



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF TRANSPORTATION
MARITIME INDUSTRY AUTHORITY

ADMINISTRATIVE ORDER

No. 16-23

Series of 2023

SUBJECT : **GUIDELINES ON THE GRANT OF PERFORMANCE-BASED BONUS (PBB) FOR FY 2023 IN THE MARITIME INDUSTRY AUTHORITY (MARINA)**

I. RATIONALE

Pursuant to the Inter-Agency Task Force (IATF) Memorandum Circular No. 2023-1 dated 22 August 2023, the implementation arrangement relative to the above-captioned subject is hereby prescribed.

II. SCOPE AND COVERAGE

This covers all eligible delivery units and individuals of the Maritime Industry Authority (MARINA) Office/Service/Units, including MARINA Regional Offices (MROs) and Standards of Training, Certification and Watchkeeping Office (STCWO), holding regular, co-terminus plantilla, contractual and casual positions. Excluded from the coverage are individuals engaged without an employer-employee relationship and funded from non-Personnel Services (PS) budget.

III. COMPOSITION OF THE MARINA PBB TASK FORCE (MPBBTF)

Central Office:

Adviser/s	-	MARINA Administrator/OIC
	-	Executive Director/ OIC, STCWO
Chairperson and PBB Focal Person	-	Deputy Administrator for Planning
Vice- Chairperson	-	Deputy Administrator for Operations
	-	Deputy Executive Director/ OIC, STCWO
Members	-	Chief of Staff, Office of the Administrator (OADM)
	-	Director II/OIC, Management, Financial and Administrative Service (MFAS)
	-	Director II/OIC, Planning and Policy Service (PPS)
	-	Director II/OIC, Legal Service (LS)
	-	Director II/OIC, Management Information System Service (MISS)
	-	Chief Maritime Industry Development Specialist, Quality Management Division (QMD), STCWO

	-	Chief Maritime Industry Development Specialist, Public Information Division (PID), STCWO
	-	Chief Administrative Officer, Budget Division
	-	Chief Administrative Officer, Human Resource Management and Development Division (HRMDD), MFAS
	-	Chief/OIC, Information and Communication Technology Management Division (ICTMD), STCWO
	-	AME Representative
Alternative PBB Focal Person/Focal Point	-	Chief Administrative Officer, Management Division
PBB Spokesperson	-	Chief Administrative Officer, HRMDD
Secretariat	-	Management Division Staff
MARINA Regional Offices (MROs):		
Chairperson	-	Director II/OIC
Members	-	Supervising Level
	-	Attorney II/III
	-	Administrative Officer
Secretariat	-	Designated Staff

The MPBBTF shall have the following functions:

- a. Formulate guidelines and mechanics in Ranking Delivery Units;
- b. Acts as appeals body and final arbiter for performance managements issues of the Agency;
- c. Identifies potential top performer/s and provide input to the PRAISE Committee for grant of awards/incentives;
- d. Act as anchor and link between the MARINA SPMS and the MPBBTF on Result-Based Performance Management System; and
- e. Adopt its own internal rules, procedures and strategies in carrying-out the above responsibilities including schedule of meetings, deliberations, and delegation of authority to representatives in case of absence of its members.

The **Focal Point** shall have following functions related to the Performance-Based Bonus matters:

- a. Coordination of activities;
- b. Facilitation and forwarding relevant of information to the MARINA PBB Task Force;
- c. Coordination of the preparation and timely submission of the PBB requirements to all concerned service units/divisions; and
- d. Follow-up on requests sent by the Secretariat to the concerned service units/divisions.

The **Management Division (MD), MFAS** will be the Secretariat that shall administer the consolidation and monitoring of the PBB requirements.

IV. ELIGIBILITY CRITERIA

To be eligible for the grant of the PBB, each agency must satisfy the criteria and conditions under the four dimensions of accountability: **Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results** and attain a **total score of at least 70 points and achieve at least a rating of 4 for at least three (3) criteria** based on the PBB Scoring System.

Table 1: PBB Scoring System						
Performance Rating						
Criteria and Conditions	Weight	1	2	3	4	5
Performance Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
Process Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
Financial Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
Citizen/Client Satisfaction Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
Total Score					Maximum = 100 Points	

Notes:

- A performance rating of 4 in all criteria will yield a total score of 80 points for the agency.
- To be able to attain a total score at least 70 points, the agency should aim for a performance rating of 4 in at least three (3) criteria.
- In such case, if 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 2023 PBB.

Performance Results. Enable agencies to intensify transparency in public spending, concentrate their efforts and available resources on their mandates and core functions, as well as ensure the timely delivery of high-quality high-impact activities.

Table 2: Rating Scale for Performance Results				
1	2	3	4	5
Met below 50% of performance indicators of the Congress-approved performance targets for the FY 2023	Met 50% to less than 70% of performance indicators of the Congress-approved performance targets for the FY 2023	Met 70% to less than 80% of performance indicators of the Congress-approved performance targets for the FY 2023	Met 80% to less than 100% of performance indicators of the Congress-approved performance targets for the FY 2023	Met each one or 100% of the Congress-approved performance targets for the FY2023 (all performance indicators)

Notes:

- Accomplishment of each one of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the Fiscal Year's GAA.
- The agency performance in the achievement of targets shall be closely monitored through the use of the Unified Reporting System (URS) and/or Integrated Public Financial Management Systems (IFMIS) – 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.
- BFARs will be used to monitor and validate agency accomplishments.
- For deficiencies or non-attainment of targets, justifications must be submitted together with the prescribed BFAR forms to the Commission on Audit (COA), the Department of Budget and Management (DBM), and the Bureau of Treasury (BTr), as applicable through the DBM URS and/or IFMIS, thirty (30) days after the end of the 4th quarter of FY 2023.
- The Performance Results shall be assessed and scored accordingly.

Process Results. Transactions of core services based on mandated functions (external) covering government-to-citizens (G2C), government-to-business (G2B), and government-to-government (G2G) transactions, and the administrative and supporting services (internal) within the agency.

