



**GUIDELINES/MECHANICS FOR THE GRANT OF
 FY 2022 PERFORMANCE-BASED BONUS**

In general, the grant of PBB to the qualified delivery units and employees of ASTI shall be governed by the provisions of the Memorandum Circular No. 2022-1 dated 24 March 2022 issued by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (created through Administrative Order No. 25 s. 2011).

The following internal guidelines shall be adopted by ASTI to fully implement the grant of PBB for 2022:

A) ELIGIBILITY CRITERIA

Agency

ASTI must satisfy the criteria and conditions under the four dimensions of accountability: Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results.

The agency accomplishments for each of the criteria shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight, where the maximum score that may be obtained by the agency is 100 points. To be eligible for the FY 2022 PBB, the agency must attain a total score of at least 70 points.

FY 2022 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5pts	10pts	15pts	20pts	25pts
Process Results	5	5pts	10pts	15pts	20pts	25pts
Financial Results	5	5pts	10pts	15pts	20pts	25pts
Citizen/Client Satisfaction Results	5	5pts	10pts	15pts	20pts	25pts
TOTAL SCORE		MAXIMUM = 100 POINTS				

1. Performance Results

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

The agency performance shall be closely monitored through the use of the submitted Unified Reporting System (URS) – generated Budget and Financial Accountability Reports (BFARs) to indicate the progress towards the accomplishment of outcomes targeted by the agency for improving the lives of Filipinos.

The quarterly BFARs of the agencies, as uploaded in the DBM URS, shall be submitted in a timely manner, as provided under Item 3.15.2 of the National Budget Circular No. 583, pursuant to Section 90, General Provisions of Republic Act No. 11518 (FY 2022 GAA).

The Performance Results shall be assessed and scored as follows:

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

2. Process Results

- 2.1. The target under Process Results is the greater ease of transaction of frontline services covering all government-to-citizens (G2C), government-to-business (G2B), and government-to-government (G2G) transactions. This may be achieved through streamlining especially of frontline services; standardization of frontline processes; digitization; and other process improvements for faster and more efficient public service delivery.
- 2.2. 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 and in line with the Anti-Red Tape Authority (ARTA)’s Whole-of-Government (WOG) Reengineering Manual.
- 2.3. As defined in ARTA MC 2019-022-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, back-end/support services to regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorizing, or concession.
- 2.4. In selecting the critical services to be prioritized by the agency, the following factors shall be considered. The **selected critical service** is:
- a. A **core service** which is a process needed to achieve the overall mission and objectives of the public sector organization. These services may refer to those that are aligned with the agency's mandate and main functions.
 - b. The **most complained service** with the greatest number of complaints received by the agency and other complaints-handling agencies.
 - c. The **service/s with the greatest number of pending transactions or backlogs** that went beyond its prescribed processing time as declared in the agency's Citizen's Charter.
 - d. A **service that generates income/revenue** for the government.
 - e. A **service attributable to the Major Final Outputs (MFOs)/Programs** of agencies.
 - f. A **service that involves inter-agency action** to complete the transaction.
- 2.5. The agency may use the concepts and tools indicated in the WOG Reengineering Manual in their reengineering efforts and may refer to the submitted *initial Reengineering Plan* to ARTA as the basis in prioritizing areas for improvement. The results of the implemented reengineering plan shall be reported through *Annex 2: Modified Form A* which also contains a guide in accomplishing said form. Agency must report objectively verifiable evidence of achievements in ease of doing business/ease of transaction used in Annex 2.

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

- b. Most current and updated Citizen’s Charter, reflecting the agency’s improved and streamlined/re-engineering 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 Process Results shall be assessed and scored as follows:

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

3. Financial Results

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

- a. **Disbursements BUR** - is measured by the ratio of total disbursements (cash and non-cash, excluding PS) to the total obligations for MOOE and 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:

Total Disbursements (cash and non-cash,
excluding PS), net of payments made in 2022 for
past years' obligations

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

- b. 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.
- c. 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 scored as follows:

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

4. Citizen/Client Satisfaction Results

The agency must accomplish and submit reports on the Citizen/Client Satisfaction Survey (CCSS), and resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB).

