



Republic of the Philippines
Department of Health
OFFICE OF THE SECRETARY

JAN 30 2020

DEPARTMENT ORDER

No. 2020 - 0826

SUBJECT: Guidelines on the Performance-Based Bonus (PBB) Rating and Ranking of Department of Health Delivery Units

I. RATIONALE

The Performance-Based Bonus is a scheme to reward exemplary performance in the government. Over the past six years of implementation, conditions and requirements of PBB have improved in order to strengthen the accountability of the government agencies, streamline the processes, promote responsiveness, and provide high quality and citizen-centric public service to the Filipino.

In line with the implementation of Republic Act No. 11032 known as the Ease of Doing Business (EODB) and Efficient Government Service Delivery Act of 2018, the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting (AO25 IATF) has issued the Memorandum Circular no. 2019-01 dated 3 September 2019 highlighting the Performance Target requirement of "Streamlining and Process Improvement of Agency's Critical Services" and "Client Satisfaction". Making government services more accessible and convenient to people by reducing the requirements and processing time of all transactions/applications.

With the need to implement the changes stipulated in MC 2019-01 and strengthen the performance-based system in the Department, a new guideline and criteria shall be issued as basis for rating and ranking DOH offices for Performance-Based Bonus.

II. OBJECTIVES

This order aims to:

1. Identify the categories for ranking DOH units
2. Define the qualifying and rating and ranking criteria.
3. Provide the requirements for the appeal for reconsideration of eligibility and ranking.

III. SCOPE

This Order shall apply to DOH Central Office, including Food and Drug Administration (FDA), Bureau of Quarantine (BOQ) Centers for Health Development (CHDs), DOH Hospitals, and Treatment and Rehabilitation Centers (TRCs).

IV. GENERAL GUIDELINES

A. DOH Units Categories for Ranking

1. DOH units shall be classified into eight (8) categories (**Annex A**). Units per office category shall vie with each other for the top 10% best performance category.

2. DOH units in each office category shall be ranked according to the following performance categories:

Ranking	Performance Category	No. of Units
Top 10%	Best Delivery Unit	13
Next 25%	Better Delivery Unit	33
Next 65%	Good Delivery Unit	86
	Total:	132

B. Ranking of DOH Units

In order to ensure the compliance of the Department of Health in all Performance-Based Bonus requirements, the two-tier scheme shall be implemented in ranking the delivery units. First, the sets of qualifying criteria are identified to determine the eligibility of the units. Second, eligible offices shall be rated and ranked based on the ranking criteria set forth in this issuance.

V. SPECIFIC GUIDELINES

A. QUALIFYING CRITERIA

All DOH units shall meet the following criteria in order to qualify for FY 2019 PBB grant. With the recommendation of the Technical Working Group, the National Performance Management Team shall act as final arbiter in determining the eligibility of offices.

1. Accomplishment of all Performance Targets

a. Streamlining and Process Improvement of Critical Services (Modified Form A and A1)

In conformance with IATF new metric of evaluating the performance of the agency, all DOH- CO units shall accomplish the Modified Form A (**Annex B.1**). All offices shall declare critical services and/or key processes (either frontline or non-frontline) performed by the office as basis for the streamlining and improvement of the services. The details of the performance of the delivery units shall be reported using the Modified Form A1 (**Annex B.2**).

Offices shall evaluate the improvement of the identified service/s using the following criteria as specified in the guidelines set by the IATF:

- i. Number of Steps
- ii. Transaction Costs
- iii. Substantive Compliance Cost
- iv. Number of Signatures
- v. Number of Documents
- vi. Turnaround Time

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b. Client Satisfaction Survey Report Analysis

To determine the effectiveness of the streamlining and process improvement of critical service/s of the units, the satisfaction of the client shall be measured and reported. Using the current Customer Satisfaction Survey (CSS), offices shall report and analyze the clients' feedback for each critical service.

All offices shall consider the following conditions in reporting the CSS Results:

- i. Scope (January to December)
- ii. Methodology
- iii. Results of measures and analysis
- iv. Improvement plan

(see Annex B.3 for sample template)

2. Satisfy 100% Good Governance Conditions

a. Maintain/Update the Transparency Seal

All offices are required to update their respective Transparency Seal following the Inter-Agency Task Force (IATF) - prescribed guidelines. The Knowledge Management and Information Technology Service (KMITS) shall take the lead in ensuring the compliance of the DOH Central Office, CHDs, DOH-retained hospitals and TRCs.

