.2 **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.

Reported complaints and grievances shall cover government service and procedures of the agencies, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities.

To provide evidence on this, agencies may 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, and Presidential Communications Operations Office from Hotline #8888 and CCB databases, as well as the Freedom of Information (FOI) portals.

To determine the resolution and compliance rates to Hotline #8888 and CCB complaints, agencies may refer to *item IV of Annex 5* or with the definitions provided in *Section 2.4.2c of MC No. 2021-2*.

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

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

5.0 AGENCY ACCOUNTABILITIES. To sustain the institutionalization of compliance to existing government-mandated laws and standards, agencies and their Performance Management Team (PMT) shall continue to implement, monitor, and enforce compliance with the following requirements within their agencies. See *Annex 6: FY 2022 Agency Accountability Timelines*

TABLE 6: AGENCY ACCOUNTABILITIES	
Existing Agency Accountabilities	<ul style="list-style-type: none"> a. Updating of Transparency Seal b. Compliance to 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 (<i>Annex 7</i>) f. FY 2022 Non-Common Use Supplies and Equipment (APP-non CSE) g. Posting of Indicative FY 2023 APP-non CSE

TABLE 6: AGENCY ACCOUNTABILITIES	
	<ul style="list-style-type: none"> h. FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE) (<i>Annex 8</i>) i. Results of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI) System j. Undertaking of Early Procurement Activities covering FY 2023 Procurement Projects
New Agency Accountabilities beginning FY 2022 PBB	<ul style="list-style-type: none"> k. Designation of the Agency's Committee on Anti-Red Tape (CART) l. Compliance with the National Competition Policy (NCP)

5.1 **Compliance of agencies on the designation of a Committee on Anti-Red Tape (CART)** pursuant to Section 1, Rule III of the Implementing Rules and Regulations of RA No. 11032 and in accordance with the issued ARTA Memorandum Circular 2020-007 or "Guidelines on the Designation of a CART".

5.2 **Directing the Adoption and Implementation of the National Competition Policy (NCP).** All agencies are directed to adopt and implement, following their respective mandates, the NCP and its key elements, as contained in the National Economic and Development Authority and Philippine Competition Commission (PhCC) Joint Memorandum Circular No. 01-2020, s. 2020. Covered agencies as identified in *Annex 9* shall:

- a. review at least one (1) policy, issuance, rules, and/or regulations relevant to market competition based on the application of the Competition Impact Assessment (CIA) by **30 November 2022**;
- b. designate a focal person/unit for NCP implementation;
- c. record attendance of a focal person and his/her team to trainings on the CIA tool and other competition law-related seminars; and
- d. provide a list of agency's policy issuances, rules and/or regulations relevant to market competition. *See Annex 9.1*

If there are no such relevant policy issuances, rules, and/or regulations, a certification signed by the head of agency stating that there is none, shall be submitted. *See Annex 9.2*

While the above-mentioned 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 legal requirements directly to the validating agencies.

6.0 ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

6.1 For FY 2022 PBB, similar to FY 2021 PBB, the delivery units (DUs) of eligible agencies shall no longer be ranked. However, the unit/s most responsible for deficiencies shall be isolated.

6.1.1 Based on Table 1, to be eligible for the FY 2022 PBB, the 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. To be able to attain at least 70 points, the agency should achieve a performance rating of 4 in at least three (3)

criteria. 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 2022 PBB.

- 6.1.2 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 2022 PBB.
- 6.2 Eligible DUs shall be granted FY 2022 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.
- 6.3 To be eligible for FY 2022 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.
- 6.4 Department Secretaries, Heads of OEOs, Chairpersons, and Commissioners of Constitutional Offices, Heads of Attached Agencies, Presidents of SUCs, and non-ex officio Heads of GOCCs covered by the DBM are eligible only if their respective agencies are eligible. If eligible, their PBB rate for FY 2022 shall be equivalent to the rates as stated in Section 7.0 and shall be based on their monthly basic salary (MBS) as of December 31, 2022.
- 6.5 Non-ex officio Board Members of GOCCs covered by the DBM may be eligible to the PBB with the equivalent rates following Section 7.0 and these conditions:
- a. The GOCC has qualified for the grant of the FY 2022 PBB;
 - b. The Board Member has 90% attendance to duly called board meetings and committee meetings as certified by the Board Secretary;
 - c. The Board Member has nine (9) months aggregated service in the position; and
 - d. The GOCC has submitted the appropriate annual Board-approved Corporate Operating Budget to DBM following the Corporate Budget Circular No. 22 dated December 1, 2016.
- 6.6 For SUCs, in case there is a change in leadership within the year, the SUC President who served the longest shall be entitled to the PBB with the equivalent rates following the provisions stated in Section 7.0.
- The PBB rate of the SUC President who served for a shorter period shall be based on the eligibility of the SUC where he/she served the longest.
- 6.7 To be eligible for FY 2022 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the Career Executive Service Board (CESB).
- 6.8 Personnel in detail to another government agency for six (6) months or more shall be included in the recipient agency that rated his/her performance. The payment of the PBB shall come from the mother agency.

- 6.9 Personnel who transferred from one government agency to another agency shall be included by the agency where he/she served the longest. If equal months were served for each agency, he/she will be included in the recipient agency.
- 6.10 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 to the participating implementing agency, as stated in Section 6.12.
- 6.11 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 for the full grant of the PBB.
- 6.12 An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least a Very Satisfactory rating shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

TABLE 7: LENGTH OF SERVICE AND PERCENTAGE OF PBB	
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%

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

- a. Being a newly hired employee;
 - b. Retirement;
 - c. Resignation;
 - d. Rehabilitation Leave;
 - e. Maternity Leave and/or Paternity Leave;
 - f. Vacation or Sick Leave with or without pay;
 - g. Scholarship/Study Leave; and/or
 - h. Sabbatical Leave.
- 6.13 An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible for the grant of the PBB.
 - 6.14 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2022 shall not be entitled to the PBB. If the penalty meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.

- 6.15 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.
- 6.16 Officials and employees who failed to liquidate all cash advances received in FY 2022 within the reglementary period, as prescribed in COA Circular 97-002 dated February 10, 1997, and reiterated in COA Circular 2009-002 dated May 18, 2009, shall not be entitled to the FY 2022 PBB.

7.0 RATES OF THE PBB

The total score as stated in Section 4.0 shall be the basis in determining the amount of the PBB an agency is eligible for. The maximum rate of the PBB for agencies that will achieve 100 points shall be 100% of the 65% MBS of an individual as of December 31, 2022. For illustration, see Table 6 below:

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

8.0 TIMELINES AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

- 8.1 The quarterly BFARs of the agencies 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.
- 8.2 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 28, 2023**, thru an electronic submission (scanned or digital copy of the official submission and editable MS Word or Excel files for use of the AO25 Secretariat).