- a. For evidence on the citizen/client satisfaction results, agencies may report the results of the CCSS using *Annex 5*. Said report should follow the prescribed requirements and rating scale as stated in Annex 5. The report should include a description of the methods and rating scale used in determining the FY 2022 Overall Satisfaction Score for its services. The agencies shall report the overall agency rating in the service quality dimensions and overall agency citizen/client satisfaction score for the reported services.
- b. **Resolution and compliance to reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB).** Agency shall ensure resolution of all complaints and grievance reported to Hotline #8888 and CCB, and their

compliance to the 72-hour prescribed period to take actions on complaints as provided 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, agency may submit a report summarizing the Hotline #8888 and CCB complaints received in FY 2022 and their status if resolved or pending. The validation shall be complemented with reports and collected data on feedback and complaints from citizens/clients gathered by the Office of the President, Presidential Management Staff, Civil Service Commission, and Presidential Communications Operations Office from Hotline #8888 and CCB databases, as well as the Freedom of Information (FOI) portals.

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

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

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% #8888/CCB complaints resolved at least 80% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and compliance rate to #8888 and CCB

Delivery Unit/s

1. The delivery units shall no longer be ranked. However, the unit/s most responsible for deficiencies shall be isolated.
 - a. To be eligible for the FY 2022 PBB, the agency must attain a total score of at least 70 points and achieve at least a rating of 4 for at least three (3) criteria. To be able to attain at least 70 points, the agency should achieve a performance rating of 4 in at least three (3) criteria. In case the agency fails to meet a rating of 4 in at least three (3) criteria, the unit/s most responsible (including its head) for the criteria with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.
 - b. The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities will also be isolated from the grant of the FY 2022 PBB.

2. Eligible delivery units 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.

Individual/Personnel

1. The head of the agency is eligible only if the agency is eligible. If eligible, the PBB rate for FY 2022 shall be equivalent to the rates and shall be based on the monthly basic salary as of 31 December 2022.
2. The ratings of employees belonging to the First, Second, and Third Levels must at least be "Very Satisfactory" based on the agency's Civil Service Commission (CSC) – approved Strategic Performance Management System (SPMS) or the requirement prescribed by the Career Executive Service Board (CESB).
3. 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.
4. Personnel who transferred from one government agency to another 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.
5. 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. 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.
7. 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 PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

Length of Service	% of PBB Rate
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:

- i. Being a newly-hired employee;
 - ii. Retirement;
 - iii. Resignation;
 - iv. Rehabilitation Leave;
 - v. Maternity Leave and/or Paternity Leave;
 - vi. Vacation or Sick Leave with or without pay;
 - vii. Scholarship/Study Leave; and/or
 - viii. Sabbatical Leave
7. An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible to the grant of the PBB.
 8. 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.
 9. 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.
 10. 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.

B) RATES OF THE PBB

The total score shall be the basis in determining the amount of the PBB. The maximum rate of the PBB that will achieve 100 points shall be 100% of the 65% monthly basic salary (MBS) of an individual as of December 31, 2022.

RATES OF PBB	
TOTAL SCORE	PBB RATES
100 points	65% (100% of the 65% monthly basic salary)
95 points	61.75% (95% of the 65% monthly basic salary)
90 points	58.5% (90% of the 65% monthly basic salary)

85 points	55.25% (85% of the 65% monthly basic salary)
80 points	52% (80% of the 65% monthly basic salary)
75 points	48.75% (75% of the 65% monthly basic salary)
70 points	45.5% (70% of the 65% monthly basic salary)

C) TIMELINES AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

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 as provided under Item 3.19.2 of National Budget Circular No. 587, pursuant to Section 99, General Provisions of Republic Act No. 11639 (FY 2022 GAA). BFARs will be used to assess and validate Performance Results. Non-compliance thereto must be supported with relevant justification.
2. The agency 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).
3. The agency shall ensure that all explanations and justifications for deficiencies are already attached in their submission.
4. The agency 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, agency 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 determining the total FY 2022 PBB requirement of the agency.

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