



DepEd – DIVISION OF QUEZON

Sitio Fori, Brgy. Talipan, Pagbilao, Quezon
Trunkline # (042) 784-0366, (042) 784-0164, (042) 784-0391, (042) 784-0321
www.depedquezon.com.ph
"Creating Possibilities, Inspiring Innovations"



Registration Number:
QAC/R63/0216

August 17, 2020

DIVISION MEMORANDUM DM No. 220, s. 2020

DepEd Client Satisfaction (CSAT) Results Relative to the Grant of PBB 2019

To: Assistant Schools Division Superintendents, CID and SGOD Chiefs, Elementary and Secondary School Heads, Select Division Section/Unit Heads

- Pursuant to the Memorandum Circular No. 2019-1 of AO25 Inter-Agency Task Force for the Grant of 2019 Performance-Based Bonus, the BHROD - Organization Effectiveness Division is requesting DepEd Offices from Central, Regions, Schools Divisions, and Schools to submit their Client Satisfaction (CSAT) Results for FY 2019 per Critical Service found in the 2019 Updated Citizen's Charter.
- To determine the relevance and effectiveness of streamlining and process improvement initiated by the agency, the satisfaction level of clients will be measured and reported through the Client Satisfaction Survey. With this, all public school heads and concerned division offices are advised to go through the Google Forms link assigned to each governance level in order to efficiently gather and consolidate CSAT reports.

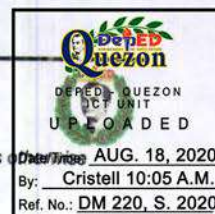
Office/Division/Unit	Link
Schools Division Office <ul style="list-style-type: none"> Curriculum Implementation Division (CID) Administrative Services - Personnel Section Administrative Services - Records Unit School Governance and Operation Division (SGOD) – Planning and Research Section Finance Services – Budget Section Finance Services – Accounting Section 	http:// bit.ly/SDOCSS2019
Schools	http:// bit.ly/SchoolCSS2019

- Deadline of accomplishing the Google Forms & report submission is on August 20, 2020.
- Client Satisfaction Survey of 2019 shall be the basis of such survey. Schools and Offices may also conduct client satisfaction survey of offered services annually to ensure customer satisfaction and compliance to other relevant report.

DEPEDQUEZON-TM-SDS-04-009-002

Email address: quezon@deped.gov.ph
Comments: Txt HELEN – 09178902327 (Smart/Sun/TalknTxt) 2327 (Globe and TM)

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By: Cristell 10:05 A.M.
Ref. No.: DM 220, S. 2020



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5. At the end of the online forms, offices are requested to upload the relevant data below on their Client Satisfaction Result. This will substantiate the report in compliance with the Modified Forms A and A1 requirements to be submitted by DepEd to AO25 AITF on August 31, 2020 for the Grant of PBB2019 as referred in MC2020-1.
6. Immediate dissemination of and strict compliance to this Memorandum is desired.

ELIAS A. ALICAYA JR, Ed. D
Assistant Schools Division Superintendent
Officer-in-Charge
Office of the Schools Division Superintendent

parmjdf08/17/2020

DEPEDQUEZON-TM-SDS-04-009-002

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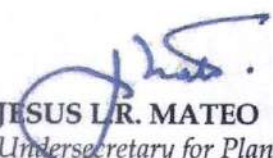


Republic of the Philippines
Department of Education

Tanggapan ng Pangalawang Kalihim
Office of the Undersecretary

MEMORANDUM
 DM-PHROD-2020-00260

TO: Undersecretaries
 Assistant Secretaries
 Bureau and Service Directors
 Regional Directors
 Schools Division Superintendents
 School Heads
 All Others Concerned

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

SUBJECT: *DepEd Client Satisfaction (CSAT) Results Relative to the Grant of Performance-Based Bonus (PBB) for the Fiscal Year 2019*

DATE: August 11, 2020



- 1 Pursuant to Memorandum Circular (MC) No. 2019-1 of the Inter-Agency Task Force (AO25 IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting System, one of the eligibility criteria is to satisfy the Fiscal Year (FY) 2019 Performance Targets which includes the (1) Streamlining and Process Improvement of the Agency Critical Services; and (2) Client Satisfaction Result.
- 2 To determine the relevance and effectiveness of streamlining and process improvement initiated by the agency, the satisfaction level of clients will be measured and reported. This will be based on the submitted DepEd Citizen's Charter that contains the critical services of the agency. This further serves as the feedback mechanism to be reflected in the Client Satisfaction Survey (CSS) and to continuously improve our service delivery.
- 3 In line with the foregoing, the Bureau of Human Resource and Organizational Development - Organization Effectiveness Division (BHROD-OED) is requesting DepEd offices from Regions, Schools Divisions, and Schools to submit their **Client Satisfaction (CSAT) Result for FY 2019 per critical service found in the 2019 Updated Citizen's Charter.**
- 4 Offices shall clearly indicate the following necessary information in the submitted CSAT Reports:
 - A. **Define the Scope and Period Covered** - based on the updated Citizen's Charter, all services (frontline & non-frontline) must be included in the CSAT report for the FY 2019;