Table 3: 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 service	Achieved substantial improvements to ease transaction in external services only	Achieved substantial improvements to ease transaction in external but non-priority core service	Achieved Substantial improvements to ease transaction in priority core service (external) and

			and internal service	internal service
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Notes:

- The ease of transaction of critical external and internal service may be achieved through more rigorous approaches such as reengineering, streamlining, digitization and other technological applications, and other types of process innovations implemented in the agencies including their Regional, Satellite, and Extension Offices.
- The target will be substantive improvements in ease of doing business/ease of transaction concerning **“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.
- The ARTA enjoins all government agencies **to adopt the WOG Reengineering Manual** as a tool in the reengineering of government services which **focuses on the reengineering of systems and procedures**, that support government agencies towards a new way of service delivery, giving better services for citizens through improvements in government agencies working in a more integrated, WOG approach.
- 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 PREXC/Programs** of agencies; and
 - f. A **service that involves inter-agency action** to complete the transaction.
- The **substantial improvements** or **substantial reduction** of the selected services may focus on the following areas of the selected services:

- a. **Actual documentary requirements**, for a transaction with duplicative/unnecessary/non-value-adding documents and various prerequisites to be obtained from other government offices;
 - b. **Total processing time**, to include queueing to start a transaction, waiting time to complete a transaction, and backroom processing; the total turnaround time, not just the estimated time reflected in the agency's Citizen's Charter;
 - c. **Overall transaction cost**, to obtain the service (while the official fees cannot be reduced unless authorized, the other transaction costs on the part of the transacting public (both visible and not visible) could be reduced. *Agencies could find out what these costs are if they get feedback and listen to the transacting public*;
 - d. **Multiple hand-offs**, where the transacting public needs to go to several offices and/or windows in order to complete a transaction; and elimination of multiple reviews and approvals to complete a transaction;
 - e. **Administrative burden**, associated with the transaction, *the complexity and amount of effort that the agency need to expend in order to process the transaction*; and
 - f. **Access to the service**, makes the transaction very easy, convenient, without or only with very minimal cost, reliable, and predictable.
- The agency may use the concepts and tools indicated in the WOG Reengineering Manual in the reengineering efforts and may refer to the submitted *initial Reengineering Plan* to ARTA as the basis for *prioritizing areas* for improvement. Agency's **substantial improvement results** shall be reported through **Annex 2: Modified Form A** (Annex A).
 - **Required to submit report on the digitization** initiatives or digital transformation of external and internal services through the following:
 - a. Development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, contactless transactions;
 - b. Utilization of disruptive and emerging technologies in systems development and integration (e.g., blockchain, application programming interface, robotic process automation, cloud services, etc.);
 - c. Enabling data linkages and interoperability capacities among information systems;
 - d. Creating capacities for data management and analytics;
 - e. Modernization of existing systems and applications; and

f. 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, such as but not limited to reduced waiting and processing times; reduced wastes in the process; lowered costs; real-time generation of reports for informed decision-making; expanded coverage; improved client satisfaction rating and similar outcomes.

Financial Results. Attainment of the FY 2023 Disbursement BUR

Table 4: Rating Scale for Financial Results				
1	2	3	4	5
Below 40% Disbursements BUR	40% - 55% Disbursements BUR	55% - 70% Disbursements BUR	70% - 85% Disbursements BUR	85%-100% Disbursements BUR

Notes:

- 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 2023.
- Measured by the ratio of total disbursements (excluding PS) to the total obligations for MOOE and CO made in 2023, net of goods and services obligated by December 31, 2022, but paid only in FY 2023.
- Total obligations for MOOE and CO shall refer to those made from the current appropriations under FY 2023 GAA and the continuing appropriations under FY 2022.
- Same as the Performance Results, the agencies must ensure the submission of the quarterly BFARs through the DBM-URS, in a timely manner financial Accountability Report (FAR) No. 1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) shall be the basis in determining the FY 2023 BUR accomplishment of agencies.

Citizen/Client Satisfaction Results. For NGAs covered by the DBM, resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB) and submit reports on Client Satisfaction or feedback mechanism.

Table 5: Rating Scale for Citizen/Client Satisfaction Results				
1	2	3	4	5
0% resolution and compliance rate to #8888/CCB complaints	At least 1% resolution and compliance rate to #8888/CCB complaints	At least 50% resolution and compliance rate to	At least 75% resolution and compliance rate if there are more than 250 tickets to	100% resolution and compliance to #8888/CCB complaints

		#8888/CCB complaints	#8888/CCB complaints At least 80% resolution and compliance rate for 250 or less tickets to #8888/CCB complaints	
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Notes:

- **Resolution** of all complaints and grievances reported to **Hotline #8888 and Contact Center ng Bayan (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.
- **Submit a report summarizing Hotline #8888 and CCB complaints received in FY 2023 and their status if resolved or pending.**
- **Validation** shall be complemented with reports and collected data on feedback and complaints from citizen/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 in Section 2.4.2c of MC No. 2021-2 as follows:

Portals	Resolution Rate	Compliance Rate
Hotline #8888	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency against the total number of endorsed tickets by the Hotline #8888 Citizen's Complaint Center (CCC) without consideration of the 72-hour period to take action as prescribed in EO No. 6, s. 2016.	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency within the 72-hour period to take action, as prescribed in E.O. No. 6, s. 2016
Contact Center ng Bayan (CCB)	Negative feedback on government services, processes, and procedures lodged through the CCB are considered <i>resolved</i> after the agency has responded to the referral and provided detailed action taken to correct the reported	Percentage of negative feedback resolved by the agency within the prescribed timeline of 72 hours over the total number of negative feedback received within a particular period.

	<p>dissatisfaction and prevent its re-occurrence.</p> <p>If the particular concern cannot be acted upon, the agency has to provide an explanation as to why it cannot be addressed. The negative feedback will be considered resolved upon receipt of the reply/explanation from the agency.</p> <p>If the complaint involves an administrative case, the CCB will still forward the negative feedback to the agency and will request an update on the status of the case. Upon receipt of the reply, the CCB will inform the customer of the feedback from the agency and will consider the ticket resolved.</p>	
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For Hotline #8888, a *concrete* and *specific* action shall refer to the actual and factual action to the complaint. It must be within the mandate of the agency and a clear, specific, and relevant response to the concern of the caller. As much as the circumstances permit, the caller shall be given advice on the concrete and specific action taken or feedback on the status of the concern until its resolution, and the agency shall inform the #8888 CCC, through their respective #8888 Agency Portals, of the action taken on the complaint, concern, or request. The #8888 CCC requires proof of concrete and specific action taken and proof of communication to the caller.