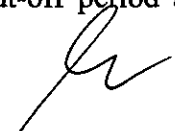
KMITS shall publish and post content in the website of the Central Office, and shall regularly monitor the compliance of all DOH offices with the updating of their Transparency Seal. The National Performance Management Team (NPMT) shall issue a memo to non-compliant offices about their Transparency Seal deficiencies. Offices that will fail to address deficiencies on or before the final assessment shall be disqualified to receive the grant.

Hospitals and TRCs are advised to seek the assistance of their respective CHDs in creating and/or hosting their websites. Offices without functional websites or with websites that are undergoing upgrading or repair shall submit a letter justifying their non-compliance. Justification letters shall be reviewed by the NPMT.

b. PhilGEPS Posting/Updating

DOH office must ensure compliance with PhilGEPS posting pursuant to RA No. 9184 also known as the Government Procurement Reform Act. For transactions above Php 1,000,000.00 and with December 31, 2019 as cut-off date.

In the event that the office failed to update the status of PhilGEPS, the justification letter shall be sent to AO 25 Secretariat thru ao25secretariat@dap.edu.ph, within 30 days of the cut-off period and be



subjected to assessment and review of the secretariat. The Office's Procurement Unit shall be in charge of endorsing the letters of justification to AO 25 Secretariat.

c. Maintain/Update the Citizen's Charter

All offices must conform with Anti-Red Tape Citizen's Charter Certificate of Compliance (CoC) reflecting the office critical services consistent with the requirement of RA No. 11032. Certificate must be submitted to Administration and Financial Management Team – ARTA unit at doh.artaunit@gmail.com.

Failure to meet all the requirements set in the qualifying criteria will render the unit ineligible for the PBB grant. Office of the Team heads shall be considered eligible if all of the units under team are able to qualify with the criteria. In the event that more than 50% of DOH units ineligible for the grant, the categorization of offices shall be canceled. PBB secretariat shall issue a memorandum on the scheme of ranking for the remaining eligible units, with attached signed resolution from NPMT.

For the summary of qualifying criteria please refer to **Annex B**.

B. RANKING CRITERIA

Only the PBB-eligible offices shall be ranked based on the following criteria:

Office Category	Quantity	Quality	Timeliness	Total
	OPCR			
Technical and Support Offices, CHDs Offices, Hospitals and TRCs	60%	10%	30%	100%
Office of Team Heads	60%	10%	30%	100%
OSEC	60%	10%	30%	100%

(see Annex C for sample computation)

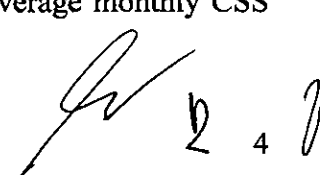
Only those personnel belonging to the eligible offices/units are qualified for PBB.

1. Quantity

The Quantity score of offices shall be based on the Office Performance Rating and Review rating by the NPMT. It shall comprise 60% of the overall PBB rating. OPCR rating must be within the scale of 1-5, 1 being the lowest and 5 as the highest.

2. Quality

The Quality score of each office, which shall consist 10% of their PBB scores, shall be based on the office's Customer Satisfaction Survey (CSS) Rating. Quality scores shall be computed based on the average monthly CSS rating of the office.



Report on CSS Rating must be submitted to the Office of Strategy Management at osm.doh@gmail.com. Only CSS Reports submitted to the Office of Strategy Management shall be considered as the official source for the CSS rating.