- 8.3 Agencies shall ensure that all explanations and justifications for deficiencies are already attached in their submission.
- 8.4 The AO25 IATF shall conduct spot checks to validate claims and certifications made by the agencies on their submitted/posted reports and/or requirements.
- 8.5 Agencies are encouraged to provide information to the AO25 Secretariat on compliance with the Agency Accountabilities provided in Section 5.0.
- 8.6 Agencies shall be responsible for the review and updating of their respective Personnel Services Itemization and Plantilla of Personnel (PSIPOP) under the DBM's Government Manpower Information System (GMIS). Under National Budget Circular (NBC) No. 549², agencies 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 10: Report on Ranking of Offices/Delivery Units*.

For agencies with non-permanent positions or excluded from the coverage of the GMIS, a modified Form 1.0 shall be submitted to the DBM for review and evaluation.

9.0 EFFECTS OF NON-COMPLIANCE

A Department/Agency/SUC/GOCC/LWD/LGU, 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 this Circular.

10.0 COMMUNICATION AND CHANGE MANAGEMENT

- 10.1 Head of Agencies 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 of their respective agencies, as well as the services and outputs that they will need to deliver to meet these targets.
 - b. Disseminate the performance targets and accomplishments of their agencies to their employees through the intranet and other means, as well as publish these on their respective websites for the public's information.

² *Monthly Updating of the Personal Services Itemization and Plantilla of Personnel (PSIPOP) Under the Web-based Application System dated October 21, 2013*

- c. Set up a Help Desk to respond to queries and comments on the targets and accomplishments of their agencies. The Help Desk may be a facility that is embedded in the respective websites of agencies.
 - d. Set up a Complaints Mechanism to respond to the PBB-related issues and concerns raised by officials and employees of their respective agencies. Such may be incorporated in the functions of their Grievance Committee.
- 10.2 The Head of Agency 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 agency. The name, position, and contact details (e-mail, landline, facsimile, cellular phone) of PBB focal persons should be submitted to the AO25 Secretariat.
- 10.3 Agencies should strengthen their communications strategy and ensure transparency and accountability in the implementation of the PBB.
- 10.4 The AO25 IATF shall maintain the following communication channels:
- a. AO25 Secretariat at ao25secretariat@dap.edu.ph
 - b. RBPMS website www.rbpms.dap.edu.ph
 - c. Telephone: (02) 8400-1469, (02) 8400-1490, (02) 8400-1582
 - d. Facebook: www.facebook.com/PBBsecretariat

11.0 APPLICABILITY TO THE CONSTITUTIONAL BODIES, LEGISLATIVE AND JUDICIAL BRANCHES

The Congress, the Judiciary, and Constitutional Commissions are encouraged to follow these guidelines to be eligible for the FY 2022 PBB.

12.0 EFFECTIVITY CLAUSE

This Memorandum Circular shall take effect immediately upon publication.

Certified true copies shall be posted on the RBPMS website (<https://rbpms.dap.edu.ph/>), DBM website (<https://www.dbm.gov.ph/>), and the Official Gazette (<https://www.officialgazette.gov.ph/>), and shall be filed at the University of the Philippines Law Center.


TINA ROSE MARIE L. CANDIA
 Officer-in-Charge, Department of Budget and Management



**Master List of
Departments, Agencies and State Universities and Colleges**

A. DEPARTMENTS

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

Department	Offices/Bureaus/Units
<p>d. National Fisheries Research and Development Institute</p> <p>e. National Meat Inspection Services</p> <p>f. Philippine Carabao Center</p> <p>g. Philippine Center for Post-Harvest Development and Mechanization</p> <p>h. Philippine Council for Agriculture and Fisheries</p> <p>i. Philippine Fiber Industry Development Authority</p>	<ul style="list-style-type: none"> ● Office of the Executive Director* ● Divisions ● Centers <ul style="list-style-type: none"> ● Office of the Executive Director* ● Central Office Divisions ● Regional Centers <ul style="list-style-type: none"> ● Office of the Executive Director* ● Central Office Division ● Centers <ul style="list-style-type: none"> ● Office of the Director* ● Divisions <ul style="list-style-type: none"> ● Office of the Director* ● Divisions <ul style="list-style-type: none"> ● Office of the Executive Director* ● Central Office Divisions ● Regional Offices
<p>5. Department of Budget and Management</p> <p>a. Office of the Secretary (Proper)</p> <p>b. Government Procurement Policy Board - Technical Support Office</p> <p>c. Procurement Service</p>	<ul style="list-style-type: none"> ● Office of the Secretary* ● Bureaus ● Services ● Regional Offices <ul style="list-style-type: none"> ● Office of the Executive Director* ● Divisions <ul style="list-style-type: none"> ● Office of the Executive Director* (including Internal Audit, Legal, and Corporate Planning Divisions) ● Functional Groups

Department	Offices/Bureaus/Units
<p>6. Department of Education</p> <p>a. Office of the Secretary (Proper)</p> <p>b. Early Childhood Development Center (<i>identified as DU of the Office of the Secretary Proper</i>)</p> <p>c. National Academy of Sports</p> <p>d. National Book Development Board</p> <p>e. National Council for Children's Television (<i>identified as DU of the Office of the Secretary Proper</i>)</p> <p>f. National Museum</p> <p>g. Philippine High School for the Arts</p>	<ul style="list-style-type: none"> ● Office of the Secretary* (<i>including Early Childhood Care Development Council</i>) ● Bureaus ● Services ● Regional Offices ● Schools Division Offices ● Schools and Learning Centers** ● National Educators Academy of the Philippines ● National Council for Children's Television ● Office of the Executive Director* ● Divisions ● Office of the Executive Director* ● Divisions ● Office of the Director-General* ● Divisions ● Office of the Director* ● Basic and Arts Education ● Staff Divisions
<p>7. Department of Energy</p> <p>a. Office of the Secretary (Proper)</p>	<ul style="list-style-type: none"> ● Office of the Secretary* (<i>including Investment Promotion Staff, Consumer Welfare and Promotion Staff, Public Affairs Staff and Internal Audit Division</i>) ● Services ● Bureaus ● Geographical Offices
<p>8. Department of Environment and Natural Resources</p> <p>a. Office of the Secretary (Proper)</p>	<ul style="list-style-type: none"> ● Office of the Secretary* ● Bureaus ● Services