V. AGENCY ACCOUNTABILITIES

To sustain the institutionalization of compliance to the 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 and shall be the basis in determining the eligibility of responsible units and individuals. The legal requirements should be submitted directly to the oversight/validating agencies. Compliance shall be used as the basis for determining the eligibility of responsible units and individuals. Refer to *Annex 6: FY 2023 Agency Accountability Timelines* (Annex B)

1. Continuing Agency Accountabilities

- a. Updating of Transparency Seal
- b. Compliance to Audit Findings and Liquidation of Cash Advances
- c. Compliance with Freedom of Information (FOI) Program
- d. Establishment and Conduct of the Agency Review and Compliance of Statement of Assets, Liabilities, and Net Worth (SALN)

- e. PhilGEPS posting of all invitations to bids and awarded contracts:
 - Notices of Awards/Bid results, Actual Approved/Awarded Contracts, and Notices to Proceed/ Purchase Orders for public bidding transactions above one million (P1,000,000), refer to Annex 7 (Annex C).
- f. FY 2023 Non-Common Use Supplies and Equipment (APP Non-CSE)
- g. Posting of Indicative FY 2024 APP Non-CSE
- h. FY 2024 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE), *Annex 8* (Annex D)
- i. Results of FY 2022 Agency Procurement Compliance and Performance Indicators (APCPI) System
- j. Undertaking of Early Procurement Activities covering FY 2024 Procurement Projects
- k. Designation of the Agency's Committee on Anti-Red Tape (CART)
- l. Compliance with the National Competition (NCP), *Annex 5 to 5.4*
- 2. New Agency Accountabilities beginning FY 2023 PBB
 - m. For agencies, continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process, *Annex 3* (Annex E)
 - n. Administered Client Satisfaction Measurement (CSM)
 - o. Report on the digitization initiatives or digital transformation of external and internal services

VI. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

1. The Delivery Units (DUs) of eligible agencies shall no longer be ranked for FY 2023. However, the *unit/s most responsible for the deficiencies shall be isolated*.
 - a. To be eligible for the FY 2023 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) in the four (4) accountability dimensions**. 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 stated in Section 3.0, AO25 MC No. 2023-1 dated 22 August 2023, with a performance rating of below 4 will be isolated from the grant of FY 2023 PBB.

- b. The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0, AO25 MC No. 2023-1 dated 22 August 2023, shall also be isolated from the grant of FY 2023 PBB.
2. Eligible DUs shall be granted FY 2023 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 as shown in Section 7, AO25 MC No. 2023-1 dated 22 August 2023.
3. To be eligible for FY 2023 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.
4. Head of Attached Agencies are eligible only if their respective agencies are eligible. If eligible, their PBB shall be equivalent to the rates stated in Section 7.0, AO25 MC No. 2023-1 dated 22 August 2023.
5. 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. An Official and 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 and 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:

TABLE 6:LENGTH OF SERVICE AND PERCENTAGE OF PBB	
Length of Services	% of PBB
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 reason 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.
8. 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.
 9. Personnel found guilty of administrative and/or criminal cases by final and executory judgement in FY 2023 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 grant of PBB.
 10. Officials and employees who failed to submit the 2022 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015; or those who are not 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 2023 PBB.
 11. Officials and employees who failed to liquidate all cash advances received in FY 2023 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 2023 PBB.

VII. RATES OF THE PBB

1. The total score as stated in Section 4.0, AO25 MC No. 2023-1 dated 22 August 2023 shall be the basis for 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 31 December 2023.

TABLE 7: RATES OF THE 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)

3. Should the agency be assessed eligible to the grant of the PBB, the **rates of incentives will be reduced by 5% if it failed to submit the complete OBB requirements on time.**

VIII. TIMELINESS AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

1. The quarterly BFARs of the agency will be used to assess and validate Performance Results shall be submitted through the DBM URS in a timely manner, *i.e.*, within thirty (30) days after the end of each quarter, as provided under Item 3.19.2 of the National Budget Circular No. 587, pursuant to Section 99, General Provisions of Republic Act No. 11639 (FY 2023 GAA). BFARs will be used to assess and validate Performance Results. Non-compliance thereto must be supported with relevant justification.
2. All agencies should submit evidence of accomplishments of Performance Results, Process Results, Financial Results and Citizen/Clients Satisfaction Results (as provided in Section 4, AO25 MC No. 2023-1 dated 22 August 2023 **on or before the February 29, 2024**, through an electronic submission (scanned or digital copy of the official submission and editable MS Word or Excel files for use of the AO25 Secretariat). Late submission of complete PBB requirements of agencies that are assessed to be eligible to the grant of the FY 2023 PBB, shall be subject to a penalty (5% reduction in the rates of incentives) as indicated in Section 7.2 AO25 MC No. 2023-1 dated 22 August 2023.

As part of the AO25 efforts in digitalizing and streamlining the assessment processes, beginning FY 2023 PBB, the submission of accomplishment reports shall be fully online through the **Government Executive Information System (GEIS) platform**. The GEIS serves as the main source of performance information for agencies including both the historical and current status of eligibility to the PBB and compliance with government standards. Further details on the use of the GEIS shall be disseminated to the agencies through a separate communication.

3. Agencies shall ensure that all explanations and justifications for deficiencies are already attached in their online submission.
4. The AO25 IATF shall conduct spot checks to validate claims and certifications made by the agencies on their submitted/posted reports and/or requirements.
5. Agencies are encouraged to provide information to the AO25 Secretariat on compliance with Agency Accountabilities provided in Section 5, AO25 MC No. 2023-1 dated 22 August 2023.
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 2023 PBB requirement of the agency, to be complemented by a simplified *Annex 9: Reporting on Ranking of Offices/Delivery Units* (Annex F).

Performance Results:

Requirements	Validating Agency	OPR
Achieve each one of the Congress-Approved Performance Targets under the Performance-Informed Budgeting (PIB) of the Fiscal Year (FY) 2023 General Appropriations Act (GAA)	AO 25 Secretariat ao25secretariat@dap.edu.ph	Planning and Policy Service (PPS) All MARINA concerned Service Units & Regional Offices
Quarterly BFARs, uploaded in the Department of Budget and Management – Unified Reporting System (DBM-URS)	Department of Budget and Management DBM	PPS, Budget Division & Accounting Division, MFAS

Process Results:

Requirements	Validating Agency	OPR
Report on the Digitization initiatives or Digital Transformation of external and internal services	AO 25 Secretariat ao25secretariat@dap.edu.ph	Management Information Systems Service (MISS), Information and Communication Technology Management Division (ICTMD), STCWO and/or All MARINA concerned Service Units
Streamlining and Process Improvement of the MARINA frontline services as stated in the MARINA Citizen's or Service Charter (Annex 2: Modified Form A – Department/Agency Process Results Report)	AO 25 Secretariat ao25secretariat@dap.edu.ph	All MARINA Service Units, STCWO and Regional Offices (External Services and Internal Services)

Financial Results:

Requirements	Validating Agency	OPR
Disbursements Budget Utilization Rate (BUR)	DBM-Budget and Management Bureau (DBM-BMB)	Budget Division and Accounting Division, MFAS

	AO 25 Secretariat ao25secretariat@dap.edu.ph	All MARINA concerned Service Units & Regional Offices
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Citizen/Client Satisfaction Results:

Requirements	Validating Agency	OPR
Annex 4: Citizen/Client Satisfaction Survey	AO 25 Secretariat ao25secretariat@dap.edu.ph	Public Information Division (PID), STCWO
Resolution of reported complaints from OP, PMS, CSC, Hotline #8888 and Contact Center ng Bayan (CCB)		PADMO, PPS

7. Agencies shall ensure that all explanation and justifications for deficiencies are already attached in their submission.
8. The AO 25 IATF shall conduct spot checks to validate claims and certifications made by the agencies on their submitted/posted reports and/or requirements.