3. Timeliness

30% of PBB scores for Timeliness shall be based on the submission of the following reports:

Office Category	Required Reports
All Central Office Units (Office of the Secretary including Offices of Team Heads, CO – Technical Offices and CO – Support Offices)	<ul style="list-style-type: none"> a. OPCR Target b. Work and Financial Plan (Form 1) c. Quarterly OPCR monitoring of accomplishment d. Management Review Report e. Monthly Report on Customer Feedback (Report on CSS Rating) f. OPCR Accomplishment Report g. Report on PBB-eligible Personnel* h. GAD Accomplishment Report (for Technical Units only) i. Annual Gender and Development Plan and Budget (for Technical Units only) j. Quarterly BFARs k. Modified Form A and A1
Centers for Health Development	<ul style="list-style-type: none"> a. OPCR Target b. Work and Financial Plan (Form 1) c. Quarterly OPCR monitoring of accomplishment d. Monthly Report on Customer Feedback (Report on CSS Rating) e. OPCR Accomplishment Report f. Report on PBB-eligible Personnel* g. GAD Accomplishment Report h. Annual Gender and Development Plan and Budget i. Quarterly BFARs j. Modified Form A and A1
DOH Hospitals	<ul style="list-style-type: none"> a. OPCR Target b. Work and Financial Plan (Form 1) c. Quarterly OPCR monitoring of accomplishment d. Monthly Report on Customer Feedback (Report on CSS Rating) e. OPCR Accomplishment Report f. Report on PBB-eligible Personnel* g. GAD Accomplishment Report h. Annual Gender and Development Plan and Budget

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	<ul style="list-style-type: none"> i. Quarterly BFARs j. Modified Form A and A1
Treatment and Rehabilitation Centers	<ul style="list-style-type: none"> a. OPCR Target b. Work and Financial Plan (Form 1) c. Quarterly OPCR monitoring of accomplishment d. Monthly Report on Customer Feedback (Report on CSS Rating) e. OPCR Accomplishment Report f. Report on PBB-eligible Personnel* g. GAD Accomplishment Report h. Annual Gender and Development Plan and Budget i. Quarterly BFARs j. Modified Form A and A1

*Please refer to Annex D of this issuance for the template of the Report on PBB-eligible Personnel.

Scoring System for Timeliness:

1. All reports submitted on or before the deadline shall automatically get 100 points. 2 points shall be deducted for every day (calendar days) a report submitted late.
2. The average score for all the reports will be computed to arrive at the final timeliness score.
3. Offices that will fail to submit the required reports will be given a score of zero (0) for the timeliness of that report.

Office Responsible for Monitoring of Required Reports

The following Offices shall be in-charged in monitoring the required reports, hence shall develop a monitoring system to ensure its quality and timeliness of submission. It shall be made accessible to the Personnel Administration Division of the Administrative Service for validation purposes.

Required Reports	Responsible Office
OPCR Target	OSM
Work and Financial Plan	HPDPB
Quarterly OPCR monitoring of accomplishment	OSM
Management Review Report	Team Office / OSM
Monthly Report on Customer Feedback (Report on CSS Rating)	OSM
OPCR Accomplishment Report	OSM
Report on PBB-eligible Personnel*	AS-PAD
GAD Accomplishment Report (for Technical Units only)	HPDPB
Annual Gender and Development Plan and Budget	HPDPB

Quarterly BFARs	OSM (for BAR) FMS (for FARs)
Modified Form A and A1	AS-PAD
CSS Report Analysis	OSM

C. APPEAL FOR RECONSIDERATION OF ELIGIBILITY AND RANKING

1. For any appeals on the result of the PBB eligibility and ranking, a letter of request for reconsideration shall be submitted and addressed to the NPMT Chair. Offices must submit the written request to the PBB Secretariat at **padpbbsecretariat@gmail.com** within **five (5) working days** from the release of the PBB rating and ranking result. Appeals sent beyond this timeframe will no longer be considered.
2. A final decision on the request shall be issued by the NPMT following the process/ timeline below:

Days	Activity	Responsible Office
Day 1	Release of issuance on PBB eligibility and ranking result	PAD
Days 2 – 6	Submission of letter of request for appeal	Offices with appeal
Day 7-9	Consolidation and of appeals	PAD
Day 10-11	NPMT Deliberation	NPMT (DOH – CO)
Days 12 –14	Issuance of the final decision to concerned offices	NPMT (DOH – CO)

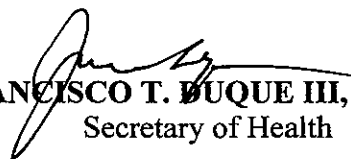
Note: Timeline is in working days.

VI. REPEALING CLAUSE

DO 2016-0273 “Guidelines on the Rating and Ranking of Department of Health Units for the FY 2016 Performance-Based Bonus (PBB)”, dated November 17,2016 is hereby repealed/ rescinded.