Department	Offices/Bureaus/Units
<ul style="list-style-type: none"> b. Environmental Management Bureau c. Mines and Geo-Sciences Bureau d. National Mapping and Resource Information Authority e. National Water Resources Board f. Palawan Council for Sustainable Development Staff 	<ul style="list-style-type: none"> • Regional Offices • Office of the Director* • Central Office Divisions • Regional offices • Office of the Director* • Central Office Divisions • Regional Offices • Office of the Administrator* • Branches • Office of the Executive Director* • Divisions • Office of the Chairman* (<i>including Office of the Executive Director</i>) • Divisions
<ul style="list-style-type: none"> 9. Department of Finance <ul style="list-style-type: none"> a. Office of the Secretary (Proper) b. Bureau of Customs c. Bureau of Internal Revenue d. Bureau of Local Government Finance e. Bureau of the Treasury f. Central Board of Assessment Appeals g. Insurance Commission 	<ul style="list-style-type: none"> • Office of the Secretary* • Services • Offices • One-Stop Shop Center • Office of the Commissioner* • Services • Offices • Office of the Commissioner* (<i>including Performance Evaluation Division</i>) • Services • Revenue Data Centers • Revenue Regional Offices • Office of the Executive Director* • Services • Regional Offices • Office of the Treasurer of the Philippines* • Services • Regional Offices • Office of the Board* • Offices of the Hearing Officers • Office of the Commissioner (<i>including Internal Audit Division</i>)

Department	Offices/Bureaus/Units
<ul style="list-style-type: none"> h. National Tax Research Center i. Privatization and Management Office j. Securities and Exchange Commission 	<ul style="list-style-type: none"> • Services • District Offices • Office of the Executive Director* • Branches • Office of the Executive Director* • Services • Office of the Chairperson* • Sectoral Offices • Departments • Extension Offices
<ul style="list-style-type: none"> 10. Department of Foreign Affairs <ul style="list-style-type: none"> a. Office of the Secretary b. Technical Cooperation Council of the Philippines c. UNESCO National Commission of the Philippines d. Foreign Service Institute 	<ul style="list-style-type: none"> • Office of the Secretary* (<i>including Technical Cooperation Council of the Philippines, UNESCO National Commission of the Philippines</i>) • Technical and Support Offices • Embassies • Consulate General • Diplomatic Mission • Office of the Director General • Divisions
<ul style="list-style-type: none"> 11. Department of Health <ul style="list-style-type: none"> a. Office of the Secretary (Proper) <ul style="list-style-type: none"> a.1 DOH-supervised Health Facilities** b. National Nutrition Council c. Philippine National AIDS Council 	<ul style="list-style-type: none"> • Office of the Secretary* • Bureaus • Services • Regional Offices • Hospitals (including Special Hospitals, Medical Centers, and Treatment and Rehabilitation Centers) • Office of the Executive Director* • Central Office Divisions • Regional Nutrition Offices • Office of the Executive Director* • Divisions
<ul style="list-style-type: none"> 12. Department of Human Settlements and Urban Development <ul style="list-style-type: none"> a. Human Settlements Adjudication Commission 	<ul style="list-style-type: none"> • Office of the Secretary* • Bureaus/Services/Offices • Regional Offices • Office of the Executive Commissioner* • Services

Department	Offices/Bureaus/Units
	<ul style="list-style-type: none"> ● Regional Adjudication Branches
<p>13. Department of Information and Communications Technology</p> <p>a. Office of the Secretary (Proper)</p> <p>b. Cybercrime Investigation and Coordination Center</p> <p>c. National Privacy Commission</p> <p>d. National Telecommunications Commission</p>	<ul style="list-style-type: none"> ● Office of the Secretary* (<i>including CIO Corps, Legislative Liaison Division, International Cooperation Division, Postal Regulation Division, and Information and Strategic Communications Division</i>) ● Services ● Bureaus ● Regional Offices ● Office of the Executive Director* (<i>including the Legal Division</i>) ● Technical and Staff Offices ● Office of the Commissioner* (<i>including Office of the Director</i>) ● Technical and Staff Offices ● Office of the Commissioner* (<i>including Commission Secretariat, Broadcast Services Division, and Radio Spectrum Planning Division</i>) ● Branches ● Regional Offices
<p>14. Department of the Interior and Local Government</p> <p>a. Office of the Secretary (Proper)</p> <p>b. Bureau of Fire Protection</p> <p>c. Bureau of Jail Management and Penology</p> <p>d. Local Government Academy</p> <p>e. National Commission on Muslim Filipinos</p>	<ul style="list-style-type: none"> ● Office of the Secretary* ● Technical and Support Services ● Bureaus ● Regional Offices ● Office of the Chief of the Fire Bureau* ● Technical and Support Services ● Regional Fire Stations ● Office of the Chief of the Jail Bureau* ● Directorates ● Jail Units by Region ● Office of the Director* ● Divisions ● Office of the Chairman* ● Office of the Director*

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

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

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

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

Department	Offices/Bureaus/Units
<ul style="list-style-type: none"> <li data-bbox="341 271 823 365">l. Philippine Council for Industry, Energy and Emerging Technology Research and Development <li data-bbox="341 400 815 465">m. Philippine Institute of Volcanology and Seismology <li data-bbox="341 501 751 566">n. Philippine Nuclear Research Institute <li data-bbox="341 602 783 629">o. Philippine Science High School <li data-bbox="341 759 735 824">p. Philippine Textile Research Institute <li data-bbox="341 860 735 887">q. Science Education Institute <li data-bbox="341 958 703 1023">r. Science and Technology Information Institute <li data-bbox="341 1059 743 1124">s. Technology Application and Promotion Institute 	<ul style="list-style-type: none"> <li data-bbox="895 271 1054 297">● Divisions <li data-bbox="895 365 1214 392">● Office of the Director* <li data-bbox="895 400 1054 427">● Divisions <li data-bbox="895 465 1214 492">● Office of the Director* <li data-bbox="895 501 1054 528">● Divisions <li data-bbox="895 566 1350 660">● Office of the Executive Director* (including Technical and Staff Divisions) <li data-bbox="895 669 1078 696">● Campuses <li data-bbox="895 734 1214 761">● Office of the Director* <li data-bbox="895 770 1054 797">● Divisions <li data-bbox="895 835 1214 862">● Office of the Director* <li data-bbox="895 871 1054 898">● Divisions <li data-bbox="895 936 1214 963">● Office of the Director* <li data-bbox="895 972 1054 999">● Divisions <li data-bbox="895 1037 1214 1064">● Office of the Director* <li data-bbox="895 1072 1054 1099">● Divisions
<ul style="list-style-type: none"> <li data-bbox="248 1126 727 1191">20. Department of Social Welfare and Development <ul style="list-style-type: none"> <li data-bbox="341 1200 676 1227">a. Office of the Secretary <li data-bbox="341 1357 715 1422">b. Council for the Welfare of Children <li data-bbox="341 1458 799 1485">c. National Authority for Child Care <li data-bbox="341 1556 751 1621">d. Juvenile Justice and Welfare Council <li data-bbox="341 1657 823 1684">e. National Anti-Poverty Commission <li data-bbox="341 1756 699 1821">f. National Commission on Indigenous Peoples 	<ul style="list-style-type: none"> <li data-bbox="895 1191 1238 1218">● Office of the Secretary* <li data-bbox="895 1227 1054 1254">● Services <li data-bbox="895 1263 1054 1290">● Bureaus <li data-bbox="895 1299 1150 1326">● Regional Offices <li data-bbox="895 1364 1350 1391">● Office of the Executive Director* <li data-bbox="895 1400 1054 1426">● Divisions <li data-bbox="895 1464 1214 1491">● Office of the Director* <li data-bbox="895 1500 1054 1527">● Divisions <li data-bbox="895 1565 1350 1592">● Office of the Executive Director* <li data-bbox="895 1601 1054 1628">● Divisions <li data-bbox="895 1666 1326 1693">● Office of the Director General* <li data-bbox="895 1702 1350 1729">● Technical and Support Services <li data-bbox="895 1767 1238 1794">● Office of the Chairman* <li data-bbox="895 1803 1350 1830">● Office of the Executive Director* <li data-bbox="895 1839 1326 1865">● Technical and Support Offices <li data-bbox="895 1874 1150 1901">● Regional Offices