The following are the **Agency's Accountability Timelines and requirements** under Section 5.0: Agency Accountabilities of AO25 MC No. 2023-1 dated 22 August 2023:

Deadline	Requirements	Validating Agency	OPR
Before January 31 st of the Fiscal Year	Submit a Certificate of Compliance under Oath that the agency conducted Early Procurement Activities (EPA) for at least 50% of the Total Value of the FY 2024 Procurement Project to the GPPB-TSO, email to earlyprocurement@gpbb.gov.ph <i>Note: Early Procurement Activities (EPA) should be conducted in FY 2023</i>	GPPB-TSO	Procurement Section, GSD, MFAS Bids and Awards Committee (BAC) & BAC-Secretariat (BAC-Sec) Concerned End-User
March 31, 2023	Submit/email FY 2023 APP non-CSE	GPPB-TSO	Procurement Section, GSD, MFAS
June 30, 2023	Submit Results of the APCPI system for Procurement Transactions.	GPPB-TSO	Procurement Section, GSD, MFAS

			Bids and Awards Committee (BAC) & BAC-Secretariat (BAC-Sec)
July 31, 2023 Note: The deadline for submission has been extended until August 31, 2023 based on PS Advisory 2023-014.	Submission of the FY 2024 APP-CSE is exclusively through the PS-DBM Virtual Store under the Modernized PhilGEPS (MPhilGEPS) System. PS-DBM will not accept hard copies and submissions via email.	PS-DBM	Procurement Section, GSD, MFAS
September 30, 2023	Posting of Indicative FY 2024 APP-non CSE in the agency's Transparency Seal webpage. Post/upload in the MARINA TS webpage	DBM-OCIO	BAC & BAC-Secretariat ITD, MISS
October 1, 2023	Maintain/Update the Agency Transparency Seal (TS) under Section 102 of the General Provisions of the FY 2023 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page.	DBM-OCIO	ITD, MISS
October 1, 2023	Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the agency Transparency Seal for FY 2023.	CSC	HRMDD, MFAS

	Post/upload in the MARINA TS webpage		ITD, MISS
November 30, 2023	Submit the complete set of applicable National Competition Policy or NCP-related requirements to the Philippine Competition Commission (PhCC) as stated in Annex 5 of AO25 MC No. 2023-1 dated 22 August 2023	Philippine Competition Commission (PhCC)	N/A
December 4, 2023	<p>Set-up the most current and updated Citizen's or Service Charter, reflecting the agency's improved and streamlines/re-engineered system and procedures for all its government services to citizen, business, and government agencies.</p> <p>Department/agencies shall submit their respective Certificates of Compliance (CoC) to the Anti-Red Tape Authority (ARTA) at compliance@arta.gov.ph</p> <p>Administer the consolidation</p> <p>Post/upload in the MARINA TS webpage</p>	ARTA	<p>All concerned MARINA (Internal and External Services) Service Units – Central Office (CO) and Regional Offices (MROs)</p> <p>MD, MFAS</p> <p>ITD, MISS</p>
December 31, 2023	<p>Sustained Compliance with Audit Findings</p> <p>Fully implement 30% of the prior years' audit recommendations as shown in the Report of Status of Implementation of Prior Years' Recommendations. These recommendations will exclude the Property, Plant and Equipment (PPE)-related items of the Annual Audit Report (AAR). Audit findings closed since FY 2021 should also not recur. The objective is to improve the agency's internal control processes, enhance operational effectiveness, and eliminate, resolve and remedy</p>	COA	<p>Accounting Division, MFAS</p> <p>Concerned Service Unit Central Office (CO) and Regional Offices (MROs)</p>

			All MARINA concerned Service Units
February 29, 2024	Designation of the Agency's Committee on Anti-Red tape (CART) Compliance and submission of requirements to ARTA pertaining to the agency's CART as stated in ARTA MC No. 2020-007	ARTA	Note: • MARINA Administrative Order No. 36-21, Designation of MARINA Committee on Anti-Red Tape (CART), 02 Dec. 2021
The Authority shall issue separate guidelines reiterating the deadline and manner of submission	Administered Client Satisfaction Measurement of CSM be aligned with the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client satisfaction Measurement.	ARTA	

IX. EFFECTS OF NON-COMPLIANCE

An Agency, 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 the AO25 MC No. 2023-1 dated 22 August 2023.

X. COMMUNICATION AND CHANGE MANAGEMENT

1. The Head of Agency with the support of the PMTs should enhance the implementation of the internal communications strategy on the PBB and fulfill the following:
 - a. Engage their respective employees in understanding the PBB, the performance targets of the agencies, as well as the services and outputs that they will need to deliver to meet these targets.
 - b. Disseminate the performance targets and accomplishments of their agencies to their employees through the intranet and other means, as well as publish these on their respective websites for the public's information.


- c. Set up a Help Desk to respond to queries and comments on the targets and accomplishments of the agency. The Help Desk may be a facility that is embedded in the websites of the agency.
 - d. Set up a Complaints Mechanism to respond to the PBB-related issues and concerns raised by officials and employees of the agencies. Such may be incorporated in the functions of the Grievance Committee.
2. The Head of Agency shall designate a senior official who shall serve as the PBB focal person. The offices responsible for the performance management maybe tasked to provide secretariat support to the PMT and to recommend strategies to instill a culture of performance within the agency. The name, position, and contact details (e-mail, landline, facsimile, cellular phone) of the PBB focal person should be submitted to the AO 25 Secretariat.
2. MARINA should strengthen their communications strategy and ensure transparency and accountability in the implementation of the PBB.
3. The following communication channels of the AO25 IATF:
- a. AO 25 Secretariat at ao25secretariat@dap.edu.ph
 - b. RBPMS website www.rbpms.dap.edu.ph
 - c. Telephone: (02) 8400-1469, (02) 8400-1490, (02) 8400-1582
 - d. Facebook: www.facebook.com/PBBsecretariat

X. REPEALING CLAUSE

Previously issued Order/s inconsistent herewith is hereby revoked or rescinded.

XI. EFFECTIVITY

This Order shall take effect immediately.