VII. EFFECTIVITY

This Order shall take effect immediately.


FRANCISCO T. DUQUE III, MD, MSc
 Secretary of Health

List of Delivery Units per PBB Category

Category	Description	Delivery Units
Central Office – Technical Units	Delivery units in DOH Central Office that deliver the core functions of the DOH	<ol style="list-style-type: none"> 1. Health Policy Development and Planning Bureau 2. Health Human Resource Development Bureau (including DTTB) 3. Bureau of Local Health Systems Development 4. Bureau of International Health Cooperation 5. Disease Prevention and Control Bureau 6. Dangerous Drug Abuse Prevention and Treatment Program 7. Philippine National AIDS Council 8. National Voluntary Blood Services Program 9. Epidemiology Bureau 10. Health Facility Development Bureau 11. Health Facilities Enhancement Program 12. Health Emergency Management Bureau 13. Health Promotion and Communication Service 14. Health Facilities and Services Regulatory Bureau 15. Food and Drug Administration 16. Bureau of Quarantine
Central Office – Support Units	Delivery units in DOH Central Office that provide support services to technical units	<ol style="list-style-type: none"> 1. Administrative Service 2. Financial and Management Service 3. Internal Audit Service 4. Legal Service 5. Procurement Service 6. Knowledge Management and Information Technology Service 7. Supply Chain Management Service (including Logistics Management Division) 8. Public Assistance Unit and Complaints Handling Unit 9. Public Private Partnership for Health and Medical Tourism
Office of the Secretary and Team Offices	Offices of the Secretary of Health, Undersecretaries, and Assistant Secretaries	<ol style="list-style-type: none"> 1. OSEC Proper (including Media Relations Unit) 2. Office for the Chief of Staff 3. Health Regulation Team (including Pharmaceutical Division) 4. Administration and Financial Management Team 5. Health Policy and Systems Development Team 6. Public Health Services Team 7. Health Facilities and Infrastructure Development Team 8. Procurement and Supply Chain Management

Category	Description	Delivery Units
		Team 9. Field Implementation and Coordination Team
Centers for Health Development	DOH District Offices	1. Center for Health Development NCR 2. Center for Health Development CAR 3. Center for Health Development I 4. Center for Health Development II 5. Center for Health Development III 6. Center for Health Development CaLaBaRZon 7. Center for Health Development MiMaRoPa 8. Center for Health Development V 9. Center for Health Development VI 10. Center for Health Development VII 11. Center for Health Development VIII 12. Center for Health Development IX 13. Center for Health Development X 14. Center for Health Development XI 15. Center for Health Development XII 16. Center for Health Development XIII
Level 1 Hospitals	DOH-retained hospital with Level 1 service capability or considered as other health facilities	1. Basilan General Hospital 2. Batanes General Hospital 3. Conner District Hospital 4. Cotabato Sanitarium 5. Culion Sanitarium and General Hospital 6. Don Emilio del Valle Memorial Hospital 7. Don Jose S. Monfort Medical Center 8. Dr. Jose Rizal Memorial Hospital 9. Eversley Childs Sanitarium 10. Far North Luzon General Hospital and Training Center 11. Labuan Public Hospital 12. Margosatubig Regional Hospital 13. Mariveles Mental Hospital 14. Mindanao Central Sanitarium 15. Ospital ng Palawan 16. San Lorenzo Ruiz Women's Hospital 17. Schistosomiasis Control and Research Hospital 18. St. Anthony Mother and Child Hospital 19. Sulu Sanitarium 20. Talisay District Hospital 21. Western Visayas Sanitarium
Level 2 Hospitals	DOH-retained hospital with Level 2 service capability	1. Adela Serra Ty Memorial Medical Center 2. Amai Pakpak Medical Center 3. Bicol Region General Hospital and Geriatric Medical Center 4. Caraga Regional Hospital 5. Las Pifias General Hospital and Satellite Trauma Center 6. Luis Hora Memorial Regional Hospital 7. Mayor Hilarion A. Ramiro, Sr. Regional