- B. **Measurement Approach Use** - this is the method utilize in measuring client satisfaction data. Approach should be valid, replicable and has specific timeline. Consider minimum factors such as (a) cleanliness & orderliness of the *physical environment*, (b) *quality of services*, and (c) *behavior of the personnel* who renders the service;
- C. **Actual Result of Measurement and Interpretation of Data** - include the number of respondents or sample size used, the actual result, interpretation and analysis of the data gathered and attached the sample survey form used.
- D. **Result of the Client Satisfaction Survey** - use the 5-point likert scale (5 being the highest, and 1 being the lowest) for comparability, define the overall CSAT Rating that arrives from the data analysis.

5 Attached in this memorandum are the List of Services in the DepEd Citizen's Charter 2019 (**Annex A**), the Client Feedback Form (**Annex B**) that contains the minimum standard for Client Satisfaction Survey, and the Google Forms link for gathering of client satisfaction result per critical service per office.

6 Hence, for efficient consolidation of reports, below are the Google Forms links assigned to each governance level:

Governance Level	Link
Central Office	http://bit.ly/COCSS2019
Regional Offices	http:// bit.ly/ROCSS2019
Schools Division Offices	http:// bit.ly/SDOCSS2019

7 Deadline of accomplishing the Google Forms and report submission is on **August 20, 2020**.

6 At the end of the online form, offices are requested to upload the data on their Client Satisfaction Result mentioned above. This will substantiate the report in compliance with the Modified Forms A/A1 requirements to be submitted on August 31, 2020 for the Grant of Performance Based Bonus 2019 as referred in MC 2020-1 of AO25 AITF (*copy attached*).

8 For further inquiries and clarifications, please coordinate with **Ms. Pia Pangilinan** or **Ms. Rosmeval Albo** of the BHR0D-OED through mobile numbers: 0917-8725850/0998-9962480 or email address: bhrod.oed@deped.gov.ph.

9 For your appropriate and immediate action.

Annex A: List of Services in the DepEd Citizen's Charter 2019

Central Office - External Services
A. Bureau of Education Assessment
1. <i>Application for National Career Assessment Examination (NCAE)</i>
2. <i>Application for National Career Assessment Examination (NCAE) for Walk-In Applicants</i>
3. <i>Application for Philippine Educational Test (PEPT)</i>
4. <i>Application for Philippine Educational Test (PEPT) for Walk-In Applicants</i>
B. Cash Division
1. <i>Issuance of Office Receipts</i>
C. Employee Accounts Management Division
1. <i>Evaluation of Application for APDS Accreditation / Reaccreditation Process</i>
D. Legal Service
1. <i>Filing of Appeal</i>
2. <i>Filing of Complaint</i>
3. <i>Filing of Motion for Reconsideration</i>
4. <i>Endorsement of Recommendation for Duty-Free Tax Exemptions of Private Schools</i>
E. Personnel Division
1. <i>Submission of Employment Application</i>
F. Professional Development Division
1. <i>Scholarship Application</i>
G. Public Assistance Action Center
1. <i>DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA)</i>
2. <i>Hotline and Walk-in Facilities</i>
3. <i>Standard FOI Request through walk-in facility, action@deped.gov.ph, and Online</i>
H. Records Division
1. <i>Issuance of Requested Documents</i>
2. <i>Issuance of Requested Documents (CTC and Photocopy of Documents)</i>
Central Office - Internal Services
A. Accounting Division
1. <i>Processing of Disbursement Vouchers - Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles)</i>
2. <i>Processing of Disbursement Vouchers - Consultancy</i>
3. <i>Processing of Disbursement Vouchers - Infrastructure</i>
4. <i>Processing of Disbursement Vouchers - General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services)</i>
5. <i>Processing of Disbursement Vouchers - Rental Contract</i>
6. <i>Processing of Disbursement Vouchers - Repairs and Maintenance of Equipment and Motor Vehicles</i>
7. <i>Processing of Disbursement Vouchers - Board and Lodging</i>
8. <i>Processing of Disbursement Vouchers - Supplies, Materials & Equipment (Non-Big-Tickets)</i>

9. <i>Processing of Disbursement Vouchers - Meals</i>
10. <i>Processing of Disbursement Vouchers - Training</i>
11. <i>Processing of Disbursement Vouchers - Honorarium</i>
12. <i>Processing of Disbursement Vouchers - Cash Advance for Activities</i>
13. <i>Processing of Disbursement Vouchers - Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses</i>
14. <i>Processing of Disbursement Vouchers - Foreign Travel</i>
15. <i>Processing of Disbursement Vouchers - Local Travel</i>
16. <i>Processing of Disbursement Vouchers - Salaries for Regular Employees</i>
17. <i>Processing of Disbursement Vouchers - Salaries for Contract of Service</i>
18. <i>Processing of Disbursement Vouchers - Petty Cash Fund</i>
B. Budget Division
1. <i>Processing of Request for Obligation of Allotment</i>
2. <i>Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO)</i>
3. <i>Certification of Availability of Allotment</i>
C. Employee Accounts Management Division
1. <i>Provident Fund Loan Application</i>
D. Legal Service
1. <i>Certificate of No Pending Administrative Case</i>
2. <i>Request for an Update on the Status of a Case in the Central Office</i>
3. <i>Request for Legal Opinion</i>
4. <i>Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts</i>
E. Personnel Division
1. <i>Foreign Travel Authority Request on Official Time or Official Business</i>
2. <i>Foreign Travel Authority Request on Personal Travel</i>
3. <i>Issuance of Certificate of Employment and Service Record</i>
4. <i>Order of Transfer and Reassignment</i>
5. <i>Application of Leave</i>
6. <i>Application for Retirement</i>
7. <i>Processing of Terminal Leave Benefits</i>

Regional Office - External Services

A. Budget Section
1. <i>Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)</i>
2. <i>Disbursement Updating</i>
3. <i>Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units</i>
B. Cash Section
1. <i>Payment of Obligation</i>
2. <i>Handling of Cash Advances</i>
C. Human Resource and Development Division
1. <i>Rewards and Recognition</i>
D. Legal Unit
1. <i>Request for Certification as to the Pendency or Non-Pendency of an Administrative Case</i>
E. Personnel Section

1. <i>Foreign Travel Authority Request on Official Time or Official Business</i>
2. <i>Foreign Travel Authority Request (For Personal Reason)</i>
3. <i>Issuance of Certificate of Employment and/or Service Record</i>
4. <i>Request for Transfer from Another Region</i>
5. <i>Application for Leave</i>
6. <i>Application for Retirement</i>
7. <i>Processing of Terminal Leave Benefits</i>
Regional Office - Internal Services
A. Budget Section
1. <i>Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)</i>
2. <i>Disbursement Updating</i>
3. <i>Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units</i>
B. Cash Section
1. <i>Payment of Obligation</i>
2. <i>Handling of Cash Advances</i>
C. Human Resource and Development Division
1. <i>Rewards and Recognition</i>
D. Legal Unit
1. <i>Request for Certification as to the Pendency or Non-Pendency of an Administrative Case</i>
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1. <i>Foreign Travel Authority Request on Official Time or Official Business</i>
2. <i>Foreign Travel Authority Request (For Personal Reason)</i>
3. <i>Issuance of Certificate of Employment and/or Service Record</i>
4. <i>Request for Transfer from Another Region</i>
5. <i>Application for Leave</i>
6. <i>Application for Retirement</i>
7. <i>Processing of Terminal Leave Benefits</i>
8. <i>Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)</i>
9. <i>Disbursement Updating</i>

Schools Division Office - External Services
A. Curriculum Implementation Division
1. <i>Access to LRMDP Portal</i>
2. <i>Borrowing Procedures for Books and Other Materials Over Night</i>
B. Personnel Unit
1. <i>Submission of Employment Application (Teaching Related)</i>
2. <i>Submission of Employment Application (Non-Teaching Related)</i>
C. Planning and Research Section
1. <i>Request for Basic Education Data (External Stakeholder)</i>
D. Records Unit
1. <i>Issuance of Requested Documents (Non-CTC)</i>
2. <i>Issuance of Requested Documents (CTC and Photocopy of Documents)</i>
3. <i>Certification, Authentication, Verification (CAV)</i>

Schools Division Office - Internal Services**A. Budget Unit**

1. *Processing of ORS*
2. *Posting/Updating of Disbursement*

B. Curriculum Implementation Division

1. *Program Work Flow of Submission of Contextualized Learning Resources*

C. Personnel Unit

1. *Foreign Travel Authority Request on Official Time or Official Business*
2. *Issuance of Service Record*
3. *Issuance of Certificate of Employment*
4. *Application for Leave*
5. *Application for Retirement*
6. *Processing of Terminal Leave Benefits*
7. *Planning and Research Section*
8. *Request for Basic Education Data (Internal Stakeholder)*

Schools Services

1. *Learning and Development*
2. *Enrolment*
3. *Borrowing of Books from the School Library*
4. *Public Affairs*
5. *Laboratory and School Inventory*

Annex B. Client Feedback Form (Minimum Standard)

Client Feedback Form

Control No.: _____

Your experience matters to us!

I. Client Information

Name (Optional): _____ Date Visited: ___/___/___






Office Visited: _____ Phone No. (Optional): _____

Purpose of Visit (Please specify): _____

Time Started: _____ Time Finished: _____

II. Client Satisfaction Rating

Kindly rate the quality of service provided by checking (✓) the appropriate box.

	 Very Dissatisfied	 Dissatisfied	 Neutral	 Satisfied	 Very Satisfied
1. PHYSICAL The environment is clean and orderly					
2. SERVICES Your concern was addressed promptly and appropriately					
3. PERSONNEL The employee was courteous and accommodating					
*OVERALL RATING FOR THE SERVICE PROVIDED: How satisfied are you with the quality of services provided?					

III. Suggestions/Compliments/Comments

Thank you for your valuable input to help us continuously improve our services!

Privacy Notice:

The personal information included in this document should 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.



**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. 2019- 2

November 12, 2019

TO : All Heads of Departments, Bureaus, Offices and Other Agencies of the National Government, including Constitutional Commissions, Congress, The Judiciary, Office of the Ombudsman, State Universities and Colleges, Government-Owned or-Controlled Corporations, Local Water Districts, and Local Government Units

SUBJECT : Supplemental Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2019 under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016

1.0 BACKGROUND AND PURPOSE

The Administrative Order (AO) No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO 25 IATF) has issued Memorandum Circular (MC) No. 2019-1 (*Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2019 under Executive Order No. 80 s. 2012 and Executive Order No. 201 s. 2016*) dated September 3, 2019.

Consistent with MC No. 2019-1, the Department of the Interior and Local Government (DILG), Local Water Utilities Administration (LWUA), and the Governance Commission for Government-Owned or-Controlled Corporations [GOCCs] (GCG) issued separate guidelines for the grant of the FY 2019 Performance-Based Bonus (PBB) for Local Government Units (LGUs), Local Water Districts (LWDs), and GOCCs, respectively.

The issuance of this Supplemental Guidelines shall provide clarifications and updates on the requirements and deadlines stated in MC No. 2019-1, released by the AO 25 IATF on September 3, 2019.

2.0 SUPPLEMENTAL GUIDELINES

The Supplemental Guidelines shall apply to the following sections of the IATF MC No. 2019-1, and all issued Interim FY 2019 PBB Guidelines for GOCCs under GCG, Local Water Districts (LWDs), and Local Government Units (LGUs):

2.1 On Section 4.0 – Good Governance Conditions (GGCs)

The following GGCs are set based on performance drivers of the Results-Based Performance Management System (RBPMS) and the priorities of the

Duterte Administration for 1) heightened transparency; 2) stronger public accountability; and 3) more inclusive and people-centered public services:

- a. **Maintain/Update the agency Transparency Seal (TS)** pursuant to Section 106 of the General Provisions of the FY 2019 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page. Status of compliance shall be posted both DAP website through <https://www.dap.edu.ph/rboms/> and DBM website at www.dbm.gov.ph/index.php/news-update/transparency-seal-compliance See *Annex 2: Guideline on Transparency Seal* for full details of requirements.
- b. **Update the PhilGEPS posting of all Invitations to Bids and awarded contracts** pursuant to the Government Procurement Reform Act (RA No. 9184) for transactions above Php 1 million from January 1 to December 31, 2019, including Early Procurement of FY 2020 Non – Common Use Supplies and Equipment (Non –CSE) items. Agencies should track their status of compliance through the PhilGEPS microsite: <https://data.philgeps.gov.ph/pbbweb/pbbwebapp.aspx>. see *Annex 6: Guideline on PhilGEPS Posting*.

Non-compliance with any of the GGCs will render the entire department/agency **ineligible** for the PBB. The assessment of agency compliance with GGC requirements started last October 1, 2019.

In view of the first year implementation of the Citizen's Charter requirement under RA No. 11032 and MC No. 2019-002 issued by the Anti-Red Tape Authority (ARTA), the **updating of the Citizen's or Service Charter or its equivalent** will not be a Good Governance Condition for purposes of the PBB. However, it shall be understood that agencies shall comply with the December 6, 2019 deadline set by ARTA. Kindly refer to the Supplemental Guidelines to be issued by ARTA on this.

2.2 **On Section 5.1 – Streamlining and Process Improvement of the Agency's Critical Services**

- a. The updated Citizen's or Service Charter or its equivalent shall still be the basis for the review of the agency's critical services covering all Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G) transactions.
- b. Relative to the agency's FY 2019 Performance Targets, below are additional details that would guide agencies in accomplishing their forms.

For Modified Form A, departments/agencies shall report a summary of the streamlining efforts containing the **Status as of FY 2018, Targets set in FY 2019** and **Status of efforts done in FY 2019**, pertaining to the following criteria¹:

- Number of steps
- Turnaround time
- Number of signatures
- Number of required documents

¹ Follow definitions stated in MC No. 2019-1

- Transaction costs
 - Primary transaction cost/fees
 - Other transaction costs
 - Substantive Compliance Cost
 - Citizen/client satisfaction results
- c. In order to assist the AO 25 Composite Teams in understanding the government services provided by the departments/agencies, a more detailed report of these services and the streamlining criteria must be declared in Modified Form A1, which should also include the following additional information:
- **Name of Service** – state as declared in the Citizen's or Service Charter or its equivalent.
 - **Responsible delivery/processing units** – declare all delivery units contributory to the completion of the reported government service.
 - **Identified Clients/Customers** – identify all documented types of clients/customers who avail of the government service.
 - **Number of client visit/s in 2019** – report the total number of visit/s (including returns) the client underwent in completing the entire service.
 - **Volume of Transactions in 2019** – provide data on the volume of transactions of the declared services delivered by the agency.
 - **Remarks** – indicate justifications, explanations, and/or supporting data on the service.
- d. Ensure that the submitted Modified Forms A and A1 (see attached) are duly signed by the Supervising Officer and approved by the Department/Agency Head or Designated Official.
- e. Small agencies shall submit their Modified Forms A and A1 on or before **February 28, 2020** and big departments/agencies on **August 31, 2020**.

2.3 On Section 5.4a – Computation of Agency's FY 2019 Budget Utilization Rate (BUR)

Pursuant to Section 1 of EO No. 91, s. 2019², Departments/Agencies shall adopt the Cash Budgeting System (CBS) effective January 1, 2019. Accordingly, all authorized appropriations shall be available for obligation and disbursement only until the end of each fiscal year (FY). Departments/Agencies shall observe Section 5 – Transitory Provisions which states:

"In the first year of implementing the CBS, the concerned national government agencies and qualified GOCCs shall strictly comply with the following:

- a. Appropriations for infrastructure capital outlays, including subsidy releases to GOCCs for infrastructure projects, shall be valid for obligation until 31 December 2019. Meanwhile, the completion of construction inspection and payment shall be made not later than 31 December 2020; and

² *Adopting the Cash Budgeting System Beginning Fiscal Year 2019, and for Other Purposes*

- b. Appropriations for maintenance and other operating expenses as well as other capital outlays shall likewise be valid for obligation until 31 December 2019. On the other hand, the delivery, inspection and payment shall be not later 30 June 2020.”

2.4 On Section 5.4c – Compliance with Quarterly Submission of Budget and Financial Accountability Reports (BFARs) Online Using the DBM’s Unified Reporting System (URS)

Acknowledging the shift to URS Version 2.0 and the calibration of the accountability reports, the quarterly submission of BFARs online using the URS shall no longer be a GASS target for compliance to the grant of FY 2019 PBB.

2.5 On Section 5.4d – Submission of Annual Procurement Plan (APP-non CSE)

Section 7.3.5 of the 2016 revised IRR of Republic Act No. 9184 provides that the final and approved APP shall be submitted to the GPPB as soon as the GAA, corporate budget, or appropriations ordinance is approved.

Thus, the APP submitted prior to the approval of the GAA, corporate budget, or appropriations ordinance is merely indicative and **will NOT be considered** as compliance with the APP submission.

2.6 On Section 5.4e – Submission of FY 2020 Annual Procurement Plan-Common Use Supplies and Equipment (FY 2020 APP-CSE)

To afford sufficient time for Departments/Agencies, entities, and instrumentalities to prepare the list of the items that they need for FY 2020, the Procurement Service (PS) recommends the extension of the submission of the FY 2020 APP-CSE from October 31, 2019 to **December 15, 2019**. Submission will be done online by uploading the filled-out template in the PhilGEPS Virtual Store.

2.7 On Section 5.4f – Undertaking of Early Procurement for at least 50% of the value of goods and services based on the department/agency’s budget submitted to the Congress consistent with the NEP

Departments/Agencies including GOCCs with budgetary support from the national government, and under the National Expenditure Program (NEP) shall conduct the undertaking of Early Procurement Activities (EPA) for at least **50% of the value of goods and services** based on the department/agency’s budget submitted to the Congress consistent with the NEP.

For purposes of determining the total value, projects which will use the following modalities are **excluded** in the computation of the total value of goods and services, following GPPB Circular No. 06-2019 (procurement modalities excluded from the EPA coverage):

1. Repeat Order
2. Shopping
3. Negotiated Procurement- Emergency Cases
4. Negotiated Procurement- Take-Over of Contracts
5. Negotiated Procurement - Small Value Procurement

Deadline of posting of Approved Contract and Notice to Proceed in PhilGEPS is on or before **January 31, 2020**. **Agencies NOT receiving budgetary support from the national government are excluded from this PBB requirement.**

Heads of the Procuring Entity (HOPE) of covered departments/agencies shall submit to the GPPB a **Certification under Oath** on the compliance with EPA requirement on or before **January 31, 2020**.

To support Early Procurement, the Indicative FY 2020 APP-non CSE consistent with the FY 2020 National Expenditure Program (NEP) should be posted on the agency TS page not later than **September 30, 2019**. The indicative APP is **NOT** submitted to the GPPB.

2.8 On Sec. 7.5 – Agency’s System of Rating and Ranking of Delivery Units for FY 2019 (SRR)

Departments/Agencies shall prepare the **System of Agency Ranking of Delivery Units for FY 2019 PBB** using the Form for the Guidelines/Mechanics in Ranking Delivery Units (See Annex 8). The duly completed and signed agency guidelines in ranking delivery units shall be posted on the agency TS webpage on or before **October 1, 2019**.

Should the Departments/Agencies decide to retain the previously posted Guidelines, they should indicate or take note in the website that **no changes** have been made from the previous year’s System of Agency Ranking of Delivery Units.

2.9 On Sec. 9.6 – Updated FY 2019 PBB Implementation Timeline

Deadline	Requirements	To submit/refer
Physical Targets		
February 28, 2020	<ul style="list-style-type: none"> Streamlining and Process Improvement of Agency Services (<i>small agencies</i>) Citizen/Client Satisfaction SUCs Physical Targets 	<ul style="list-style-type: none"> Annexes 3A and 3B (Modified Forms A/A1) Annex 4 Form 1.0 PBB Evaluation Matrix Annex 5 (Modified Forms A/A1) Form 1.0 PBB Evaluation Matrix
Based on the timeline set by GCG, LWUA, and DILG	For Physical Targets of the ff: <ul style="list-style-type: none"> GOOCs covered by RA 10149 LWDs LGUs 	<ul style="list-style-type: none"> Forms required by GCG, LWUA, and DILG
August 31, 2020	<ul style="list-style-type: none"> Streamlining and Process Improvement of Agency Services (<i>big agencies</i>) Citizen/Client Satisfaction 	<ul style="list-style-type: none"> Annexes 3A and 3B (Modified Forms A/A1) Annex 4 Form 1.0 PBB Evaluation Matrix
Good Governance Conditions (GGCs)		
October 1, 2019	<ul style="list-style-type: none"> Transparency Seal 	<ul style="list-style-type: none"> Annex 2
January 31, 2020	<ul style="list-style-type: none"> PhilGEPS Posting 	<ul style="list-style-type: none"> Annex 6

Deadline	Requirements	To submit/refer
Support to Operations (STO)		
December 31, 2019	<ul style="list-style-type: none"> QMS Certification 	<ul style="list-style-type: none"> Post QMS Certification in TS page Submit certified true copy of QMS certificate to GQMC through DBM-SPIB
General Administration and Support Services (GASS)		
March 30, 2019	<ul style="list-style-type: none"> COA Financial Reports (<i>small agencies</i>) 	
March 31, 2019	<ul style="list-style-type: none"> FY 2019 APP-non CSE Results of FY 2018 APCPI System 	
September 30, 2019	<ul style="list-style-type: none"> Indicative FY 2020 APP-non CSE 	<ul style="list-style-type: none"> Posting in the Transparency Seal
December 15, 2019	<ul style="list-style-type: none"> FY 2020 APP-CSE 	
December 31, 2019	<ul style="list-style-type: none"> Sustained Compliance w/ Audit Findings 	
January 31, 2020	<ul style="list-style-type: none"> Early Procurement Activities 	<ul style="list-style-type: none"> Submit Certification under Oath of Compliance to EPA to the GPPB Posting of all Contracts and Notice to Proceed of successful EPAs
Other-cross Cutting Requirements		
October 1, 2019	<ul style="list-style-type: none"> Agency SALN Review and Compliance Procedure Agency's System of Rating and Ranking of Delivery Units 	<ul style="list-style-type: none"> To be posted in the Transparency Seal
November 30, 2019	<ul style="list-style-type: none"> People's FOI Manual 	<ul style="list-style-type: none"> To be posted in the Transparency Seal
January 31, 2020	<ul style="list-style-type: none"> FOI Reports 	<ul style="list-style-type: none"> Agency Information Inventory 2019 FOI Registry and FOI Summary Report Screenshot of agency's home page

3.0 EFFECTIVITY CLAUSE

This Supplemental Guidelines to the AO 25 IATF MC No. 2019-1 dated September 3, 2019 shall take effect immediately.

Certified true copies of this Circular shall be posted on the RBPMS website and the Official Gazette, and shall be filed with the University of the Philippines (UP) Law Center.


WENDEL E. AVISADO

Secretary, Department of Budget and Management
and Chairman, AO 25 Inter-Agency Task Force



MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY: _____

STREAMLINING AND PROCESS IMPROVEMENT OF GOVERNMENT SERVICES																
NAME OF SERVICE ¹	NUMBER OF STEPS		TURNAROUND TIME (TAT)		NUMBER OF SIGNATURES		NUMBER OF REQUIRED DOCUMENTS		TRANSACTION COSTS				SUBSTANTIVE COMPLIANCE COST		CITIZEN/CLIENT SATISFACTION RESULTS	
	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS IN FY 2019	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS IN FY 2019	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS IN FY 2019	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS IN FY 2019	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS IN FY 2019	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS IN FY 2019	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS IN FY 2019	TARGET IN FY 2019	STATUS OF STREAMLINING EFFORTS IN FY 2019
Frontline Services																
Name of Service 1																
Name of Service 2																
Name of Service 3																
Non-Frontline Services																
Name of Service 1																
Name of Service 2																
Name of Service 3																

Prepared by: _____

Name of Officer / Designation / Date

Approved by: _____

Department Secretary/Agency Head/ Date

¹ Departments/Agencies may add rows as needed.

MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT (PAGE 2)

I. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)

A. Budget Utilization Rate (BUR)

BUR	FY 2018 ACCOMPLISHMENT	FY 2019 ACCOMPLISHMENT	REMARKS
• Obligations BUR			
• Disbursement BUR			

B. Sustained Compliance with Audit Findings

TOTAL NUMBER AUDIT RECOMMENDATIONS	NUMBER OF FULLY IMPLEMENTED RECOMMENDATIONS	NUMBER OF PARTIALLY IMPLEMENTED RECOMMENDATIONS	NUMBER OF RECOMMENDATIONS NOT IMPLEMENTED	PERCENTAGE OF FULL IMPLEMENTATION

C. Compliance with Quarterly Submission of Financial Reports

- Quarterly BFARs:
 - 1st Quarter BFAR _____ Date posted in online URS: _____
 - 2nd Quarter BFAR _____ Date posted in online URS: _____
 - 3rd Quarter BFAR _____ Date posted in online URS: _____
 - 4th Quarter BFAR _____ Date posted in online URS: _____
- COA Financial Reports _____ Date submitted to COA: _____

D. Compliance with Procurement Requirements

- FY 2019 APP-non CSE _____ Date posted on TS Page: _____
- Indicative FY 2020 APP-non CSE _____ Date posted on TS Page: _____
- FY 2020 APP-CSE _____ Date submitted to DBM-PS: _____
- _____ Date posted on TS Page: _____
- _____ Date submitted to GPPB-TSO: _____
- Result of FY 2018 APCPI System _____

E. Certification of the Agency's QMS

- Posting of certification on TS Page _____ Date posted on TS Page: _____
- Submission of ISO QMS certification _____ Date submitted to SPIB: _____

II. GOOD GOVERNANCE CONDITIONS (GGC)

- A. Maintain/Update the Transparency Seal** _____ Date updated TS with all requirements: _____
 - B. Post/Update PhilGEPS Postings** _____ Date updated PhilGEPS postings: _____
- IF UNABLE to post or update the BAC Resolution, Notices of Award/Bid Results, Actual Approved/ Awarded Contracts and/or Notices to Proceed/Purchase Orders for transactions above one million (PHP 1,000,000), submit a letter of explanation to AO 25 Secretariat (*See Annex 6*). _____ Date submitted the explanation/s: _____

III. Other cross-cutting requirements

- A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN** _____ Date posted on TS page: _____
- B. Compliance with FOI Program**
 - People's FOI Manual _____ Date emailed to PCOO: _____
 - _____ Date posted on TS Page: _____
 - Agency Information Inventory _____ Date emailed to PCOO: _____
 - _____ Date posted on TS Page: _____
 - 2019 Summary Report and 2019 FOI Registry _____ Date emailed to PCOO: _____
 - _____ Date posted on TS Page: _____
 - Screenshot of agency's home page _____ Date emailed to PCOO: _____
- C. Agency's System of Ranking Delivery Units** _____ Date posted on TS page: _____

Prepared by : _____
Name of Officer / Designation / Date

Approved by : _____
Department Secretary/Agency Head / Date

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

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

1. Indicate the name of the frontline/non-frontline service.
2. Indicate the Targets in FY 2019 and FY 2019 Status of Streamlining Efforts for each service.
3. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Fees Paid for each service.
4. Indicate Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Other Transaction Fees for each service.
5. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Substantive Compliance Cost for each service.
6. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Number of Signatures for each service.
7. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Number of Required Documents for each service.
8. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Turnaround Time for each service.
9. Indicate the Target in FY 2019 and FY 2019 Status of Streamlining Efforts in the Citizen/Client Satisfaction Results for each service.