ATTY. HERNANI N. FABIA
Administrator



Annexes:

- 2** : Modified Form A – Department/Agency Process Results Report
- 3** : Guidelines on the Compliance with, and Validation of, ISO Quality Management System (QMS) Certification/Recertification
 - 3.1** : Consent and Authorization to Disclose Information and/or Documentation
 - 3.2** : Database of the Agencies' ISO QMS Certifications/Recertifications as Evidence or Proof of Compliance for the FY 2023 PBB Grant
- 6** : FY 2023 Agency Accountability Timelines
- 7** : Guidelines on PhilGEPS Posting
- 8** : Submission of the 2024 APP-CSE to the PS-DBM
- 9** : Form 1.0 Report on Ranking of Delivery Units

MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT

AGENCY NAME: _____

	(A)	(B)
	ONE (1) EXTERNAL CORE SERVICE	ONE (1) INTERNAL SERVICE
(1) Name of Service		
(1a) Reason for Selection		
(2) Responsible Unit/s		
(3) Identified Clients (per service)		
(4) Number of Client Visits in FY 2023		
(5) Volume of Transactions in FY 2023		
(6) Volume of Transactions in FY 2022		
(7) FY 2022 Improvements (ease of transaction, digitization, standardization)		
(8) FY 2022 Results (evidence)		
(9) FY 2023 Improvements (ease of transaction, digitization, standardization)		
(10) FY 2023 Results (evidence)		
(11) FY 2023 Citizen/Client Satisfaction Rating of the Service (per service rating)		
(12) Remarks		

Prepared by: _____

Name of Officer / Designation / Date

Approved by: _____

Department Secretary/Agency Head/ Date

GUIDELINES ON THE COMPLIANCE WITH, AND VALIDATION OF, ISO QUALITY MANAGEMENT SYSTEM (QMS) CERTIFICATION/RECERTIFICATION

This Annex shall serve as the guidelines for agencies in line with the Agency Accountability under Section 5.0 of the AO 25 Memorandum Circular No. 2023-1 which is a continuing ISO QMS certification or equivalent certification.

1.0 GUIDELINES IN DETERMINING COMPLIANCE WITH THE ISO QMS CERTIFICATION/RECERTIFICATION

- 1.1 **Only a valid ISO 9001:2015 QMS certification/recertification or the latest version of the ISO 9001 certification** is considered as compliance with the subject agency accountability.

Should a new version of the ISO 9001 be available during the year, agencies are encouraged to endeavor in migrating to said latest version as soon as possible.

The **certifications/recertifications must be valid as of 31 December 2023**, i.e., the effectivity date indicated in the certificate. Accordingly, certifications/recertifications with an effectivity date starting 1 January 2024 onwards **shall not be considered** as compliance with said agency accountability.

Agencies are reminded that they must pursue **continued certification**, i.e., ensure that there is no gap in terms of the expiration of its previous certification and the effectivity date of its existing certification, except for justifiable reasons, e.g., change of certification body (CB) which may cause gap in the certification.

- 1.2 The **scope** of the QMS indicated in the agency's ISO QMS certification shall be as follows:
- a. For departments/agencies, state colleges and universities (SUCs), and government-owned or -controlled corporations (GOCCs) under the DBM, it shall cover **at least one (1) critical frontline service or core process** of the agency concerned, based on its mandate under existing pertinent laws.
 - b. For GOCCs under Governance Commission for GOCCs (GCG) and local water districts (LWDs) under Categories A and B, the scope of their certification shall be based on the guidelines to be issued by the GCG and Local Water Utilities Administration (LWUA), respectively.

- 1.3 The ISO QMS certifications must be issued by any of the CBs accredited by the International Accreditation Forum (IAF) member.

However, the CBs which are duly **accredited by the Department of Trade and Industry - Philippine Accreditation Bureau (DTI-PAB)**¹ to certify the agencies' ISO QMS shall be preferred for the latter's provision of certain degree of control over CBs engaged by government agencies on their ISO QMS certification. This will better address the challenges in the validation process on acquiring information from CBs, among others. The DTI-PAB, aside from being an IAF member, is the recognized national accreditation body in the Philippines pursuant to Executive Order No. 802, s. 2009.²

Beginning FY 2023, government agencies which are still in their certification journey or those which have expiring/expired contract, shall endeavor to obtain their certification/recertification from CBs accredited by the DTI-PAB.

- 1.4 The CBs contracted shall have been accredited to audit and certify QMS for the specified scopes which are deemed relevant to the nature and functions of the agency, e.g., accreditation under ISO 9001 QMS for IAF 36 (Public Administration), IAF 37 (Education), and/or IAF 38 (Health and Social Work).
- 1.5 **Letters of attestation or similar documents issued by CBs** indicating that certification/recertification audits have been completed but still subject to approval of their Certificate Decision Maker³ **shall not be considered** as compliance to the ISO QMS certification agency accountability.
- 1.6 As an alternative, ISO QMS-equivalent certifications are **considered** as compliance with the subject agency accountability. The following certifications/awards are considered equivalent to ISO 9001 certification inasmuch as they similarly ensure consistency of quality of products and services through quality processes, enabling the provision of better service delivery and thereby enhancement of public sector performance:
- Philippine Quality Award (PQA)/Recognition (*for specific office concerned*)
 - ISO/IEC 17025 or 17020 Accreditation

¹ The list of the CBs accredited by DTI-PAB could be accessed at the DTI webpage (http://pabaccreditation.dti.gov.ph/public/public_nscb.php).

² Strengthening and Recognizing the Philippine Accreditation Office Attached to the Department of Trade and Industry as the National Accreditation Body dated 18 May 2009

³ As provided under **Clause 9.5 Certification Decision** of ISO/IEC 17021-1:2015 (*Conformity assessment – Requirements for bodies providing audit and certification of management systems*), the CB shall ensure that the persons or committees that make the decisions for granting or refusing certification, expanding or reducing the scope of certification, suspending or restoring certification, withdrawing certification or renewing certification are **different** from those who carried out the audits. Moreover, the Certificate Decision Maker may seek additional information or clarification from the audit team or other sources during its technical review with respect to, among others, the certification requirements, scope of certification, and the client's corrections and corrective actions for nonconformities, if any.

- Accrediting Agency of Chartered Colleges and Universities in the Philippines, Inc. (AACUP)'s Institutional Accreditation (*for SUCs*)
- Qmentum International Canada Accreditation (*for hospitals*)
- Supreme Audit Institutions (SAI) Performance Measurement Framework (PMF) of the International Organization of SAIs (*for the Commission on Audit*)
- Universal Postal Union's Quality Management Certification (*for the Philippine Postal Corporation*)

- 1.7 Certifications **not included in the list shall not be accepted** as equivalent to ISO 9001 certification and could not serve as compliance to the ISO QMS certification as agency accountability.

2.0 RESPONSIBILITIES OF PARTICIPATING AGENCIES

- 2.1 All departments/agencies, SUCs, and GOCCs under the DBM must post a copy of their respective ISO QMS certification or equivalent certification in their respective Transparency Seal webpages **not later than 31 December 2023**.