Category	Description	Delivery Units
		Training and Teaching Hospital 8. Talavera Extension Hospital
Level 3 Hospitals	DOH-retained hospital with Level 3 service capability	1. Amang Rodriguez Medical Center 2. Baguio General Hospital and Medical Center 3. Bataan General Hospital 4. Batangas Medical Center 5. Bicol Medical Center 6. Bicol Regional Training and Teaching Hospital 7. Cagayan Valley Medical Center 8. Corazon Locsin Montelibano Memorial Regional Hospital 9. Cotabato Regional and Medical Center 10. Davao Regional Hospital 11. Dr. Jose Fabella Memorial Hospital 12. Dr. Jose N. Rodriguez Memorial Hospital 13. Dr. Paulino J. Garcia Memorial Research and Medical Center 14. East Avenue Medical Center 15. Eastern Visayas Regional Medical Center 16. Gov. Celestino Gallares Memorial Hospital 17. Ilocos Training and Regional Medical Center 18. Jose B. Lingad Memorial General Hospital 19. Jose R. Reyes Memorial Medical Center 20. Mariano Marcos Memorial and Medical Center 21. National Center for Mental Health 22. National Children's Hospital 23. Northern Mindanao Medical Center 24. Philippine Orthopedic Center 25. Quirino Memorial Medical Center 26. Region I Medical Center 27. Region II Trauma and Medical Center (formerly Veterans Regional Hospital) 28. Research Institute for Tropical Medicine 29. Rizal Medical Center 30. San Lazaro Hospital 31. Southern Isabela Medical Center 32. Southern Philippines Medical Center 33. Tondo Medical Center 34. Valenzuela Medical Center 35. Vicente Sotto Sr. Memorial Medical Center 36. Western Visayas Medical Center 37. Zamboanga City Medical Center
Treatment and Rehabilitation Centers	Residential drug abuse treatment	1. Bicutan Rehabilitation Center 2. Dagupan Rehabilitation Center 3. Ilagan, Isabela Rehabilitation Center 4. Bataan Rehabilitation Center 5. Mega Rehabilitation Center 6. Tagaytay Rehabilitation Center 7. Camarines Rehabilitation Center

Category	Description	Delivery Units
		8. Malinao, Albay Rehabilitation Center 9. Pototan, Iloilo Rehabilitation Center 10. Argao, Cebu Rehabilitation Center 11. Cebu City Rehabilitation Center 12. Dulag, Leyte Rehabilitation Center 13. Cagayan de Oro Rehabilitation Center 14. Caraga Rehabilitation Center

Summary of 2019 PBB Qualifying Criteria	
1.1 Accomplishment of All Performance Targets - MEMORANDUM CIRCULAR NO. 2019- 1	
<p>Modified Form A - A department/agency performance report Modified Form A1 – Details of bureau/office performance report Client Satisfaction Report - Data on the results of conducted Citizen/Client Satisfaction survey or feedback per government service.</p>	
Requirements	Responsible Office
Modified Form A (refer to Annex B.1)	For Central Office only (KMITS, PS, PAD, FMS, OSM and HPDPB)
Modified Form A1 (refer to Annex B.2)	CO, CHDs, TRCs and Hospitals
Client Satisfaction Report (refer to Annex B.3) *Guidelines on CSS Report (refer to Annex B.3.1)	CO, CHDs, TRCs and Hospitals
1.2 Satisfy 100% Good Governance Conditions - MEMORANDUM CIRCULAR NO. 2019- 1	
<p>Transparency Seal - Prominently displayed on the main page of the website of a particular government agency. Philgeps Posting – An early Procurement by posting the Approved Contract and Notice to Proceed. Citizen’s Charter - is a voluntary and written document that spells out the service provider’s efforts taken to focus on their commitment towards fulfilling the needs of the citizens/customers.</p>	
Requirements	Responsible Office
<p>Transparency Seal</p> <ol style="list-style-type: none"> 1. Agency's mandate and functions; names of its officials with their position and designation, and contact information; 2. Annual Financial Reports 3. DBM Approved Budget and Corresponding Targets for FY 2019. 4. Projects, Programs and Activities, Beneficiaries, and Status of Implementation for FY 2019. 5. FY 2019 Annual Procurement Plan (FY 2019 APP non-CSE), Indicative FY 2020 APP non-CSE; and FY 2020 APP for Common-Supplies and Equipment (FY 2020 APP CSE); 6. QMS Certification of at least one core process by an international certifying body (ICB) 7. System of Ranking Delivery Units for FY 2019 PBB 	<p>PAD, AS</p> <p>FMS</p> <p>FMS & HPDPB</p> <p>OSM</p> <p>PS</p> <p>OSM</p>