II. General Administration and Support Services (GASS)

1. Indicate the FY 2018 and FY 2019 Accomplishments for the BUR.
2. Indicate the results of agency's compliance with COA audit findings.
3. Indicate the required dates for the Quarterly BFARs and COA Financial Reports.
4. Indicate the required dates for the compliance with the each Procurement Requirements.
5. Indicate the required dates for compliance with QMS Certification requirement.

III. Good Governance Conditions

1. Indicate the date when all requirements for TS were complied with.
2. Indicate the most recent date when PhilGEPS postings were updated.

IV. Other Cross-Cutting Requirements

3. Indicate the date when the Review and Compliance Procedure was posted in the TS page.
4. Indicate the required dates for the compliance with FOI program.
5. Indicate the date when the Agency's System of Ranking Delivery Units was posted in the TS page.

MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT¹

(1) Name of Department/Agency: _____

(2) Name of Service: _____

(3) Responsible Delivery Units / Processing Units: _____

(4) Identified Client/Customer(s)	(5) Number of clients visits in 2019	(6) Volume of Transactions in 2019

(Note: can be provided in a separate sheet)

1. Number of Steps				
2. Turnaround Time (TAT) ²				
3. Number of signatures ³				
4. Number of required documents ⁴				
5. Transaction Costs				
5.1 Primary transaction costs/fees				
5.2 Other transaction costs				
6. Substantive Compliance Costs				
7. Client/Citizen Satisfaction Results				

Prepared by: _____

Approved by: _____

Name of Officer / Designation / Date

Department Secretary/Agency Head/ Date

¹ Departments/Agencies may reproduce this sheet for each critical service as needed.² Follow R.A. 11032 - 3 days (simple), 7 (complex), and 20 (highly technical) and/or lower than the FY 2018 status.³ Follow R.A. 11032 - reduce to three (3) signatures; including initials.⁴ Reduction of required documents, OR simplification of forms.⁵ Definitions based on JMC No. 2019-001- Implementing Rules and Regulations (IRR) on RA #11032.

**GUIDELINES IN ACCOMPLISHING
MODIFIED FORM A1 – DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

- Row 1. Indicate the **name of the department/agency**.
- Row 2. Indicate the **name of the critical government service**. This form is used to present each of the critical government services. Departments/agencies shall reproduce this form based on the number of critical government services that the department/agency provides. (Example: Business Enterprise Registration, Accreditation and Licencing Service, Provision of Technical Assistance, Application for Claims and Benefits, Conduct of Research for Stakeholders, Production of IEC Material, Request for Status of Reports).
- Row 3. Indicate the **bureaus/offices/delivery units/processing units** responsible in the processing, delivery, and completion of the critical government service.
- Column 4. Identify the **client/customer(s)** who avail the critical government service/s declared by the agency.
- Column 5. Report the **number of client/customer(s)** who availed the critical government service in FY 2019. If there are variations of the service, indicate the disaggregated data on the number of client/customers for FY 2019.
- Column 6. Report the **volume of transactions** for FY 2019 for the critical government service. If there are variations of the service, indicate the disaggregated data on the Volume of Transactions for FY 2019.
- Column 7. The department/agency shall indicate the status of each criterion^s as of FY 2018, under each government service (frontline and non-frontline).
1. ***Number of Steps*** – required number of steps to complete the critical service.
 2. ***Turnaround Time (TAT)*** – total time required, including the waiting and processing time, to complete the government service.
 3. ***Number of Signatures*** – required number of signatures to complete each government service; including initials.
 4. ***Number of Required Documents*** – total number of required documents to complete the government service.

5. **Transaction Costs** –

5.1 Primary Transaction Costs/Fees – fees declared in the agency's Citizen's Charter to be paid to the agency by an applicant or requesting party for availing a government service.

5.2 Other Transaction Costs – other fees to be paid by an applicant or requesting party to obtain supporting information from another agency in order to secure necessary primary information. Example: Transportation cost of applicant/client, photocopying cost, cost of getting other government issued documents etc.

6. **Substantive Compliance Costs** – are incremental costs, other than administrative costs, incurred by a transacting public in the course of complying with a regulation. These costs may include implementation costs, direct labor, overhead, equipment, material, and external service costs.

7. **Citizen/Client Satisfaction Results** – data on the results of conducted Citizen/Client Satisfaction survey or feedback per government service.

Column 8. Report **agency target in FY 2019** by the department/agency in each criteria of the government service (frontline and non-frontline).

Column 9. Report **FY 2019 streamlining efforts** accomplished by the department/agency in each criteria of the government service (frontline and non-frontline).

Column 10. In the event that the department/agency is unable to provide data in each criterion, departments/agencies shall provide justifications/explanations using the **remarks column**. The acceptance of explanation/s shall be subject to the review and recommendations of the validating agency/ies.