For GOCCs covered by the GCG and LWDs, the deadline of the submission of forms and/or posting of the ISO QMS certification/recertification in their respective websites, as applicable, shall be based on the guidelines to be issued by the GCG and LWUA, respectively.

- 2.2 In order to facilitate the conduct of the final validation of the submitted ISO certification/recertification with the CBs, agencies, which have not yet submitted the following in the previous PBB cycle, shall:

- Include a provision in the **contract with the winning CB** that they shall accommodate requests of the Government Quality Management Committee (GQMC)-DBM Secretariat, i.e., Systems and Productivity Improvement Bureau (SPIB) and/or other oversight/validating agencies/units⁴ for information or documents relative to their ISO QMS certification/recertification; or
- Ensure completeness of details and information in the **authorization and consent form** and submit the same **to the CBs**, attached as **Annex 3.1** hereof, to provide information/documentation to the GQMC-DBM Secretariat and/or oversight/validating agencies relative to their ISO QMS certification/recertification.

⁴ Commission on Higher Education for SUCs; GCG for GOCCs under its coverage; and LWUA for LWDs.

Copy of the contract or the authorization and consent form shall be submitted to their respective CBs, copy furnished the DBM-SPIB at dbm-spib@dbm.gov.ph on or before **31 January 2024 or within fifteen (15) working days from the issuance of the Notice to Proceed by the agency to the CB, whichever comes earlier.**

The editable copy of the authorization and consent form is available for download on the Results-Based Performance Management System (RBPMS) website at <https://rbpms.dap.edu.ph/downloads/>.

Said authorization and consent form should be updated every time there will be a change in the head of the agency or authorized representative.

3.0 VALIDATING AGENCIES

3.1 The following **oversight agencies/units**, hereinafter referred to as the "validating agencies," **shall consolidate the details of the ISO QMS certifications** of their respective agency coverages:

- GQMC-DBM Secretariat –SPIB, for departments/agencies and GOCCs under the DBM;
- Commission on Higher Education (CHED), for SUCs;
- GCG, for GOCCs under its coverage; and
- LWUA, for LWDs.

4.0 VALIDATION PERIOD

4.1 The validating agencies for departments/agencies, SUCs, and GOCCs under the DBM shall conduct the consolidation of the details of the ISO QMS certifications from **2 January 2024 until 29 February 2024.**

On the other hand, the validating agencies for GOCCs and LWDs shall conduct the consolidation of the details of the ISO QMS certifications and the initial validation of the compliance of the agencies based on their respective guidelines within the same period.

5.0 RESPONSIBILITIES OF THE VALIDATING AGENCIES

5.1 The **validating agencies shall provide the consolidated ISO QMS certification or equivalent certification details** of the agencies within their respective coverages using the template herein attached as **Annex 3.2.**

Moreover, the validating agencies for LWDs and GOCCs covered by the GCG must also provide the validation on the compliance of the agencies based on the guidelines to be issued by the LWUA and GCG, respectively.

The reason for non-compliance shall also be indicated in column [8] using the following codes:

Code	Description
N	No submitted ISO 9001 certification or equivalent certification/accreditation , nor any ISO QMS-related documents
Q	Submitted QMS Documents only (Quality Manual, Internal Quality Audit Certification and/or Management Review minutes)
E	ISO 9001 certification or equivalent certification/accreditation is invalid or has expired
A	Submitted Attestation/Confirmation Letter/Audit Report from CB only
U	Submitted documents are unnecessary which are not only not required under the guidelines but also not considered as QMS documents (e.g., office orders, memorandum of agreement with Development Academy of the Philippines, Human Resources manual/handbook, program-based AACCUP accreditation, certification from the agency head/QMS consultant on the agency's QMS efforts)
B	Validity of the ISO 9001 certification or equivalent certification/accreditation commences beyond the 31 December 2023 deadline
C	Scope covered by the ISO QMS certification or equivalent certification/accreditation is not based on the requirement (only applicable to agencies which the ISO QMS certification/recertification is the ultimate requirement)

- 5.2 Said annexes shall be duly signed by the authorized personnel of the validating agency.
- 5.3 The CHED, GCG and LWUA shall submit to the GQMC-DBM Secretariat at dbm-spib@dbm.gov.ph, on or before ten (10) working days after the validation period, i.e., **on or before 14 March 2024**, the accomplished **Annex 3.2**.

6.0 RESPONSIBILITIES OF THE QPMC-DBM SECRETARIAT

- 6.1 Upon receipt of the initial reports from the oversight agencies/units, the QPMC-DBM Secretariat shall consolidate the same for confirmation by the CBs/Accrediting Agencies.
- 6.2 Accordingly, the QPMC-DBM Secretariat shall provide the final reports on the validation, or in case of no changes, confirmation of the initial reports of the validating agencies, to the AO 25 IATF on or before twenty (20) working days after the submission of the initial reports, i.e., **on or before 11 April 2024**.
- 6.3 In case of changes in the compliance status of the agencies, specifically the GOCCs under the GCG and LWDs, after the submission of the final report to the AO 25 IATF, the QPMC-DBM Secretariat shall submit a revised report on the summary of findings on the agencies' compliance to the AO 25 IATF, as it deems necessary. Such changes could be as follows:
 - a. The request for reconsideration/exemption of an agency has been granted; and
 - b. The status of the ISO QMS certification of the agency was confirmed only after the validation period/submission of the final report to the AO 25 IATF.

The Annex 3.2 shall be updated to reflect the changes in the rating or compliance of the agencies concerned, and shall be submitted together with the revised report on the summary of findings.

However, if there is only **less than** fifty percent (50%) change in compliance status of the aforesaid agencies, the QPMC-DBM Secretariat shall inform the AO 25 Secretariat on said changes but the revision of the reports need not be made.

7.0 RESPONSIBILITIES OF THE CBs

- 7.1 The CBs shall provide necessary information and/or clarifications to the QPMC-DBM Secretariat in relation to the submitted ISO QMS certification/recertification by the agencies concerned.
- 7.2 To facilitate the conduct of verification by the QPMC-DBM Secretariat (SPIB) from the CBs, the latter are encouraged to provide their respective contact persons and contact information by sending an electronic mail to the dbm-spib@dbm.gov.ph on or before **31 December 2023**.