Annex B

8. The Agency Review and Compliance Procedure of Statements and Financial Disclosure	PAD, AS
9. The Final People's Freedom to Information (FOI) Manual signed by head of agency; Agency Information Inventory	KMITS
Philgeps Posting	
1. posting of all Invitations to Bids and awarded contracts	CO, CHDs, TRCs and Hospitals
Maintain/Update Citizens Charter	CO, CHDs, TRCs and Hospitals

MODIFIED FORM A – DEPARTMENT/AGENCY PERFORMANCE REPORT

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

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 1,000.00), submit a letter of explanation to AO 25 Secretariat (See Annex 6) Date submitted the explanation/s: _____
- C. Certification of the Agency's QMS**
- Posting of Certification on TS Page Date posted in TS Page: _____
 - Submission of ISO QMS Certification Date submitted to SPIB: _____

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 posted on TS Page: _____
Date emailed to PCOO: _____
 - Screenshot of Agency's home page Date emailed to PCOO: _____
- C. Agency's System of Ranking Delivery Units** Date updated on TS page: _____

Prepared by: _____
Name of Office/Designation/Date

Approved by: _____
Department Secretary/Agency Head/Date

Modified Form A1

Instructions:

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 Licensing 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 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.

Modified Form A1 – Details of Bureau/Office Performance Report

(1) Name of Department/ Agency: _____

(2) Name of Office/Bureau/Service: _____

(3) Responsible Delivery Units/ Processing Units: _____

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

(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF 2018 (7)	TARGET IN FY 2019 (8)	FY 2019 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps				
2. Turnaround Time (TAT)				
3. Number of Signatures				
4. Number of Required Documents				
5. Transaction Costs				
1 Primary transaction costs/fees				
2 Other transaction costs				
6. Substantive Compliance Costs				
7. Client/Citizen Satisfaction Results				

Prepared by: _____
Name of Officer/Designation/Date

Approved by: _____
Head of Office/ Date

CLIENT SATISFACTION REPORT

- a. Description of the methodology of the Citizen/Client Satisfaction Survey used for each reported service.
 - i. Scope and Period Covered of the Citizen/Client Satisfaction Survey
 - ii. Methodology of the Citizen/Client Satisfaction Survey
- b. Results of the Citizen/Client Satisfaction Survey for FY 2019 (include a sample of the Citizen/Client Satisfaction feedback/survey form)
- c. Results of their action plan reported in the FY 2018 PBB
- d. Continuous improvement plan for FY 2020

Prepared by: _____

Approved by: _____

Name of Officer / Designation / Date

Agency Head / Date

CITIZEN/CLIENT SATISFACTION REPORT

1. All departments/agencies should measure and report the satisfaction level of citizens/clients that they served. Measuring the satisfaction level of citizens/clients shall generate verifiable data and tangible evidences that can help departments/agencies determine their effectiveness in relating with citizens/clients. These data should guide departments/agencies in identifying approaches on continuously refining their processes.
2. There are different ways to measure citizen/client satisfaction. To enable agencies adopt a measurement technique that fits the nature of their critical services, the AO 25 IATF prescribes no standard method in measuring satisfaction. This guide shall serve as reference in identifying a minimum standard, some elements and practices in conducting and reporting citizen/client satisfaction.
3. Measurement approach should have the following basic properties:
 - a. **The method should be valid.** It should exhibit a clear and measurable goal. It should be particularly crafted to gather data that shall be analyzed, interpreted and reported.
 - b. **The method should be replicable.** It should allow repeatability. The measurement should generate results that can be tracked over time. The questions should be crafted in manner that they can be repeated, and yield results that can be compared to baseline data.
 - c. **The method should have a specific timeline of measurement.** For purposes of the FY 2019 PBB, departments/agencies can set their own timeline within 2019 to implement improvement. The measurement should coincide with the department's/agency's roll out of their process improvement.
4. Since there are different critical services provided by departments/agencies, the AO 25 IATF prescribes no specific sample size. However, departments/agencies shall ensure that respondents are the citizens/clients who availed the critical service.
5. Results should reflect satisfaction ratings of citizens/clients who availed the critical services.
6. All departments/agencies should report the results of the measurement using template below. Agencies should clearly indicate the following:
 - Define the scope and period covered of the satisfaction measurement;
 - Describe the methodology;
 - Actual results of measurement and interpretation of data;
 - Results of Citizen/Client Satisfaction Survey
 - Improvement Action Plan for FY 2020