Department	Offices/Bureaus/Units
g. National Council on Disability Affairs h. Presidential Commission for the Urban Poor	<ul style="list-style-type: none"> ● Office of the Executive Director* ● Divisions ● Office of the Chairman* ● Divisions
21. Department of Tourism a. Office of the Secretary b. Intramuros Administration c. National Parks Development Committee d. Philippine Commission on Sports Scuba Diving	<ul style="list-style-type: none"> ● Office of the Secretary* ● Offices ● Services ● Regional Offices ● Foreign Field Offices ● Office of the Administrator* ● Divisions ● Office of the Executive Director* ● Divisions ● Office of the Executive Director* ● Divisions
22. Department of Trade and Industry a. Office of the Secretary b. Board of Investments c. Construction Industry Authority of the Philippines d. Cooperative Development Authority e. Design Center of the Philippines f. Intellectual Property Office of the Philippines g. Philippine Trade Training Center	<ul style="list-style-type: none"> ● Office of the Secretary* ● Bureaus ● Services ● Regional Offices ● Office of the Governor* ● Services ● Office of the Executive Director* ● Board ● Foundation ● Office of the Chairman (including Office of the Administrator and Internal Audit Division)* ● Services ● Extension Offices ● Office of the Executive Director* ● Divisions ● Office of Director-General* ● Bureaus ● Services ● Office of the Executive Director* ● Divisions

Department	Offices/Bureaus/Units
<p>h. Technical Education and Skills Development Authority</p>	<ul style="list-style-type: none"> ● Office of the Executive Director* ● Technical and Staff Offices ● Services ● Regional Offices
<p>23. Department of Transportation</p> <p>a. Office of the Secretary</p> <p>a.1 Land Transportation Office**</p> <p>a.2 Land Transportation Franchising and Regulatory Board**</p> <p>b. Civil Aeronautics Board</p> <p>c. Maritime Industry Authority</p> <p>d. Office of Transportation Cooperatives</p> <p>e. Office for Transportation Security</p> <p>f. Philippine Coast Guard</p> <p>g. Toll Regulatory Board</p>	<ul style="list-style-type: none"> ● Office of the Secretary* ● Services ● DOT-CAR ● DOT-CARAGA ● Central Office Divisions ● Regional Offices ● Central Office Divisions ● Regional Franchising and Regulatory Offices ● Office of the Executive Director* ● Divisions ● Office of the Administrator* ● Services ● Regional Offices ● Office (e.g., STCWO) ● Office of the Board Chairman (including Office of the Executive Director)* ● Divisions ● Office of the Administrator* ● Services ● PCG Headquarters ● Coast Guard Districts ● Office of the Board of Directors* (including Office of the Executive Director) ● Divisions
<p>24. National Economic and Development Authority</p> <p>a. Office of the Secretary</p>	<ul style="list-style-type: none"> ● Office of the Secretary* ● Staffs (Bureaus and Services) ● Regional Offices ● Secretariats (e.g., LEDAC Secretariat and PFMITF Secretariat)

Department	Offices/Bureaus/Units
b. Commission on Population and Development	<ul style="list-style-type: none"> ● Office of the Executive Director* (including Internal Audit Unit) ● Central Office Divisions ● Regional Population Offices
c. Philippine National Volunteer Service Coordinating Agency	<ul style="list-style-type: none"> ● Office of the Director* ● Divisions
d. Public-Private Partnership Center of the Philippines	<ul style="list-style-type: none"> ● Office of the Executive Director* (including Corporate Planning and Development Division) ● Services
e. Philippine Statistical Research and Training Institute	<ul style="list-style-type: none"> ● Office of the Executive Director* ● Divisions
f. Philippine Statistics Authority	<ul style="list-style-type: none"> ● Office of the National Statistician* ● Services ● Regional Statistical Offices
g. Tariff Commission	<ul style="list-style-type: none"> ● Office of the Chairman* (including Offices of the Service Directors) ● Divisions

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

B. CONSTITUTIONAL OFFICES AND OTHERS

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

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

C. OTHER EXECUTIVE OFFICES

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

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

Agency	Delivery Units
	<ul style="list-style-type: none"> • Divisions
28. Philippine Space Agency	<ul style="list-style-type: none"> • Office of the Director General* • Bureaus/Service
29. Philippine Sports Commission	<ul style="list-style-type: none"> • Office of the Chairman/Commission Members* • Office of the Executive Director • Services
30. Presidential Legislative Liaison Office	<ul style="list-style-type: none"> • Office of the Legislative Adviser* • Liaison Offices • Divisions
31. Presidential Management Staff	<ul style="list-style-type: none"> • Office of the PMS Head • Services • Technical and Staff Offices

D. STATE UNIVERSITIES AND COLLEGES

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

CAR

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

Region I

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

Region II

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

Region III

18. Aurora State College of Technology
19. Bataan Peninsula State University
20. Bulacan Agricultural State College
21. Bulacan State University
22. Central Luzon State University
23. Don Honorio Ventura Technological State University
24. Nueva Ecija University of Science and Technology
25. Pampanga State Agricultural University (Pampanga Agricultural College)
26. Philippine Merchant Marine Academy
27. Ramon Magsaysay Technological University
28. Tarlac College of Agriculture
29. Tarlac State University

Region IV-A

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

Region IV-B

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

Region V

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

Region VI

50. Aklan State University
51. Capiz State University
52. Carlos Hilado Memorial State College
53. Guimaras State College
54. Iloilo State University of Science and Technology (Iloilo State College of Fisheries)

55. Central Philippines State University
56. Northern Iloilo State University (Northern Iloilo Polytechnic State College)
57. Northern Negros State College of Science and Technology
58. University of Antique
59. West Visayas State University
60. Iloilo Science and Technology University (Western Visayas College of Science and Technology)

Region VII

61. Bohol Island State University
62. Cebu Normal University
63. Cebu Technological University
64. Negros Oriental State University
65. Siquijor State College

Region VIII

66. Eastern Samar State University
67. Eastern Visayas State University
68. Leyte Normal University
69. Biliran Province State University
70. Northwest Samar State University
71. Palompon Polytechnic State University (Palompon Institute of Technology)
72. Samar State University
73. Southern Leyte State University
74. University of Eastern Philippines
75. Visayas State University

Region IX

76. JH Cerilles State College
77. Jose Rizal Memorial State University
78. Western Mindanao State University
79. Zamboanga City State Polytechnic College
80. Zamboanga State College of Marine Sciences and Technology

Region X

81. Northwestern Mindanao State College of Science and Technology
82. Bukidnon State University
83. Camiguin Polytechnic State College
84. Central Mindanao University
85. Mindanao University of Science and Technology
86. Northern Bukidnon State College
87. Misamis Oriental State College of Agriculture and Technology

Region XI

88. Davao del Norte State College
89. Davao del Sur State College
90. Davao Oriental State College of Science and Technology

91. Southern Philippines Agri-Business, Marine and Aquatic School of Technology
92. University of Southeastern Philippines
93. Compostela Valley State College

Region XII

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

CARAGA

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

BARMM

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

NCR

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

E. Government-Owned and Controlled Corporations (GOCCs) under DBM

1. Lung Center of the Philippines
2. National Kidney and Transplant Institute
3. Philippine Center for Economic Development
4. Philippine Children's Medical Center
5. Philippine Heart Center
6. Philippine Institute of Traditional and Alternative Health Care
7. Philippine Institute for Development Studies
8. Philippine Rice Research Institute
9. Aurora Pacific Economic and Freeport Zone Authority
10. Authority of Freeport Area of Bataan
11. Cagayan Economic Zone Authority

12. Philippine Economic Zone Authority
13. PHIVIDEC Industrial Authority
14. Subic Bay Metropolitan Authority
15. Zamboanga City Special Economic Zone Authority

Note:

- * *Including the Office(s) of the Deputy Head(s) and immediate support staff.*
- ** *Agencies to be treated separately from their mother departments for the purpose of rating and ranking*

**GUIDELINES IN ACCOMPLISHING
MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT**

Agency Name	Indicate the <u>name of the agency.</u>
Column A	Information about the <u>external core service</u> prioritized for improvement, as identified in the initial Reengineering Plan 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.
Column B	Information about the <u>internal service</u> prioritized for improvement, as identified in the initial Reengineering Plan 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.
Row 1	Indicate the <u>name of the critical services</u> prioritized for improvement, as identified Section 4.2 of the FY 2022 PBB Guidelines.
Row 1a	Indicate the <u>reason for selecting</u> 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.
Row 2	Indicate the <u>bureaus/offices/delivery units/processing units responsible</u> for the processing, delivery, and completion of the critical government service.
Row 3	Identify the <u>clients/customers</u> who avail the critical service/s declared by the agency.
Row 4	Report the <u>number of clients/customers</u> 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.
Row 5	Report the <u>volume of transactions for FY 2022</u> for the selected critical services. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2022.
Row 6	Indicate the <u>FY 2021 improvements in the reported critical service/s</u> , demonstration of the ease of transaction, digitization, and standardization.
Row 7	Report <u>results and evidence of FY 2021 improvements</u> , ease of transaction, digitization, and standardization.
Row 8	Indicate the <u>FY 2022 improvements in the reported critical service/s</u> , demonstration of the ease of transaction, digitization, and standardization. The agency may refer to the initial Reengineering Plan submitted to ARTA as basis in prioritizing areas for improvement .
Row 9	Report <u>results and evidence of FY 2022 improvements</u> , ease of transaction, digitization, and
Row 10	Report the <u>FY 2022 citizen/client satisfaction results</u> for each of the declared critical services.
Row 11	In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the <u>remarks column</u> . The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.

MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT

AGENCY NAME: _____

	(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>		
(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:

Name of Officer / Designation / Date

Approved by:

Department Secretary/Agency Head/ Date

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

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/RECERTIFICATION

- 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, 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 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)**¹ 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. 2009².

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 Maker³ **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

¹ 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).

² *Strengthening and Recognizing the Philippine Accreditation Office Attached to the Department of Trade and Industry as the National Accreditation Body* dated May 18, 2009

³ 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.

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
- Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc. (AACCU)P'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 a 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 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.

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 oversight⁴/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** 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 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.

⁴ AO 25 Secretariat

For departments/agencies, the validation of their compliance shall be conducted by the AO 25 Composite Teams⁵.

- 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

- 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 agency⁶ 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**. 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.

⁵ 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 DTL.

⁶ For departments/agencies, constitutional offices, other executive offices, and GOCCs under DBM, the AO 25 Secretariat shall accomplish the same.

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

Code	Description
N	No submitted ISO 9001 certification or equivalent certification/accreditation , nor any ISO QMS-related documents
Q	Submitted QMS Documents only (Quality Manual, Internal Quality Audit Certification and/or Management Review minutes)
E	ISO 9001 certification or equivalent certification/accreditation is invalid or has expired
A	Submitted Attestation/Confirmation Letter/Audit Report from CB only
U	Submitted documents are unnecessary which are not only not required under the guidelines but also not considered as QMS documents (e.g., office orders, memorandum of agreement with Development Academy of the Philippines, Human Resources manual/handbook, program-based AACCUP accreditation, certification from the agency head/QMS consultant on the agency's QMS efforts)
B	Validity of the ISO 9001 certification or equivalent certification/accreditation commences beyond the December 31, 2022 deadline
C	Scope covered by the ISO QMS certification or equivalent certification/accreditation is not based on the requirement (<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-spib@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** 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
 - 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 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 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 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-

CONSENT AND AUTHORIZATION TO DISCLOSE INFORMATION AND/OR DOCUMENTATION

The *(name of the agency)* hereby authorizes the *(name of the certification body), its agents or representatives,* to provide information/documentation in relation to the former's ISO 9001 certifications/recertifications to the **Government Quality Management Committee-Department of Budget and Management (Systems and Productivity Improvement Bureau) and other oversight/validating agencies¹**, as deemed necessary, in compliance with the *Process Results* criterion for the grant of Performance-Based Bonus (PBB).

The consent provided shall remain valid for the duration of the FY 2022 PBB cycle and the years thereafter and the collected information from the certification body shall be used only in the validation of the ISO QMS as evidence or requirements for the grant of the PBB.

The collection, use, recording, disclosure and storage of the information shall be in accordance with the Data Privacy Act (DPA). The *(name of the agency)* hereby confirm that under Section 16 of the DPA, the agency has the **1)** right to withdraw the consent given or object to the processing of the information; **2)** right to reasonable access; **3)** right to rectification; and **4)** right to erasure or blocking the information, among others. The rights entitled to the agency are still subject to limitations and conditions under the DPA.