8.0 REQUESTS FOR RECONSIDERATION AND EXEMPTION

- 8.1 An agency subject for compliance with the ISO QMS certification that is deemed non-compliant may request for the following, **within thirty (30) calendar days** from the posting of the result of the validation for the ISO QMS certification as agency accountability in the Results-Based Performance Management System website (<https://rbpms.dap.edu.ph/>):
- A reconsideration based on justifiable reasons and factors that are considered beyond the control of the agency, e.g., errors in the validity period of the certification as prepared by the CB/accrediting agency; or
 - An exemption in view of circumstances which make it impossible for agencies to comply with the ISO QMS as agency accountability, such as an ongoing agency restructuring, functional and organizational modifications and other related circumstances which may result in the agency's failure to effectively implement key activities of its documented QMS, thereby hindering its attainment of an ISO QMS certification or could constitute as a ground for suspension/cancellation/withdrawal of its existing ISO QMS certification.
- 8.2 The foregoing requests for reconsideration and exemption shall be addressed to the DBM-Organization and Systems Improvement Functional Group Head, thru the GQMC-DBM Secretariat (SPIB) and submit via email at dbm-spib@dbm.gov.ph for proper evaluation. After finalization of the evaluation, the GQMC shall inform the agency concerned of the action to said request, copy furnished the validating agency concerned and the AO 25 Secretariat.

-End-

**CONSENT AND AUTHORIZATION TO DISCLOSE INFORMATION AND/OR
DOCUMENTATION**

The *(name of the agency)* hereby authorizes the *(name of the certification body)*, *its agents or representatives*, to provide information/documentation in relation to the former's ISO 9001 certifications/recertifications to the **Government Quality Management Committee-Department of Budget and Management (Systems and Productivity Improvement Bureau) and other oversight/validating agencies**,¹ as deemed necessary, for the grant of the Performance-Based Bonus (PBB).

The consent provided shall remain valid for the duration of the FY 2023 PBB cycle and the years thereafter, and the collected information from the certification body shall be used only in the validation of the ISO Quality Management System certification/recertification as an Agency Accountability for the grant of the PBB.

The collection, use, recording, disclosure, and storage of the information shall be in accordance with the Data Privacy Act (DPA) (Republic Act No. 10173). The *(name of the agency)* hereby confirms that under Section 16 of the DPA, the agency has the **1)** right to withdraw the consent given or object to the processing of the information; **2)** right to reasonable access; **3)** right to rectification; and **4)** right to erasure or blocking the information, among others. The rights entitled to the agency are still subject to limitations and conditions under the DPA.

Name and Signature of the Head of Agency
or his/her Authorized Representative

Date

¹ AO25 Secretariat for departments/agencies; Commission on Higher Education for state universities and colleges; Governance Commission for Government -Owned or -Controlled Corporations (GOCCs) for GOCCs; and Local Water Utilities Administration for local water districts

Annex 3.2

**Database of the Agencies' ISO QMS Certifications/Recertifications as Evidence or Proof of Compliance for the FY 2023 PBB Grant
(Agency Category)**

Data from Agency Submissions						Analysis of the Validating Agency	
Certification Body/ Accrediting Agency [1]	Gov't Entity [2]	Type of Certification/ Accreditation [3]	Site/s Covered [4]	Effectivity of Certification [5]	Date of Expiration/ End of Validity [6]	Compliance Status [7]	Reason for non- compliance [8]

Prepared by:

Name/Designation/Date

Reviewed by:

Name/Designation/Date

Approved by:

Head or Authorized Representative
of Oversight Agency/Date

Annex 3.2

Legends and Notes:

- [1] Name of the certification body (*e.g., SOCOTEC, TÜV Rheinland*) or accrediting agency¹ of the agency (*e.g., AACCUP, DTI-PAB*). The validating agency shall encode the details in an alphabetical order based on the name of the CB then names of the agency.
- [2] The name of the agency and acronym [*e.g., Department of Budget and Management (DBM)*]
- [3] The type of certification/accreditation of the agency (*e.g., ISO 9001:2015, Philippine Quality Award*)
- [4] The site/s of the agency certified with the ISO 9001 Standard as indicated in the certification (*e.g., DBM Central Office Sites at General Solano Street, San Miguel, Manila, Philippines*)
- [5] The date of effectivity of certification as indicated in the certification (*e.g., October 28, 2021*)
- [6] The date of expiration of the certification as indicated in the certification or any information on recertification of the agency (*e.g., October 28, 2024*)
- [7] The corresponding compliance status, i.e., compliant, non-compliant, or exempted.
For departments/agencies and SUCs, compliance status should only include compliant/non-compliant.
For the non-compliant status, include the reason for non-compliance using the codes indicated under item 5.1 of Annex 3 of AO25 MC No. 2023-1 and report using the format: "Non-compliant [code]".
- [8] The equivalent rating of the agency as to the ISO QMS certification of the agency based on the rating matrix/scoring as provided under the AO25 MC, as applicable

¹ Refers to institutions which confer awards or recognitions similar to ISO 9001:2015 certification.

FY 2023 Agency Accountability Timelines

For reference, agencies should observe the timelines and comply with the following requirements under Section 5.0: Agency Accountabilities of MC No. 2023-1:

DEADLINE	REQUIREMENTS	VALIDATING AGENCY
Before January 31st of the fiscal year	Submit a Certificate of Compliance that the agency conducted Early Procurement Activities for at least 50% of the Total Value of the FY 2024 Procurement Projects to the GPPB-TSO. <i>Note: Early Procurement Activities should be conducted in FY 2023</i>	GPPB-TSO
March 31, 2023	Submit FY 2023 APP-non CSE to GPPB-TSO.	GPPB-TSO
June 30, 2023	Submit Results of the APCPI system for FY 2022 Procurement Transactions to GPPB-TSO.	GPPB-TSO
September 30, 2023	Posting of Indicative FY 2024 APP-non CSE in the agency's Transparency Seal webpage.	DBM-OCIO
July 31, 2023 <i>Note: The deadline for submission has been extended until August 31, 2023 based on PS Advisory 2023-014.</i>	Submission of the FY 2024 APP-CSE is exclusively through the PS-DBM Virtual Store under the Modernized PhilGEPS (MPhilGEPS) system. PS-DBM will not accept hard copies and submissions via email.	PS-DBM
October 1, 2023	Maintain/Update the agency Transparency Seal (TS) under Section 102 of the General Provisions of the FY 2023 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page.	DBM - OCIO
October 1, 2023	Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the agency Transparency Seal for FY 2023.	CSC
November 30, 2023	Submit the complete set of applicable National Competition Policy or NCP-related requirements to the Philippine Competition Commission (PhCC) as stated in Annex 5 of the AO25 MC No. 2023-1.	PhCC