**Sample Computation of the Final Score
(for Ranking of PBB-eligible Delivery Units)**

1. Quantity (60%)

Office Performance Commitment and Review Rating (60%)

Office	PMT-approved OPCR Rating (a)	OPCR Rating in % (b) = (a ÷ 5) x 100	OPCR Score for PBB (c) = b x 60%
Office 1	4.5	(4.5 ÷ 5) x 100 = 90%	90% x 60% = 54%

2. Quality (10%)

Month	CSS Rating	Month	CSS Rating
January	91%	July	90%
February	95%	August	93%
March	90%	September	95%
April	88%	October	92%
May	94%	November	93%
June	91%	December	92%

Office	Annual CSS Rating (a)	Quality Score* (b)
Office 1	92%	9.2%

* Based on equivalent Quality Score of CSS Rating

3. Timeliness (30%)

Reports Required	No. of days past the deadline (a)	Deduction due to late submission (b)	Score
OPCR Target	0	0	100%
Quarterly OPCR Monitoring	0	0	100%
OPCR Accomplishment	0	0	100%
Risk and Opportunity Assessment	5	10%	90%
Management Review Report	3	6%	94%
BFARs	8	16%	84%
Report on PBB-eligible Personnel	15	30%	70%
Monthly Report on Customer Feedback	1	2%	98%
Average Score			92%
Total Timeliness score (30%)			27.6%

Final Score:

Criteria	Score (%)
1. Quantity	
a. OPCR Rating	54%
2. Quality	9.2%
3. Timeliness	27.6%
Total	90.8%

ANNEX D

Form 1.0 REPORT ON RANKING OF OFFICES/DELIVERY UNITS

Department/Agency _____

I. SUMMARY OF INFORMATION REQUIRED

1.1 Total No. of Bureau/Offices/Attached Agencies/Delivery Units _____
1.2 Total No. of Bureaus/Attached Agencies/Delivery Units that achieved their performance targets _____
1.3 Total No. of Filled Positions as of December 31, 2019 _____
1.4 Total No. of Officials and Employees Entitled to PBB _____
1.5 Total Amount Required for Payment of PBB PHP _____

II. REPORT ON RANKING OF OFFICES/DELIVERY UNITS

Department/Agency: _____

Details for Head of Agency				
Name	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2019	Amount of PBB

Ranking	Names of Bureaus/ Offices/ Attached Agencies/ Delivery Units	Rate of Accomplishment of Targets (in %)	List of Employees				
			Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary	Months in service in 2019	Amount of PBB
2.1 Best (10%)	Delivery Unit 1						
	Delivery Unit 2						
TOTAL BEST							

2.2 Better (25%)	Delivery Unit 1							
	Delivery Unit 2							
			TOTAL BETTER					
Ranking	Names of Bureaus/ Offices/Attached Agencies/ Delivery Units	Rate of Accomplishment of Targets (in %)	List of Employees				Months in service in 2019	Amount of PBB
			Names of Employee	Salary Grade (and Step Increment)	Monthly Basic Salary			
2.3 Good (65%)	Delivery Unit 1							
	Delivery Unit 2							
			TOTAL GOOD					
2.4 Did not meet Targets (No PBB)	Delivery Unit 1							
	Delivery Unit 2							
			TOTAL POOR					

2.5 Did not submit SALN	Delivery Unit 1					
	Delivery Unit 2					
	TOTAL					
2.6 Did not liquidate Cash Advance within reglementary period	Delivery Unit 1					
	Delivery Unit 2					
	TOTAL					
2.7 Did not submit SPMS Forms	Delivery Unit 1					
	Delivery Unit 2					
	TOTAL					

Head of HR

Date:

Department Agency Head

Date: