



*Funding the Republic*

REPUBLIKA NG PILIPINAS  
KAGAWARAN NG PANANALAPI  
**KAWANIHAN NG INGATANG-YAMAN**  
(BUREAU OF THE TREASURY)  
Intramuros, Manila 1002

TREASURY OFFICE ORDER NO. **14-2022**  
June 29, 2022

**GUIDELINES ON THE GRANT OF PERFORMANCE-BASED BONUS (PBB)  
FOR FY 2022**

**I. PURPOSE**

This Treasury Office Order is being issued to prescribe the criteria and conditions on the grant of the Performance-Based Bonus (PBB) for FY 2022 to officials and employees of the Bureau of the Treasury (BTr) pursuant to Memorandum No. 2022-1 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System (Administrative Order No. 25).

The FY 2022 cycle shall continue to observe the simplified PBB scheme. It shall facilitate a more transparent and objective assessment of performance and timely release of the PBB to eligible agencies: The FY 2022 PBB shall:

1. **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.
2. **Measure and evaluate agency performance highlighting the public's satisfaction** with the quality of public service delivery, utilization of resources, and strengthened agency stewardship.

**II. COVERAGE**

These guidelines cover the Bureau of the Treasury (BTr) and its officers and employees that comply with the requirements and conditions for the grant of FY 2022 PBB.

**III. ELIGIBILITY**

**Eligibility of Agency**

Consistent with MC 2022-1, the following conditions must be satisfied by BTr to be eligible for PBB.

1. To be eligible for the grant of the FY 2022 PBB, the BTr must satisfy the criteria and conditions under the four (4) dimensions of accountability:
  - a. **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).
  - b. **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.

- c. **Financial Results** - refer to the actual spending of the agency's budget allotment vis-a-vis the realization of the committed programs and projects based on the FY 2022 GAA.
  - d. **Citizen/Client Satisfaction Results** - refer to the achievements in satisfying the quality expectations of the transacting public/client.
2. For FY 2022 PBB, the Agency Accountability requirements 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 Bureau 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.

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

The maximum score that may be obtained by the Bureau is 100 points. To be eligible for the FY 2022 PBB, the BTr must attain a **total score of at least 70 points, and achieve at least a rating of 4 for at least three (3) criteria.**

In such case, while the BTr will be eligible, the unit most responsible 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.

To be eligible for FY 2022 PBB, BTr shall achieve each one of the Congress-approved performance targets under the PIB of the FY 2022 GAA.

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, 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).** 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 4<sup>th</sup> quarter of FY 2022.



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

TABLE 2: RATING SCALE PERFORMANCE RESULTS				
1	2	3	4	5
Met <b>less than 80%</b> of performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to controllable factors</b>	Met <b>less than 80%</b> of performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to uncontrollable factors</b>	Met <b>at least 80%</b> of performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to controllable factors</b>	Met <b>at least 80%</b> of performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to uncontrollable factors</b>	Met <b>each one of</b> performance indicators 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 Bureau.**

The ease of transaction of critical external and internal services may be achieved through:

- a. streamlining;
- b. standardization of core processes including those implemented at the Regional, Satellite, and Extension Offices;
- c. 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 updated Citizen's Charter.

As defined in ARTA MC 2019-002-A 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, backend/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 Bureau (and which will be validated later by ARTA for purposes of determining eligibility for the PBB), the following factors shall be considered:

- 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 report should highlight the tangible improvements **from the viewpoint of the transacting public/client** in terms of access, turnaround time 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.*
- 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				
1	2	3	4	5
<b>No substantial improvement in ease of transaction in both external core and internal services</b>	Achieved substantial improvements to ease transaction in <b>internal services</b>	Achieved substantial improvements to ease transaction in <b>external services</b>	Achieved substantial improvements to ease transaction in <b>external but non-priority core service and internal service</b>	Achieved substantial improvements to ease transaction in <b>priority core service (external) and internal service</b>

#### 4.3 Financial Results

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 the BTr 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:

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

- 4.3.2 **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.

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% Disbursement BUR	20 – 39% Disbursement BUR	40 – 59% Disbursement BUR	60 – 79% Disbursement BUR	80 – 100% Disbursement BUR

#### 4.4 Citizen/Client Satisfaction Results

- 4.4.1 For evidence on the citizen/client satisfaction results, agencies may report the results of the Citizen/Client Satisfaction Survey (CCSS). 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.

- 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.



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.

TABLE 6: AGENCY ACCOUNTABILITIES	
Existing Agency Accountabilities	<ul style="list-style-type: none"> <li>a. Updating of Transparency Seal</li> <li>b. Compliance to Audit Findings and Liquidation of Cash Advances</li> <li>c. Compliance with the Freedom of Information (FOI) Program</li> <li>d. Submission and review of Statement of Assets, Liabilities, and Net Worth (SALN)</li> <li>e. PhilGEPS posting of all invitations to bids and awarded contracts</li> <li>f. FY 2022 Non-Common Use Supplies and Equipment (APP-non CSE)</li> <li>g. Posting of Indicative FY 2023 APP-non CSE</li> <li>h. FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)</li> <li>i. Results of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI) System</li> <li>j. Undertaking of Early Procurement Activities covering FY 2023 Procurement Projects</li> </ul>
New Agency Accountabilities beginning FY 2022 PBB	<ul style="list-style-type: none"> <li>k. Designation of the Agency's Committee on Anti-Red Tape (CART)</li> <li>l. Compliance with the National Competition Policy (NCP)</li> </ul>

**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.

For this requirement, It is to be noted that BTr is **NOT** included in the list of agencies covered by NCP.

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 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) 10 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) 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 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.

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 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.

6.6 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.

6.7 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.



- 6.8 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.
- 6.9 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:

<b>TABLE 7 : LENGTH OF SERVICE AND PERCENTAGE OF PBB</b>	
<b>LENGTH OF SERVICE</b>	<b>% OF PBB</b>
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.
- 6.10 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.
- 6.11 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.
- 6.12 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.
- 6.13 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 8 below:

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

## 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. 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 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 A025 Secretariat).
- 8.3 Agencies shall ensure that all explanations and justifications for deficiencies are already attached in their submission.
- 8.4 The A025 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 A025 Secretariat on compliance with the Agency Accountabilities.
- 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. 549, 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**

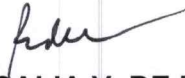
A Department/Agency/SUC/GOCC/LWD/LGU, which, after due process by the oversight agency has been determined to have committed a prohibited act, shall be disqualified from the PBB in the succeeding year of its implementation.

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 EFFECTIVITY AND INFORMATION**

This Treasury Office Order shall take effect immediately and shall be cascaded and disseminated for compliance of all concerned.

All other issuances inconsistent herewith are hereby deemed revoked and/or modified accordingly.



**ROSALIA V. DE LEON**  
Treasurer of the Philippines

## FY 2022 PERFORMANCE-BASED BONUS ELIGIBILITY REQUIREMENTS

DEADLINE	REQUIREMENTS	RESPONSIBLE PERSON/UNIT	VALIDATING AGENCY
<p>Within 30 days after the end of each quarter:</p> <ul style="list-style-type: none"> <li>- April 30</li> <li>- July 30</li> <li>- October 30</li> <li>- January 31 of succeeding year</li> </ul>	<p><b>Performance Results</b> – to validate agency accomplishments</p> <p>Submission of Budget and Financial Accountability Reports (BFARs) online thru DBM-URS.</p>	<p>1. BAR1 (Quarterly Physical Report of Operations) – OPD consolidates the reports from various units (AMS, LMS, RS, AS) and submits to DBM, cc COA and DOF.</p> <p>2. FARs – BBD and BAD/ Accounting Service prepares the reports and submit to DBM, COA and DOF.</p> <p>Note: BFARs shall also be posted in the Transparency Seal by OPD/ BBD/ SDD.</p>	DBM/ COA
Not later than <b>February 28, 2023</b>	<p><b>Process Results</b> – Substantive improvements in ease of transactions with respect to 2 critical services as declared in the Citizen's Charter:</p> <ul style="list-style-type: none"> <li>- One (1) core service <b>(external)</b> based on mandated function of the agency</li> <li>- One (1) support/ administrative service <b>(internal)</b></li> </ul> <p>Reports should highlight tangible improvements from the viewpoint of transacting public/ client in terms of access, TAT, transaction cost and other requirements. Proof of evidence may be any of the following:</p> <ol style="list-style-type: none"> <li>1. Copy of ISO-QMS Certification valid as of December 31, 2022 and other pertinent documents.</li> </ol>	<p>OPD consolidates the streamlining reports from concerned delivery units and prepares the final report for PMT and TOP's approval.</p> <p>OPD to submit the BTr reports to the AO25 Secretariat.</p> <p>Atty. Beluso/ ISO Secretariat</p>	AO25



	<ul style="list-style-type: none"> <li>• To facilitate the conduct of final validation of ISO certification with certifying body, agencies should include a provision in the contract with the winning Certifying Body (CB) that they shall accommodate the request of GQMC-DBM/ SPIB for information or documents relative to ISO QMS certification</li> <li>• Submit authorization and consent to the CBs (Annex 3.1) to provide information to GQMC.</li> <li>• Copies of the contract or authorization and consent form shall be submitted to concerned CBs, copy furnished DBM-SPIB at <a href="mailto:dbm-spib@dbm.gov.ph">dbm-spib@dbm.gov.ph</a> on or before <b>January 31, 2023</b> or within 15 days from the issuance of NTP to the CB.</li> </ul>		
	<p>2. Most current and updated Citizen's Charter, reflecting the agencies improved and streamlined systems and procedures.</p> <p>3. Report on digitization initiatives or digital transformation of external and internal service thru the development of online and/ or paperless application systems, payment systems, contactless</p>	<p>OPD to consolidate all revisions in the BTr CC in coordination with all BTr units and submits report to ARTA and AO25</p> <p>OPD to prepare and submit reports in coordination with other concerned units.</p>	

	<p>transactions and other process improvements using information technology. The report should highlight tangible results of digitization in terms of ease of doing business from the point of view of transacting public.</p> <p>4. Standard operating procedures, manual or documentation of service delivery standards for frontline and non-frontline services of agency.</p>	OPD to submit the most updated SOP of concerned units.	
	<p><b>Financial Results</b> – attainment of FY 2022 Disbursement BUR. (80%-100% to get a score of 5). Ensure submission of quarterly BFARs thru DBM-URS. The submitted FAR 1 (SAAODB) shall be the basis in determining the FY 2022 BUR accomplishment of agencies.</p>	BBD to submit report and justification to DBM	
	<p><b>Citizen/ Client Satisfaction Results (CCSS)</b> Submit report on CCSS and resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB)</p>	OPD to submit CCSS report to ARTA; Prepare another report based on resolution of all complaints and grievance report to Hotline #8888 and CCB within the 72 hour prescribed period. (Annex 5 format)	ARTA/ AO25
<p>To be eligible to PBB, the agency must attain a total score of at least 70 points and achieve at least a rating of 4 for at least 3 criteria. In case the agency fails to meet a rating of 4 in at least three (3) criteria, the units most responsible (including its head) will be <b>ISOLATED</b> from the grant of FY 2022 PBB.</p>			



## FY 2022 AGENCY ACCOUNTABILITY TIMELINES

While the following conditions are no longer required in determining the overall PBB eligibility of the agency, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals. In case of failure to submit these requirements, the persons or units most responsible shall be **ISOLATED** from the grant of PBB.

DEADLINE	REQUIREMENTS/	RESPONSIBLE PERSON/ UNIT	VALIDATING AGENCY
Before January 31 <sup>st</sup> of the fiscal year	Submit to GPPB-TSO a Certificate of Compliance that the agency conducted Early Procurement Activities (EPA) for at least 50% of the Total Value of the FY 2022 Procurement Projects  Note: EPA should be conducted in FY 2022. Basis for evaluation is the submitted/ posted indicative APP-Non CSE.	Bids and Awards Committee (BAC) – Central Office and all Regional Offices	GPPB-TSO
March 31, 2022	Submit FY 2022 APP-non CSE to GPPB-TSO	Bids and Awards Committee (BAC) – Central Office and all Regional Offices  OPD/SDD to post copy in the TS page	GPPB-TSO
June 30, 2022	Submit Results of APCPI system for FY 2021 Procurement Transactions to GPPB-TSO	Bids and Awards Committee (BAC)/ PSMD – Central Office  OPD/ SDD to post copy in the TS page	GPPB-TSO
September 30, 2022	Posting of Indicative FY 2023 APP Non-CSE in the Transparency Seal	Bids and Awards Committee (BAC) – Central Office and all Regional Offices to prepare and submit report for posting (OPD/ SDD) in the TS page	DBM-OCIO
September 30, 2022	Submit the FY 2023 APP-CSE thru the PhilGEPS Virtual Store	Bids and Awards Committee (BAC)/ PSMD – Central Office and all Regional Offices.  OPD/ SDD to post copy in the TS page	PS-DBM

October 1, 2022	Maintain/Update the agency Transparency Seal	OPD/ SDD to ensure that all concerned units have submitted the required documents for posting.	DBM-OCIO
October 1, 2022	Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN for FY 2022 in the TS page	HRMD - preparation of TOO or certification for posting by OPD/SDD in the TS page	CSC
November 30, 2022	Submission of the National Competition Policy (NCP) requirements  Note: BTr is <b>NOT</b> included in the list of agencies covered by NCP.	OPD to submit Certification that BTr has NO Policy Issuances, Rules or Regulations relevant to Market Competition.	PhCC
December 31, 2022	Sustained compliance with Audit Findings. Fully implement 30% of the prior years' audit recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendation. These recommendations will exclude PPE-related items of the Annual Audit Report, Audit findings closed since FY 2020 should also not recur.	Accounting Service/ Office of the Director	COA
January 30, 2023	Update all procurement requirements for transactions above P1M from January 1, 2022 to December 31, 2022 in the <b>PhilGEPS</b> .	BAC/PSMD All Regional Offices	PS-PHILGEPS
January 30, 2023	Submit the following FOI program requirements to PCOO: 1. Updated People's FOI Manual 2. Updated One-Page FOI Manual 3. FOI Reports: Agency Information Inventory, 2022 FOI Registry and 2022 FOI Summary Report	CRMD – Ms. Ricel Luanson SDAD – Ms. Joan Samson OPD – Ms. Dianne Orendain  OPD to post FOI documents in the TS page.	PCOO



	4. Link to the agency's dashboard in the eFOI portal 5. Updated AID-FOI Tool 6. FOI Client/ Customer Satisfaction Report		
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	OPD – preparation of TOO reconstituting the BTr-CART	ARTA