

[DM-OUHROD-2023-0112] Reminder on the Submission of Requirements for Performance-Based Bonus (PBB) 2022 8:25  
 3 messages 0000665


Office of the Undersecretary for Human Resource and Organizational Development (OUHROD) <usec.hrod@depd.gov.ph> Mon, Feb 6, 2023 at 9:07 AM

To: Epimaco Densing III <osec.cos@depd.gov.ph>, Kristian Ablan <kristian.ablan@depd.gov.ph>, "Office of the Undersecretary for Administration (OUA)" <usecforadministration@depd.gov.ph>, Christopher.amuco@depd.gov.ph, oasa@depd.gov.ph, Gina Gonong <gina.gonong@depd.gov.ph>, "Office of the Undersecretary for Curriculum and Teaching (OUCT)" <ouct@depd.gov.ph>, "Alma Ruby C. Torio" <alma.torio@depd.gov.ph>, Office of the Assistant Secretary for Curriculum & Instruction <asci@depd.gov.ph>, "G. H. AMBAT" <gh.ambat@depd.gov.ph>, Assistant Secretary for Alternative Learning System <asec.als@depd.gov.ph>, Gerard Chan <gerard.chan@depd.gov.ph>, oupro@depd.gov.ph, Omar Alexander Romero <omar.romero@depd.gov.ph>, oasp@depd.gov.ph, "Revsee A. Escobedo" <revsee.escobedo@depd.gov.ph>, "Office of the Assistant Secretary for Project Management, BHROD and Field Operations" <oure@depd.gov.ph>, FRANCIS CESAR BRINGAS <francis.bringas@depd.gov.ph>, Office of the Assistant Secretary for Operations <asec.ops@depd.gov.ph>, Dexter Galban <dexter.galban@depd.gov.ph>, Dexter Galban <oasyasc@depd.gov.ph>, Jose Arturo De Castro <jose.decastro@depd.gov.ph>, DepEd Office of the Undersecretary for Legal Affairs <oula@depd.gov.ph>, Amanda Santiago <amanda.nogralas@depd.gov.ph>, Office of the Assistant Secretary for Legal Affairs <oasla@depd.gov.ph>, "DepEd anne.sevilla" <anne.sevilla@depd.gov.ph>, Undersecretary for Finance - Budget and Performance Monitoring <usec.financebpm@depd.gov.ph>, Internal Audit Service Office of the Director <ias.od@depd.gov.ph>, External Partnerships Service Office of the Director <eps.od@depd.gov.ph>, Bureau of Curriculum Development Office of the Director <bcd.od@depd.gov.ph>, Bureau of Learning Delivery Office of the Director <bld.od@depd.gov.ph>, Bureau of Education Assessment Office of the Director <bea.od@depd.gov.ph>, Bureau of Learning Resources Office of the Director <blr.od@depd.gov.ph>, "ALS Task Force (Alternative Learning System)" <als.taskforce@depd.gov.ph>, Bureau of Learner Support Services Office of the Director <blss.od@depd.gov.ph>, National Educators Academy of the Philippines Office of the Director <neap.od@depd.gov.ph>, Project Management Service Office of the Director <pms.od@depd.gov.ph>, Legal Service Office of the Director <ls.od@depd.gov.ph>, Administrative Service Office of the Director <as.od@depd.gov.ph>, Procurement Management Service <procms.od@depd.gov.ph>, Disaster Risk Reduction and Management Service Office of the Director <drms.od@depd.gov.ph>, Information and Communication Technology Office of the Director <icts.od@depd.gov.ph>, Planning Service <ps.od@depd.gov.ph>, DepEd Philippines <pas.od@depd.gov.ph>, Finance Service Office of the Director <fs.od@depd.gov.ph>, DepEd I Ilocos Region <region1@depd.gov.ph>, DepEd II Cagayan Valley Region <region2@depd.gov.ph>, DepEd III Central Luzon <region3@depd.gov.ph>, DepEd IVA CALABARZON <region4a@depd.gov.ph>, DepEd IVB MIMAROPA <mimaropa.region@depd.gov.ph>, DepEd V Bicol Region <region5@depd.gov.ph>, DepEd VI Western Visayas <region6@depd.gov.ph>, DepEd VII Central Visayas <region7@depd.gov.ph>, DepEd VIII Eastern Visayas <region8@depd.gov.ph>, DepEd IX Zamboanga Peninsula <region9@depd.gov.ph>, DepEd X Northern Mindanao <region10@depd.gov.ph>, DepEd XI Davao Region <region11@depd.gov.ph>, DepEd XII Soccsksargen <region12@depd.gov.ph>, DepEd Region XIII- CARAGA <caraga@depd.gov.ph>, DepEd Cordillera Administrative Region <car@depd.gov.ph>, DepEd NCR <ncr@depd.gov.ph>, TOLENTINO AQUINO <tolentino.aquino@depd.gov.ph>, Benjamin Paragas <benjamin.paragas@depd.gov.ph>, may eclar <may.eclar@depd.gov.ph>, ALBERTO ESCOBARTE <alberto.escobarte@depd.gov.ph>, NICOLAS CAPULONG <nicolas.capulong@depd.gov.ph>, RD Gilbert Sadsad <gilbert.sadsad@depd.gov.ph>, RD-VIII Ramir Uyitico <ramir.uyitico@depd.gov.ph>, SALUSTIANO JIMENEZ <salustiano.jimenez@depd.gov.ph>, EVELYN FETALVERO <evelyn.fetalvero@depd.gov.ph>, RUTH FUENTES <ruth.fuentes@depd.gov.ph>, ARTURO BAYCOT <arturo.baycot001@depd.gov.ph>, ALLAN FARNAZO <allan.farnazo@depd.gov.ph>, CARLITO ROCAFORT <carlito.rocafort@depd.gov.ph>, Gemma Ledesma <ma.ledesma002@depd.gov.ph>, ESTELA CARINO <estela.carino@depd.gov.ph>, Willie CABRAL <willie.cabral@depd.gov.ph>  
 Cc: evanesa.pasamba@depd.gov.ph, "Ma. Krishannah Amidoval" <krishannah.amidoval@depd.gov.ph>, MaryJoooyceTan@gmail.com, Pamela Lamparas <pamela.lamparas@depd.gov.ph>, Michael Rosero <michael.rosero@depd.gov.ph>, Caleb Ricardo Pantoja <caleb.pantoja@depd.gov.ph>, "Isha S. Lim" <ishadora.lim@depd.gov.ph>, "Ma. Patricia Ysmael" <patricia.ysmael@depd.gov.ph>, fe.padiillo@depd.gov.ph, Aj Villar <mary.villar003@depd.gov.ph>, Aster Joshua Mostrales <aster.mostrales@depd.gov.ph>, Jemirose Loot <jemirose.loot@depd.gov.ph>, Marianne Dilag <marianne.dilag@depd.gov.ph>, "cc: Legal Affairs Help desk" <leahd@depd.gov.ph>, kevin.flores@depd.gov.ph, "to: Bureau of Human Resource and Organizational Development Office of the Director" <bhrod.od@depd.gov.ph>, "cc: Organization Effectiveness Division" <bhrod.oed@depd.gov.ph>, Ralph Escamis <ralph.escamis@depd.gov.ph>, Sharon Ayala <sharon.ayala@depd.gov.ph>, SONIA SOBREMISANA <sonia.sobremisana@depd.gov.ph>, Rachel Malate <rachel.malate001@depd.gov.ph>, Dorothy Airen Lipit <dorothy.lipit@depd.gov.ph>, Jennifer Lopez <jennifer.lopez006@depd.gov.ph>, Joergette Razielle Regadio <joergette.regadio@depd.gov.ph>, Performance Based Bonus Monitoring <pbb.monitoring@depd.gov.ph>, resty.osias@depd.gov.ph, mario.bermudez101@depd.gov.ph

Dear All,

This memorandum is being issued to remind compliance with the following eligibility requirements for the Fiscal Year (FY) 2022 Performance-Based Bonus (PBB) based on Memorandum Circular No. 2022-1 re: Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2022 Under Executive Order (EO) No. 80, s.2012 and EO No. 2021, s.2016:

PBB CRITERIA AND REQUIREMENTS	REQUIRED COMPLIANCE PER UNIT/LEVEL	DEPED INTERNAL DEADLINE AND FOCAL OFFICE	DEADLINE SET BY VALIDATING AGENCY
1. <b>Performance Results</b> – achievement of each of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of FY 2022 General Appropriations Act (GAA).			
Congress-approved targets under the PIB of FY 2022 GAA	Preparation of agency-wide report by the Planning Service –	PS-PPD	February 28, 2023



**Republic of the Philippines**  
**Department of Education**  
**CORDILLERA ADMINISTRATIVE REGION**

DEPARTMENT OF EDUCATION  
 RECORDS SECTION, REGIONAL OFFICE - CAR  
**FEB 08 2023**  
 BY: [Signature] TIME 2:28

February 8, 2023

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

For information, dissemination and immediate compliance.

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

For the Regional Director:

**MAKSIM A. BOTILAS**  
 Chief Administrative Officer  
 Administrative Services Division





Republika ng Pilipinas  
**Department of Education**

**OFFICE OF THE UNDERSECRETARY**  
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT,  
NATIONAL EDUCATORS' ACADEMY OF THE PHILIPPINES, AND  
TEACHER EDUCATION COUNCIL SECRETARIAT

**MEMORANDUM**  
**OM-OUHROD-2022-0047**

**TO : UNDERSECRETARIES  
ASSISTANT SECRETARIES  
BUREAU AND SERVICE DIRECTORS**

**FROM : GLORIA JUMAMIL-MERCADO**  
*Undersecretary for Human Resource and Organizational  
Development, National Educators' Academy of the Philippines, and  
Teacher Education Council Secretariat  
Vice Chairperson, DepEd Committee on Anti-Red Tape*

**SUBJECT : UPDATING THE CITIZEN'S CHARTER - DEPED CENTRAL  
OFFICE**

**DATE : 9 January 2023**

In continued implementation of Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSD) Act of 2018, the Department of Education (DepEd), through the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED), enjoins all units in the DepEd Central Office to review and **report fiscal year 2022 improvements on their external (frontline) and internal services on or before 16 January 2023:**

<b>For offices/units with services declared in the DepEd Citizen's Charter 2021</b>	<b>For newly created offices/units or those with services undeclared in the Charter</b>
1. Review the DepEd Citizen's Charter 2021 <a href="https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizens-Charter-2021-as-of-December-1-2021.pdf">https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizens-Charter-2021-as-of-December-1-2021.pdf</a>	2. Craft the Charter and email to BHROD-OED for checking
2. Update Charter – use the template and upload edited version in the assigned folder at <a href="https://bit.ly/2022DepEdCOCharter">https://bit.ly/2022DepEdCOCharter</a>	
Basis for updating the CC: a. Enhancement of service standards (at least one is required)	Other reference documents that may be used to craft the Charter: • Annex A: Briefer on RA 11032 • Annex B: Template and Guide

<b>For offices/units with services declared in the DepEd Citizen's Charter 2021</b>	<b>For newly created offices/units or those with services undeclared in the Charter</b>
<ul style="list-style-type: none"> <li>• Lesser documentary requirements, client steps, agency action, and/or signatories</li> <li>• Removal of transaction cost</li> <li>• Change of person/s responsible</li> <li>• Decreased processing time</li> <li>• New/simplified forms</li> </ul> <p>b. Implementation of streamlining and/or digitization initiatives, e.g.</p> <ul style="list-style-type: none"> <li>• Addition or removal of services due to the resumption of face-to-face classes/onsite work, necessity or lack thereof, et. al.</li> <li>• Updated process due to official issuance (DepEd Order, Memo, etc.)</li> <li>• End-to-end processing (one-stop-shop instead of multi-office visits)</li> <li>• Use of technology to deliver services</li> <li>• Paperless transactions</li> <li>• Response to common customer concerns or requests</li> </ul>	<ul style="list-style-type: none"> <li>• Official issuance (Republic Act, DepEd Order, etc.) related to the service provided</li> <li>• Declared processes in the Quality Management System (QMS) Manual and office/unit Operations Manual</li> <li>• Latest version of Office Functions</li> </ul>

Upon submission of individual office Charters approved by respective heads of offices, the BHROD-OED shall review and consolidate them with the Charters from the field offices to form the DepEd Citizen's Charter Handbook 2022. The Handbook shall then be endorsed by the DepEd Secretary (or her designated representative) to the Anti-Red Tape Authority on or before 28 February 2022. This follows the Law and shall serve as the basis for achieving a rating under the Process Results Report for the FY 2022 Performance-Based Bonus (PBB).

Thus, Anti-Red Tape (ART) Focal Persons and former members of the DepEd Committee on Anti-Red Tape (CART) designated in 2021 (Annex C) are encouraged to facilitate the process of reviewing and submission of Charters.

Kindly note that implementation of outdated or unpublished service standards may be grounds for administrative liability under RA 11032. Thus, **offices/units, whether declaring services or not, are required to fill out the Declaration Form (Annex D) to aid in the inventory of services within the Department.**

Likewise, failure to submit updated or new service standards may lead to isolation from the grant of FY 2022 PBB in case DepEd qualifies for the said bonus.

**Additionally, all offices/units are advised to designate their representatives to the DepEd CART** based on OO-OSEC-2022-108 titled *Reconstitution of DepEd Committee on Anti-Red Tape* by filling out and emailing Annex E to BHROD-OED.

For more information, please contact the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph) or email (02) 8633-5375.

Attachments:

Annex A – Briefer on RA 11032

Annex B – Template and Guide

Annex C – List of 2021 DepEd CART and Anti-Red Tape Focal Persons

Annex D – Declaration Form

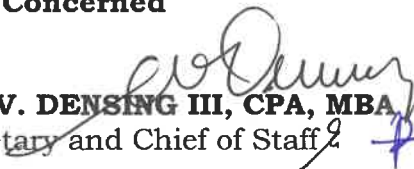
Annex E – Designation of DepEd CART Representative/s



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).

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 client feedback and satisfaction results for services declared in the DepEd Citizen's Charter 2021<sup>1</sup>, and report the following information:

<sup>1</sup> 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 template<sup>2</sup> issued under DM-PHROD-2021-0165 to collect data on client satisfaction.

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<sup>2</sup> 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.

<b>GOVERNANCE LEVEL</b>	<b>OFFICE</b>	<b>LINK</b>
Central Office	<ul style="list-style-type: none"><li>• Accounting Division</li><li>• Budget Division</li><li>• Bureau of Education Assessment – Education Assessment Division</li><li>• Bureau of Education Assessment – Education Research Division</li><li>• Bureau of Curriculum Development</li><li>• Bureau of Human Resource and Organizational Development - Organization Effectiveness Division</li><li>• Cash Division</li><li>• Employee Accounts Management Division</li><li>• Education Facilities Division</li><li>• Information and Communications Technology Service – EdTech Unit</li><li>• Information and Communications Technology Service – Solutions Development Division</li><li>• Information and Communications Technology Service – User Support Division</li></ul>	<a href="https://bit.ly/DepEd2022CCSS_CO_A">https://bit.ly/DepEd2022CCSS S CO A</a>
	<ul style="list-style-type: none"><li>• Information and Communications Technology Service – EdTech Unit -User Support Division</li><li>• Legal Service</li><li>• Office of the Secretary</li></ul>	<a href="https://bit.ly/DepEd2022CCSS_CO_B">https://bit.ly/DepEd2022CCSS S CO B</a>

	<ul style="list-style-type: none"> <li>• Office of the Assistant Secretary for Alternative Learning System Task Force</li> <li>• Personnel Division</li> <li>• Procurement Management Service</li> <li>• Professional Development Division</li> <li>• Public Affairs Service - Public Assistance Action Center</li> <li>• Public Affairs Service – Publications Division</li> <li>• Quality Assurance Division - National Educators Academy of the Philippines</li> <li>• Records Division</li> </ul>	
Regional Office	<ul style="list-style-type: none"> <li>• Cash Section</li> <li>• Curriculum and Learning Management Division</li> <li>• Legal Unit</li> </ul>	<a href="https://bit.ly/DepEd2022CCS_SRO_A">https://bit.ly/DepEd2022CCS_SRO_A</a>
	<ul style="list-style-type: none"> <li>• National Educators Academy of the Philippines – Regional Office</li> <li>• Personnel Section</li> <li>• Policy, Planning and Research Division</li> </ul>	<a href="https://bit.ly/DepEd2022CCS_SRO_B">https://bit.ly/DepEd2022CCS_SRO_B</a>
	<ul style="list-style-type: none"> <li>• Public Affairs Unit</li> <li>• Quality Assurance Division</li> <li>• Records Section</li> </ul>	<a href="https://bit.ly/DepEd2022CCS_SRO_C">https://bit.ly/DepEd2022CCS_SRO_C</a>
	<ul style="list-style-type: none"> <li>• Accounting Section</li> <li>• Budget Section</li> <li>• Human Resource and Development Division</li> </ul>	<a href="https://bit.ly/DepEd2022CCS_SRO_D">https://bit.ly/DepEd2022CCS_SRO_D</a>
Schools Division Office	<ul style="list-style-type: none"> <li>• Legal Unit</li> <li>• Personnel Unit</li> <li>• Property and Supply</li> <li>• Records Unit</li> </ul>	<a href="https://bit.ly/DepEd2022CCS_SSDO_A">https://bit.ly/DepEd2022CCS_SSDO_A</a>
	<ul style="list-style-type: none"> <li>• Curriculum Implementation Division</li> <li>• School Governance and Operation Division - Planning and Research Section</li> <li>• School Governance and Operation Division - School Management,</li> </ul>	<a href="https://bit.ly/DepEd2022CCS_SSDO_B">https://bit.ly/DepEd2022CCS_SSDO_B</a>



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

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](mailto: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



Republic of the Philippines  
**Department of Education**

**MEMORANDUM**

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

ATTN : **Regional Public Assistance Coordinators  
Division Public Assistance Coordinators**

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

SUBJECT : **SUBMISSION OF RESOLUTION OF RECEIVED COMPLAINTS  
FROM THE 8888 CITIZENS' COMPLAINT HOTLINE AND  
CIVIL SERVICE COMMISSION – CONTACT CENTER NG  
BAYAN (CSC-CCB) FOR FISCAL YEAR 2022 (FY 2022) FOR  
THE GRANT OF PERFORMANCE-BASED BONUS (PBB)**

DATE : January 3, 2022

**All DepEd offices are requested to provide concrete and specific action taken to the reported concerns from the 8888 Citizens' Complaint Hotline (Hotline #8888) and Civil Service Commission – Contact Center ng Bayan (CSC-CCB) referred to them by the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) in FY 2022.**

The 8888 Citizen's Complaint Center (CCC) defined concrete and specific action as "a clear, exact, and relevant response to the concern." Hence, endorsements or referrals to internal offices or attached agencies are not considered concrete and specific actions.

All offices are requested to send the resolution of referred/pending Hotline #8888 and CCB concerns through email at [depedactioncenter@deped.gov.ph](mailto:depedactioncenter@deped.gov.ph) **on or before January 25, 2023**. Evidence/proof that your office has communicated them to the concerned clients shall also be submitted, following this subject format: "8888 Ticket Reference Number\_Response" or "CCB Code\_Response" (e.g. SMS-G-20220106-885-35\_Response or ECCB102111\_Response).

**Please note that failure to submit the requested data and documents on time may lead to isolation in case the Department qualifies for the grant of FY 2022 PBB.** Further, misrepresentation of data may be subject to administrative liability under Republic Act No. 11032 titled “Ease of Doing Business and Efficient Government Service Delivery Act of 2018.”

Memorandum Circular No. 2022-1 titled “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” released by the Administrative Order No. 25 Inter-Agency Task Force (AO25 IATF) states that each government 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.

Under the Citizen/Client Satisfaction Results, agencies are requested to submit a resolution and compliance report on the concerns referred by Hotline #8888 and CSC-CCB and to ensure that all received complaints and grievances were acted upon within the 72-hour processing time prescribed in the Executive Order No. 6, s. 2016 titled “Institutionalizing the 8888 Citizens’ Complaint Hotline and Establishing the 8888 Citizens’ Complaint Center.”

For reference, below is the summary of the received concerns from Hotline #8888 and CCB in FY 2022 as of January 1, 2023.

<b>REGION / OFFICE</b>		<b>REFERRED</b> <i>(Concerns forwarded by PAS-PAAC to DepEd offices)</i>	<b>RESOLVED</b> <i>(Concerns marked as closed on the Hotline 8888 portal and CCB matrix)</i>	<b>TOTAL NUMBER OF RECEIVED CONCERNS</b> <i>(Referred + Resolved)</i>	<b>RESOLUTION RATE</b> <i>(Resolved / Total)</i>
Region I		31	42	73	57.5%
Region II		51	19	70	27.1%
Region III		59	221	280	78.9%
Region IV-A		211	152	363	41.9%
Region IV- B		33	20	53	37.7%
Region V		18	60	78	76.9%
Region VI		113	169	282	59.9%
Region VII		101	85	186	45.7%
Region VIII		79	19	98	19.4%
Region IX		71	102	173	59%
Region X		88	52	140	37.1%
Region XI		117	21	138	15.2%
Region XII		21	77	98	78.6%
Region XIII		42	31	73	42.5%
CAR		15	17	32	53.1%
NCR		212	230	442	52%
Concerns directly handled by PAAC		0	154	154	100%
DepEd Central Offices	Administrative Service	1	0	1	0%
	Administrative Service-General Services Division	1	0	1	0%



DepEd Central Offices	Bureau of Curriculum Development	1	2	3	66.7%
	Bureau of Education Assessment	0	6	6	100%
	Bureau of Human Resource and Organizational Development	15	8	23	34.8%
	Bureau of Learning Resources	0	1	1	100%
	Bureau of Learners Support Services	0	1	1	100%
	Finance Service-Accounting Division	0	3	3	100%
	Finance Service-Employee Account Management Division	0	1	1	100%
	Information and Communications Technology Service	0	3	3	100%
	International Cooperation Office	19	121	140	86.4%
	Legal Affairs Helpdesk	2	0	2	0%
	Legal Service	0	1	1	100%
	National Educators' Academy of the Philippines	3	1	4	25%
	Office of the Secretary	0	1	1	100%
	Office of the Undersecretary for Administration	2	4	6	66.7%
	Office of the Undersecretary for Finance	1	0	1	0%
	Office of the Undersecretary for Governance and Field Operations	0	1	1	100%

DepEd Central Offices	Office of the Undersecretary for Human Resource and Organizational Development	3	0	3	0%
	Voucher Program Management Office	2	6	8	75%
Attached Agencies	Early Childhood and Development Council	0	1	1	100%
	Department of Science and Technology	0	1	1	100%
	National Academy of Sports	2	3	5	60%
	National Council for Children's Television	0	3	3	100%
<b>Grand Total</b>		<b>1,314</b>	<b>1,639</b>	<b>2,953</b>	<b>55.5%</b>

Kindly update us on the concerns acted upon or already resolved through the links provided below. Only the Office of the Regional Director, Regional Information Officers, and Regional Public Assistance Coordinators, selected offices in the Central Office shall be granted access to the detailed list of received concerns from Hotline #8888 and CCB. Additional access shall be granted upon request to their respective RPACs.

<b>REGION / OFFICE</b>	<b>LINKS</b>
Region I	<a href="https://bit.ly/2022ResolutionRO1">https://bit.ly/2022ResolutionRO1</a>
Region II	<a href="https://bit.ly/2022ResolutionRO2">https://bit.ly/2022ResolutionRO2</a>
Region III	<a href="https://bit.ly/2022ResolutionRO3">https://bit.ly/2022ResolutionRO3</a>
Region IV-A	<a href="https://bit.ly/2022ResolutionRO4A">https://bit.ly/2022ResolutionRO4A</a>
Region IV-B	<a href="https://bit.ly/2022ResolutionRO4B">https://bit.ly/2022ResolutionRO4B</a>
Region V	<a href="https://bit.ly/2022ResolutionRO5">https://bit.ly/2022ResolutionRO5</a>
Region VI	<a href="https://bit.ly/2022ResolutionRO6">https://bit.ly/2022ResolutionRO6</a>
Region VII	<a href="https://bit.ly/2022ResolutionRO7">https://bit.ly/2022ResolutionRO7</a>
Region VIII	<a href="https://bit.ly/2022ResolutionRO8">https://bit.ly/2022ResolutionRO8</a>
Region IX	<a href="https://bit.ly/2022ResolutionRO9">https://bit.ly/2022ResolutionRO9</a>
Region X	<a href="https://bit.ly/2022ResolutionRO10">https://bit.ly/2022ResolutionRO10</a>
Region XI	<a href="https://bit.ly/2022ResolutionRO11">https://bit.ly/2022ResolutionRO11</a>
Region XII	<a href="https://bit.ly/2022ResolutionRO12">https://bit.ly/2022ResolutionRO12</a>
Region XIII	<a href="https://bit.ly/2022ResolutionRO13">https://bit.ly/2022ResolutionRO13</a>
CAR	<a href="https://bit.ly/2022ResolutionROCAR">https://bit.ly/2022ResolutionROCAR</a>
NCR	<a href="https://bit.ly/2022ResolutionRONCR">https://bit.ly/2022ResolutionRONCR</a>
	Administrative Service <a href="https://bit.ly/2022ResolutionAS">https://bit.ly/2022ResolutionAS</a>

DepEd Central Offices	Administrative Service-General Services Division	<a href="https://bit.ly/2022ResolutionGSD">https://bit.ly/2022ResolutionGSD</a>
	Bureau of Curriculum Development	<a href="https://bit.ly/2022ResolutionBCD">https://bit.ly/2022ResolutionBCD</a>
	Bureau of Human Resource and Organizational Development	<a href="https://bit.ly/2022ResolutionBHROD">https://bit.ly/2022ResolutionBHROD</a>
	International Cooperation Office	<a href="https://bit.ly/2022ResolutionICO">https://bit.ly/2022ResolutionICO</a>
	Legal Affairs Helpdesk	<a href="https://bit.ly/2022ResolutionLEAHD">https://bit.ly/2022ResolutionLEAHD</a>
	National Educators' Academy of the Philippines	<a href="https://bit.ly/2022ResolutionNEAP">https://bit.ly/2022ResolutionNEAP</a>
	Office of the Undersecretary for Administration	<a href="https://bit.ly/2022ResolutionOUA">https://bit.ly/2022ResolutionOUA</a>
	Office of the Undersecretary for Finance	<a href="https://bit.ly/2022ResolutionOUF">https://bit.ly/2022ResolutionOUF</a>
	Office of the Undersecretary for Human Resource and Organizational Development	<a href="https://bit.ly/2022ResolutionOUHROD">https://bit.ly/2022ResolutionOUHROD</a>
	Voucher Program Management Office	<a href="https://bit.ly/2022ResolutionVPMO">https://bit.ly/2022ResolutionVPMO</a>
Attached Agencies	National Academy of Sports	<a href="https://bit.ly/2022ResolutionNAS">https://bit.ly/2022ResolutionNAS</a>

For further clarifications/concerns, please coordinate with Ms. Grazielle Anne A. Sarical or Ms. Ariane G. Llegado, PAS-PAAC, through the following:

Email address: [depedactioncenter@deped.gov.ph](mailto: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.

Attachment:  
MC No. 2022-01





Republika ng Pilipinas

# Department of Education


## OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT,  
NATIONAL EDUCATORS ACADEMY OF THE PHILIPPINES, AND  
TEACHER EDUCATION COUNCIL SECRETARIAT

### MEMORANDUM

**DM-OUHROD-2023-0112**

TO : **Undersecretaries**  
**Assistant Secretaries**  
**Bureau/Service Directors**  
**Regional Directors**  
**Schools Division Superintendents**  
**All others concerned**

FROM :  **GLORIA JUMAMIL-MERCADO**  
*Undersecretary for Human Resource and Organizational Development,  
National Educators Academy of the Philippines, and  
Teacher Education Council Secretariat*

SUBJECT : **REMINDER ON THE SUBMISSION OF REQUIREMENTS FOR  
PERFORMANCE-BASED BONUS (PBB) 2022**

DATE : 24 January 2023

This memorandum is being issued to remind compliance with the following eligibility requirements for the Fiscal Year (FY) 2022 Performance-Based Bonus (PBB) based on Memorandum Circular No. 2022-1 re: Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2022 Under Executive Order (EO) No. 80, s.2012 and EO No. 2021, s.2016:

PBB CRITERIA AND REQUIREMENTS	REQUIRED COMPLIANCE PER UNIT/LEVEL	DEPED INTERNAL DEADLINE AND FOCAL OFFICE	DEADLINE SET BY VALIDATING AGENCY
<b>1. Performance Results</b> – achievement of each of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of FY 2022 General Appropriations Act (GAA).			
Congress-approved targets under the PIB of FY 2022 GAA	Preparation of agency-wide report by the Planning Service – Planning and Programming Division (PS-PPD)	PS-PPD	February 28, 2023  Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO25 IATF)
<b>2. Financial Results</b> – ratio of total disbursements (cash and non-cash, excluding Personnel Services) to the total obligations for Maintenance and Other Operating Expenses (MOOE) and Capital Outlay (CO) made in 2022, net of goods and services obligated by December 31, 2022, but paid only in 2022.			

FY 2022 Disbursements BUR	Preparation of agency-wide report by the Budget Division of DepEd Central Office	Budget Division	February 28, 2023 AO25 IATF
<b>3. Process Results – greater ease of transaction of core services based on mandated functions and supporting services of the agency.</b>			
a. Designation of the Agency’s Committee on Anti-Red Tape (CART) and Updating of the DepEd Citizen’s Charter Compliance and submission of requirements to ARTA pertaining to the agency’s CART as stated in ARTA MC No. 2020-007	Preparation of report by the BHROD-OED only	Already submitted on December 23, 2022 (OO-OSEC-2022-108 Reconstitution of DepEd Committee on Anti-Red Tape)  Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED)  <a href="mailto:citizenscharter@deped.gov.ph">citizenscharter@deped.gov.ph</a>  (02) 8633-5375	February 28, 2023  Anti-Red Tape Authority (ARTA)
b. Updated Citizen’s Charter	Submission by units in the Central Office only, as stated in OM-OUHROD-2023-0047 <i>Updating the Citizen’s Charter - DepEd Central Office</i> ; updated Charter to be finalized by the BHROD-OED	<b>January 20, 2023</b>  BHROD-OED	March 31, 2023  ARTA
c. Substantive improvements in ease of doing business/ease of transaction (Annex 2 of AO25 IATF MC 2022-01)	Preparation of reports by the BHROD-OED and identified offices only	<b>January 25, 2023</b>  BHROD-OED	February 28, 2023  AO25 IATF
<b>4. Client/Citizen Satisfaction Survey (CCSS) Results – CCSS rating and resolution of complaints referred by the 8888 Citizen’s Complaint Center and Civil Service Commission - Contact Center ng Bayan (CCB).</b>			
a. CCSS Results (Annex 5 of AO25 IATF MC 2022-01)	Submission by all schools, SDOs, ROs, and units in the CO thru the links provided in the Unnumbered Memo dated December 5, 2022 signed by Usec. Epimaco V. Densing III, CPA, MBA ( <i>Submission of CCSS Results for FY 2022</i> ); report to be prepared by the PAAC	December 29, 2022, extended until January 5, 2023  Public Affairs Service - Public Assistance Action Center (PAS-PAAC)  <a href="mailto:depedactioncenter@deped.gov.ph">depedactioncenter@deped.gov.ph</a> (02) 8638-7530, 8633-1942 0967-249-8552 (Viber)	<ul style="list-style-type: none"> <li>January 30, 2023 ARTA</li> <li>February 28, 2023 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO25 IATF)</li> </ul>
b. Resolution of Concerns referred by the 8888 and Civil Service Commission - Contact Center ng Bayan (CSC-CCB)	Submission by Region and per unit in the Central Office thru the links provided in the Unnumbered Memo dated January 3, 2023 signed by Usec. Epimaco V. Densing III	<b>January 25, 2023</b>  PAAC	February 28, 2023  AO25 IATF

(Annex 5 of AO25 IATF MC 2022-01)	(Submission of Resolution of Received Complaints from the 8888 Citizens' Complaint Hotline and CSC-CCB for FY 2022 Grant of PBB), report to be prepared by the PAAC		
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All concerned offices are likewise enjoined to comply with the following agency accountabilities:

<b>REQUIREMENTS</b>	<b>REQUIRED COMPLIANCE PER UNIT/LEVEL</b>	<b>DEPED INTERNAL DEADLINE AND FOCAL OFFICE</b>	<b>DEADLINE SET BY VALIDATING AGENCY</b>
1. Updated procurement requirements for transaction above 1 million from January 1, 2022 to December 31, 2022 in PhilGEPS	Individual submission per unit/level of all procurement requirements to the PhilGEPS	<b>Before January 30, 2023</b>  Refer to OASPA-2022-25 Reminder on the Submission of the Procurement Related Requirements and Upgrading Reports for Posting in the Transparency Seal (TS) Page and Monitoring Thereof  For questions and clarifications contact Procurement Service – Procurement Planning and Management Division (PS-PPMD) via email at <a href="mailto:procms.monitoring@depd.gov.ph">procms.monitoring@depd.gov.ph</a> and <a href="mailto:procms.od@deped.gov.ph">procms.od@deped.gov.ph</a> or through telephone number 8633-7232	January 30, 2023  Procurement Service – Philippine Government Electronic Procurement System (PS-PhilGEPS)
2. Freedom of Information (FOI) Program requirements: 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 ( <a href="http://www.foi.gov.ph">www.foi.gov.ph</a> ) e. Updated AID-FOI Tool	All requirements for completion by the PAAC	PAAC	January 30, 2023  Presidential Communications Operations Office (PCOO)



f. FOI Client/ Customer Satisfaction Report			
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For more information, please contact the **Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED)** through email at [pbb.monitoring@deped.gov.ph](mailto:pbb.monitoring@deped.gov.ph).

Attachments:

OM-OUHROD-2023-0047

Unnumbered Memo dated December 5, 2022

Unnumbered Memo dated January 3, 2023

*[BHROD-OED/HHMC]*