DEADLINE	REQUIREMENTS	VALIDATING AGENCY
December 31, 2023	Sustained Compliance w/ Audit Findings Fully implement 30% of the prior years' audit recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendations. These recommendations will exclude the Property, Plant, and Equipment (PPE)-related items of the Annual Audit Report (AAR). Audit findings closed since FY 2021 should also not recur. The objective is to improve the agency's internal control processes, enhance operational effectiveness, and eliminate, resolve, and remedy most, if not all, of the agency audit findings, by the end of 2023.	COA
December 31, 2023	Posting on the TS webpage the copy/ies of ISO QMS certification/recertification or equivalent certification.	QPMC-DBM Secretariat – Systems and Productivity Improvement Bureau (SPIB) for departments/agencies and GOCCs under the DBM Commission on Higher Education for SUCs GCG for GOCCs under its coverage LWUA for LWDs
January 31, 2024	Update all procurement requirements for transactions above 1 million from January 1, 2023 to December 31, 2023 in the PhilGEPS .	PS-PhilGEPS
January 31, 2024	Submit the following Freedom of Information (FOI) Program requirements to PCOO: 1. Updated People's FOI Manual 2. Updated One-Page FOI Manual 3. Updated FOI Reports (Agency Information Inventory, 2023 FOI Registry, and 2023 FOI Summary Report) 4. Onboarding to the eFOI portal 5. FOI Feedback Report 6. Addressed overdue or pending FOI Requests	PCOO

GUIDELINES ON PHILGEPS POSTING

Maintain/Update the PhilGEPS posting of all Invitations to Bids and awarded contracts pursuant to the Government Procurement Reform Act, Republic Act No. 9184, for transactions from January 1, 2023 to December 31, 2023, including the Early Procurement of FY 2022 Non-CSE items.

Departments/agencies should ensure that the status of notices in the PhilGEPS System for all transactions for the period January 1, 2023 to December 31, 2023, including the Early Procurement of FY 2023 Non-CSE items, is updated on or before January 31, 2024. *Failed or canceled bid status should still be updated in PhilGEPS.*

Agencies should track their status through the PhilGEPS microsite link for monitoring purposes: <https://open.philgeps.gov.ph/pbb>. In the generated Excel report, bid notices will only be tagged as COMPLY if the Notice of AWARD and the Notice to Proceed have been posted. Likewise, those NOTICES with multiple lots and PARTIALLY AWARDED, FAILED, and CANCELLED NOTICES will also be considered COMPLY.

If the agency is unable to update the system or post the BAC Resolution, Notices of Award/Bid Results, Actual Approved/Awarded Contracts and Notices to Proceed/Purchase Orders for public bidding transactions above one million (P1,000,000) in the PhilGEPS due to factors that are outside of their control, the agency is no longer required to submit a letter of justification to PhilGEPS/AO25 IATF.

The Agency Head, with the help of its Performance Management Teams, shall continue to implement, monitor, and enforce compliance with the PhilGEPS requirements. Justification shall be subject to the self-assessment of the agency whether acceptable or not. Compliance with these conditions shall still be used as the basis for determining the eligibility of responsible units and individuals.

SUBMISSION OF THE 2024 APP-CSE TO THE PS-DBM

The Procurement Service - Department of Budget and Management (PS-DBM) advises all government agencies to submit their FY 2024 Annual Procurement Plan - Common-use Supplies and Equipment (APP-CSE) to PS-DBM via the Virtual Store (VS) facility.

The deadline for submission is on **31 July 2023**.

Submission of the FY 2024 APP-CSE is exclusively through the PS-DBM Virtual Store under the Modernized PhilGEPS (MPhilGEPS) system. PS-DBM **will not accept** hard copies and submissions via email.

IMPORTANT NOTES ON THE UPLOADING OF 2024 APP-CSE:

1. Agency should have an active Virtual Store (VS) Account under the MPhilGEPS system to be able to upload the 2024 APP-CSE.
2. For agencies not yet registered to the VS, please contact the PS-DBM Virtual Store Team at appcse.helpdesk@ps-philgeps.gov.ph or you may call 0918-2954426.
3. For detailed procedures on how to upload the FY 2024 APP-CSE, please visit the PS-DBM website at www.ps-philgeps.gov.ph.
4. Agencies may also watch the online video tutorial on uploading the APP-CSE on YouTube.
5. PS-DBM will publish the list of agencies that have successfully submitted their 2024 APP-CSE on the PS-DBM website. The list shall be updated regularly.

Note:

The submission of APP-CSE is in compliance with **Memorandum Circular No. 2023-01** issued by the Inter-agency Task Force on the Harmonization of National Government Performance Monitoring, Information Systems (Administrative Order No 25 s. 2011).

FORM 1.0
REPORT ON RANKING OF DELIVERY UNITS

Department/Agency: _____

I. SUMMARY OF INFORMATION REQUIRED:

1.1 Total No. of Delivery Units: _____
1.2 Total No. of Delivery Units that achieved their performance targets: _____
1.3 Total No. of Filled Positions as of December 31, 2023: _____
1.4 Total No. of Officials and Employees Entitled to the PBB: _____
1.5 Total Agency Score: _____
1.6 Total Amount Required for Payment of the PBB: _____

II. REPORT ON ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

Details for Head of Agency						
Position Title	Name	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of service in 2023	Amount of the PBB

A. Eligible Employees to the PBB

Name of Delivery Units	List of Employees					
	Name	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of service in 2023	Amount of the PBB
Delivery Unit 1						
Sub-total:						
Delivery Unit 2						
Sub-total:						
Delivery Unit 3						

ANNEX 9

Name of Delivery Units	List of Employees					Amount of the PBB
	Name	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of service in 2023	
Sub-total:						
GRAND TOTAL:						

B. Ineligible Employees to the PBB

	Name of Delivery Unit	Name of Employee	Salary Grade	Step Increment	Monthly Basic Salary as of December 31, 2023	Months of Service in 2023
Did not meet PBB Targets	Delivery Unit 1					
	Delivery Unit 2					
Did not submit SALN	Delivery Unit 1					
	Delivery Unit 2					
Did not liquidate Cash Advance within reglementary period	Delivery Unit 1					
	Delivery Unit 2					
Did not submit SPMS Forms	Delivery Unit 1					

ANNEX 9

Others	Delivery Unit 2					
	Delivery Unit 1					
	Delivery Unit 2					

Prepared by:

Approved by:

Head of HR Unit

Department/Agency Head

Date:

Date:

Attachment A

Department/

Summary of Information Required

Total No. of Delivery Units :

Total No. of Delivery Units that achieved their performance targets :

Total No. of Filled Positions as of December 31, 2023 :

Total No. of Officials and Employees Entitled to the PBB :

Total Agency Score :

Total Amount Required for Payment of the PBB :

No. of DU	Name of Delivery Unit	No. of Officials and	Total Requirement
1			
2			
3			
4			
5			
	Add rows...		
Sub-total		-	-
Agency Head			
Grand Total		1	-