Name and Signature of the Head of Agency
or his/her Authorized Representative

Date

¹ AO 25 Secretariat for departments/agencies; Commission on Higher Education for state universities and colleges; Governance Commission for Government -Owned or -Controlled Commissions (GOCCs) for GOCCs, Local Water Utilities Administration for local water district

**Database of the Agencies' ISO QMS Certifications/Recertifications as Evidence or Proof of Compliance for the FY
2022 PBB Grant
(Agency Category)**

<i>Data from Agency Submissions</i>										<i>Analysis of the validating agency</i>	
Certification Body/ Accrediting Agency [1]	Gov't Entity [2]	Type of Certification/ Accreditation [3]	Site/s Covered [4]	Effectivity of Certification [5]	Date of Expiration/ End of Validity [6]	Scope/Processes [7]				Compliance Status [8]	Rating (if applicable) [9]
						Internal service only [7.1]	External service only [7.2]	External but non-priority core service and internal service [7.3]	Priority external core service and internal service [7.4]		

Prepared by:

Reviewed by:

Approved by:

Name/Designation/Date

Name/Designation/Date

Head or Authorized Representative of Oversight Agency/Date

Legends and Notes:

- [1] Name of the certification body (*e.g., SOCOTEC, TÜV Rheinland*) or accrediting agency¹ of the agency (*e.g., AACCCUP, DTI-PAB*). The validating agency shall encode the details in an alphabetical order based on the name of the CB then names of the agency.
- [2] The name of the agency and acronym [*e.g., Department of Budget and Management (DBM)*]
- [3] The type of certification/accreditation of the agency (*e.g., ISO 9001:2015, Philippine Quality Award*)
- [4] The site/s of the agency certified with the ISO 9001 Standard as indicated in the certification (*e.g., DBM Central Office Sites at General Solano Street, San Miguel, Manila, Philippines*)
- [5] The date of effectivity of certification as indicated in the certification (*e.g., October 28, 2021*)
- [6] The date of expiration of the certification as indicated in the certification or any information on recertification of the agency (*e.g., October 28, 2024*)
- [7] The scope/processes certified with the ISO 9001 Standard as indicated in the certification (*e.g., Policy formulation, preparation of the national budget, management/ administration of the national budget, and monitoring and analysis of performance*). As applicable, the oversight agency shall indicate the scope of the certification under column [7.1] if it covers internal service only, under column [7.2] if it covers external service only, [7.3] if it covers external but non-priority core service and internal service, and [7.4] if it covers priority external core service and internal service, based on the submission of the agency of its Modified Form A.
- [8] The corresponding compliance status i.e., compliant, non-compliant, or exempted.
For departments/agencies and SUCs, compliance status should only include compliant/non-compliant.
For the non-compliant status, include the reason for non-compliance using the codes indicated under item 5.1 of Annex of AO 25 MC No. 2022-1 and report using the format: "Non-compliant [code]".
- [9] The equivalent rating of the agency as to the ISO QMS certification of the agency based on the rating matrix/scoring as provided under the AO 25 Memorandum Circular, as applicable

¹ Refers to institutions which confer awards or recognitions similar to ISO 9001:2015 certification.

PERFORMANCE REPORT FOR STATE UNIVERSITIES AND COLLEGES (SUCs)

I. BUDGET UTILIZATION RATE FORM FOR STATE UNIVERSITIES AND COLLEGES INCLUDING EARMARKED INCOMES
(In Thousand Pesos)

NAME OF SUC:														
NATURE OF RECEIPTS	FUNDING SOURCE CODE	SOURCE OF REVENUE	LEGAL BASIS	NATURE OF EXPENDITURES	AMOUNT IN P'000								2021 Budget Utilization Rate	2022 Budget Utilization Rate
					2021 ACTUAL				2022 PROGRAM					
					Cash Balance as of Dec. 31, 2020	Receipt	Total Receipts as of Dec. 31, 2021	Expenditure	Cash Balance as of Dec. 31, 2021	Receipt	Total Receipts as of Dec. 31, 2022	Expenditure		
I. Off-Budgetary Funds														
1. Revolving Fund														
2. Retained Income/Receipts														
II. Custodial Funds														
1. Trust Receipts														
2. Others														
PREPARED BY:				APPROVED BY:						DATE:				
_____				_____						_____				
CHIEF ACCOUNTANT				SUC President						DAY/MO/YR				

Cash Balance as of Dec. 31, 2021 shall be equivalent to the Cash Balance as of December 31, 2020 plus 2021 Actual Receipt minus 2021 Actual Expenditure. The Budget Utilization Rate shall be computed as the ratio of expenditures to the beginning cash balance for the year plus receipt.

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

NAME OF SUC: _____

PREXC Performance Indicators (1)	Responsible Bureaus / Delivery (2)	FY 2022 Target (3)	FY 2022 (4)	Remarks (5)
I. Higher Education Program				
Output 1	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Output 2	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Outcome 1	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Outcome 2	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
II. Advance Higher Education Program				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
III. Research Program				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
IV. Extension Program				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Output 3	Delivery Unit n			
Outcome	Delivery Unit n			
V. Custodial Care Program				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
VI. Hospital Care Program				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			

* SUCs may add rows as needed

Prepared By:

Planning Officer

Date

Reviewed and Endorsed for Approval:

Vice President

Date

Budget Officer

Date

Approved By:

President

Date

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

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	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
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		

Service Quality Dimension	Score by Frontline Service	Score in All Services
7. Assurance		
8. Outcome		
Overall Score		

Other segments that may be included in the analysis are:

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

Service improvement shall also be drawn from the 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):

PORTALS	RESOLUTION RATE	COMPLIANCE RATE
<p>Hotline #8888 (OP)</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. 2016¹.</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>Contact Center ng Bayan (CCB) (CSC)</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>

¹ Institutionalizing the 8888 Citizen’s Complaint Hotline and Establishing the 8888 Citizen’s Complaint Center

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
before January 31st of the fiscal year	Submit Certificate of Compliance that the agency conducted Early Procurement Activities for at least 50% of the Total Value of the FY 2022 Procurement Projects to the GPPB-TSO. <i>Note: Early Procurement Activities should be conducted in FY 2022</i>	GPPB-TSO
March 31, 2022	Submit FY 2022 APP-non CSE to GPPB-TSO.	GPPB-TSO
June 30, 2022	Submit Results of the APCPI system for FY 2021 Procurement Transactions to GPPB-TSO.	GPPB-TSO
September 30, 2022	Posting of Indicative FY 2023 APP-non CSE in the agency's Transparency Seal webpage.	DBM-OCIO
September 30, 2022	Submit the FY 2023 APP-CSE thru the PhilGEPS Virtual Store.	PS-DBM
October 1, 2022	Maintain/Update the agency Transparency Seal (TS) 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
October 1, 2022	Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the agency Transparency Seal for FY 2022.	CSC
November 30, 2022	Submission of the National Competition Policy (NCP) requirements as stated in Section 5.2 of the FY 2022 PBB Guidelines.	PhCC
December 31, 2022	Sustained Compliance w/ Audit Findings Fully implement 30% of the prior years' audit recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendations. These recommendations will exclude the Property, Plant, and Equipment (PPE)-related items of the Annual Audit Report (AAR). Audit findings closed	COA

DEADLINE	REQUIREMENTS	VALIDATING AGENCY
	since FY 2020 should also not recur. The objective is to improve the agency's internal control processes, enhance operational effectiveness, and eliminate, resolve and remedy most, if not all, of the agency audit findings, by the end of 2022.	
January 30, 2023	Update all procurement requirements for transactions above 1 million from January 1, 2022 to December 31, 2022 in the PhilGEPS .	PS-PhilGEPS
January 30, 2023	Submit the following Freedom of Information (FOI) Program requirements to PCOO: <ul style="list-style-type: none"> a. Updated People's FOI manual b. Updated One-page FOI Manual c. FOI reports: Agency Information Inventory, 2022 FOI Registry, and 2022 FOI Summary Report d. Link to the agency's dashboard in the electronic FOI (eFOI) portal (www.foi.gov.ph) e. Updated AID-FOI Tool f. FOI Client/Customer Satisfaction Report 	PCOO
February 28, 2023	Designation of the Agency's Committee on Anti-Red Tape (CART) Compliance and submission of requirements to ARTA pertaining to the agency's CART as stated in ARTA MC No. 2020-007.	ARTA

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.*

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.

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)*

List of Agencies Covered by the Inclusion of the National Competition Policy as a Requirement for the Grant of the FY 2022 PBB, as identified by the Philippine Competition Commission

Priority Sector	Agency
WATER	National Water Resources Board
	Local Water Utilities Administration*
	Metropolitan Waterworks and Sewerage System*
HEALTH	Department of Health
	National Nutrition Council
	Philippine Institute of Traditional and Alternative Health Care*
	Food and Drug Administration
FOOD AND AGRICULTURE	Department of Agriculture
	National Meat Inspection Services
	National Dairy Authority*
	National Irrigation Authority*
	National Food Authority*
	Philippine Coconut Authority*
	Philippine Fisheries Development Authority*
	Sugar Regulatory Administration*
	Food Terminal, Inc.*
	National Tobacco Authority*
Northern Foods Corporation*	
ENERGY	Department of Energy
	Energy Regulatory Commission
	National Electrification Administration*
	National Power Corporation*
	Power Sector Assets and Liabilities Management Corporation*
	Philippine Electricity Market Corporation*

Priority Sector	Agency
TELE-COMMUNICATIONS	Philippine Postal Corporation*
	Department of Information and Communications Technology (DICT)
	National Telecommunications Commission*
INSURANCE	Insurance Commission*
	LBP Insurance Brokerage, Inc.
	Philippine Crop Insurance Corporation*
	Philippine Deposit Insurance Corporation*
	Government Service Insurance System*
Philippine Health Insurance Corporation*	
CONSTRUCTION	Department of Public Works and Highways
	Philippine National Construction Corporation*
	Construction Industry Authority of the Philippines
E-COMMERCE	Department of Trade and Industry
EMPLOYMENT PLACEMENT	Department of Labor and Employment
	Philippine Overseas Employment Administration
	Overseas Workers Welfare Administration
SECTOR REGULATORS	Intellectual Property Office of the Philippines (IPOP/PHL)
	National Privacy Commission (NPC)
	Land Transportation Franchising and Regulatory Board (LTFRB)
	Securities and Exchange Commission (SEC)
	Bangko Sentral ng Pilipinas (BSP)
	Cooperative Development Authority (CDA)
	Philippine Reclamation Authority (PRA)
	Civil Aviation Authority of the Philippines
Land Transportation Office	

ANNEX 9.1

For agencies identified in Annex 9 WITH policy,
issuance, rules and/or regulations relevant to market competition

Competition Threshold Checklist

(1) Agency Name	
(2) Reference Number	
(3) Title	
(4) Issuing Office	
(5) Remarks	

Upon conducting a Competition Impact Assessment (CIA), the <Name of Agency> has reviewed the abovementioned policy/issuance/rule/regulation. Below is the summary of the agency's review.

Checklist¹

<i>In any affected market, would the regulation...</i>	YES	NO	Comments
1. Directly or indirectly restrict the number or range of suppliers or buyers?			
Does it exclusively award rights to a supplier or buyer?			
Does it introduce procurement from a single supplier, or restricted group of suppliers?			
Does it introduce a fixed limit on the number of firms (quotas)?			
Does it restrict geographical access to goods and services?			
Does it require license, permits, or authorization as a pre-condition to operation?			

¹ Based on the checklist under the OECD's Competition Impact Assessment toolkit.



<i>In any affected market, would the regulation...</i>		YES	NO	Comments
	Does it limit the ability of suppliers to provide a good or service, or of buyers to purchase goods or services?			
	Does it create higher costs of entry or exit for firms?			
2. Restrict the ability or incentive of suppliers or buyers to compete?				
	Does it limit the extent to which prices are determined by market forces?			
	Does it increase the scope for self-regulatory or co-regulatory regimes that negatively impact entry conditions or of the ability of firms to set prices and other market variables?			
	Does it require the sharing or publication of information on firm output, volume, prices, sales, purchases, or costs?			
	Does it provide for a competition exemption?			
	Does it limit the freedom of firms to advertise or market their goods or services?			
	Does it set standards for product quality that are above the level that some well-informed customers would choose?			
	Does it limit the discretion for innovation?			
3. Discriminate against certain agents?				
	Does it introduce a discriminatory application of rules?			
	Does it allow for the discretionary application of rules to market players?			

<i>In any affected market, would the regulation...</i>		YES	NO	Comments
	Does it introduce subsidies, incentives, policies, and access to limited resources that distorts the level playing field?			
	Does it allow regulators to provide goods or services in competition with private players?			
	Does it provide for a clear and effective access policy to essential facilities?			
4. Limit choice or information available to consumers or producers?				
	Does it limit or eliminate the consumers' (producers') choice of supplier (buyer)?			
	Does it limit the mobility of consumers (producers) across alternative suppliers (buyers)?			
	Does it limit the information available to producers or consumers?			
5. Does it mention the PhCC and its functions and or alter any of its powers, or functions?				

Prepared by:

Name of NCP Focal Person / Designation / Date

Approved by:

Department Secretary/Agency Head / Date

**GUIDELINES IN ACCOMPLISHING
ANNEX 9.1 – REVISED COMPETITION THRESHOLD CHECKLIST**

Row 1	Indicate the <u>name of the agency</u> .
Row 2	Indicate the <u>reference number and year of issuance</u>
Row 3	Indicate the <u>title or short title of policy</u> .
Row 4	Indicate the <u>name of office/s that drafted the policy</u> .
Row 5	Indicate the <u>relevant information such as under TRO, superseded, unfunded, timebound, etc.</u>

<Agency Letterhead>

ANNEX 9.2

For agencies identified in Annex 9 WITHOUT policy, issuance, rules and/or regulations relevant to market competition

CERTIFICATE OF NO POLICY ISSUANCES, RULES, OR REGULATIONS RELEVANT TO MARKET COMPETITION

Pursuant to Administrative Order No. 44, or Directing the Adoption and Implementation of the National Competition Policy

I, <name of Head of Agency>, Filipino, of legal age, <designation> of <agency>, hereby declare and certify that the <agency> has no policy issuances, rules and/or regulations relevant to market competition, as defined in Administrative Order No. 44 Directing the Adoption and Implementation of the National Competition Policy (NCP).

This Certification is being made in compliance with Administrative Order No. 44 directing the adoption and implementation of the NCP and its elements, as contained in the National Economic and Development Authority – Philippine Competition Commission Joint Memorandum Circular No. 01-2020 (s.2020) and the integration of such by the Inter-Agency Task Force under AO25 on the Harmonization of National Government Performance, Monitoring, Information and Reporting Systems as part of the agency accountability requirements for the grant of the FY 2022 Performance-Based Bonus to government personnel.

The undersigned attests to the accuracy of all information contained herein based on available records and information.

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

<date>

(NAME OF HEAD OF AGENCY)

(POSITION)

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

NOTARY PUBLIC

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Series of 2022.

**REPORT ON ELIGIBILITY OF AGENCY
FOR THE GRANT OF THE FY 2022 PERFORMANCE-BASED BONUS (PBB)
(Form 1.0)**

Department/Agency: _____

Summary of Information Required:

Total Agency Score: _____

Rate of the PBB (%): _____

Total Number of Authorized Positions as of December 31, 2022: _____

Total Number of Filled Positions as of December 31, 2022: _____

Particulars (as indicated in the Supplemental Report):

A. Total Number of Officials and Employees Entitled to the Full Rate of the PBB: _____

Amount Required for Payment of the PBB (A): _____

B. Total Number of Officials and Employees Entitled to Prorated PBB: _____

Amount Required for Payment of the PBB (B): _____

C. Total Number of Officials and Employees Disqualified from PBB: _____

Total Monthly Salary of Disqualified Personnel: _____

Total Number of Officials and Employees Entitled to the PBB (A + B): _____

Total Amount Required for the Payment of the PBB (A + B): _____

Instructions in Accomplishing the FY 2022 PBB Form 1.0

Note: The Form 1.0 shall be given to agencies which are excluded from the DBM's Government Manpower Information System

1. Provide the following information in the Form 1.0:

1.1 Summary of Information Required:

- Department/Agency
- Total Agency Score
- Rate of the PBB (%)
- Total Number of Authorized Positions as of December 31, 2022
- Total Number of Filled Positions as of December 31, 2022

2. Provide the following information in the Supplemental Report, if applicable:

2.1 Under the List of Personnel Entitled to the full rate of the PBB (A):

- Name of Employee
- Delivery Unit
- Salary Grade and Step
- Months in Service in 2022
- Actual Monthly Basic Salary as of December 31, 2022

2.1 Under the List of Personnel Entitled to Prorated Share of the PBB (B):

- Name of Employee
- Delivery Unit
- Salary Grade and Step
- Months in Service in 2022
- Actual Monthly Basic Salary as of December 31, 2022
- Reason for the Grant of the Prorated PBB

2.1.1 For employees who retired or are no longer in service as of December 31, 2022, the actual monthly basic salary as of the date of separation from service shall apply.

The amount of PBB shall be prorated in accordance with Section 6.11 of MC No. 2022-___.

2.2 Under the List of Disqualified Personnel (C):

- Name of Employee
- Delivery Unit
- Months in Service in 2022
- Actual Monthly Basic Salary as of December 31, 2022

2.2.1 Except for employees who rendered less than three (3) months of service, the agency need not indicate the months of service rendered by disqualified employees from the PBB.

2.3 The information in the Supplemental Report should correspond to the information indicated in the Form 1.0.

3. The Form 1.0 and Supplemental Report shall be submitted electronically to the AO25 Secretariat at ao25secretariat@dap.edu.ph and DBM-OPCCB at dbm-opccb@dbm.gov.ph.

**REPORT ON ELIGIBILITY OF AGENCY
FOR THE GRANT OF THE FY 2022 PERFORMANCE-BASED BONUS (PBB)
(Form 1.0)**

Department/Agency: _____

Summary of Information Required:

Total Agency Score: _____
Rate of the PBB (%): _____

From the Personnel Services Itemization and Plantilla of Personnel (PSIPOP):

Total Actual Annual Salary as of December 31, 2022: _____
Total Actual Monthly Salary as of December 31, 2022: _____
Total Number of Filled Positions as of December 31, 2022: _____

Particulars (as indicated in the Supplemental Report):

- A. Total Number of Officials and Employees Entitled to the Full Rate of the PBB:
Amount Required for Payment of the PBB (A): _____

- B. Total Number of Officials and Employees Entitled to Prorated PBB:
Amount Required for Payment of the PBB (B): _____

- C. Total Number of Officials and Employees Disqualified from PBB:
Total Monthly Salary of Disqualified Personnel: _____

Total Number of Officials and Employees Entitled to the PBB (A + B) _____
Total Amount Required for the Payment of the PBB (A + B) _____

Instructions in Accomplishing the FY 2022 PBB Form 1.0

1. Provide the following information in the Form 1.0:

1.1 Summary of Information Required:

- Department/Agency
- Total Agency Score
- Rate of the PBB (%)

1.2 Generate the agency PSIPOP and complete the following:

- Total Actual Annual Salary as of December 31, 2022
- Total Actual Monthly Salary as of December 31, 2022
- Total Number of Filled Positions as of December 31, 2022

1.3. Indicate the total Number of officials and employees entitled to the full rate of the PBB and the amount required for the payment thereof (A).

2. Provide the following information in the Supplemental Report, if applicable:

2.1 Under the List of Personnel Entitled to Prorated Share of the PBB (B):

- Name of Employee
- Delivery Unit
- Months in Service in 2022
- Actual Monthly Basic Salary as of December 31, 2022
- Reason for the Grant of the Prorated PBB

2.1.1 For employees who retired or are no longer in service as of December 31, 2022, the actual monthly basic salary as of the date of separation from service shall apply.

The amount of PBB shall be prorated in accordance with Section 6.11 of MC No. 2022-___.

2.2 Under the List of Disqualified Personnel (C):

- Name of Employee
- Delivery Unit
- Months in Service in 2022
- Actual Monthly Basic Salary as of December 31, 2022

2.2.1 Except for employees who rendered less than three (3) months of service, the agency need not indicate the months of service rendered by disqualified employees from the PBB.

2.3 The information in the Supplemental Report should correspond to the information indicated in the Form 1.0.

3. The Form 1.0 and Supplemental Report shall be submitted electronically to the AO25 Secretariat at ao25secretariat@dap.edu.ph and DBM-OPCCB at dbm-opccb@dbm.gov.ph.