



Republic of the Philippines  
**Department of Education**  
REGION VII – CENTRAL VISAYAS  
SCHOOLS DIVISION OF NEGROS ORIENTAL

**Office of the Schools Division  
Superintendent**

19 DEC 2023

DIVISION MEMORANDUM  
No. 897 s. 2023

**SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS  
FOR FISCAL YEAR 2023**

To: Assistant Schools Division Superintendents  
Chiefs, CID and SGOD  
Education Program Supervisors  
**Section Heads**  
Public Schools District Supervisors/DICs/Dist. Caretakers  
All Others Concerned

1. Attached is a communication from the **Office of the Public Assistance Action Center** attaching the Deped Memorandum from **Atty. Michael Wesley T. Poa**, Undersecretary and Chief of Staff, titled: **Submission of Client Satisfaction Measurement (CSM) Results for Fiscal Year 2023**, for the information, guidance and strict compliance of all concerned.
2. For details, please refer to the attached communication.
3. Immediate and wide dissemination of this memorandum is required.

  
**NERI C. OJASTRO EdD, CESO V**  
Schools Division Superintendent

12/18/23

NCO/MKP-JMA-NLR/SGOD/18  
12/18/2023



Address: Kagawasan Avenue, Capitol Area, Daro, Dumaguete City

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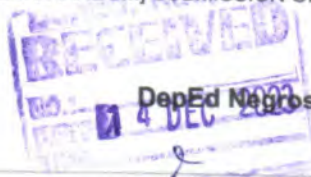
DepEd TAYO SDO Negros Oriental



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DepEd Negros Oriental &lt;negros.oriental@deped.gov.ph&gt;

## [MEMORANDUM] SUBMISSION OF CLIENT SATISFACTION MEASUREMENT (CSM) RESULTS FOR FISCAL YEAR 2023

1 message

DepEd Public Assistance Action Center &lt;depedactioncenter@deped.gov.ph&gt;

Wed, Dec 13, 2023 at 12:30 PM

To: depedactioncenter@deped.gov.ph

Cc: beverly.berame@deped.gov.ph, pas.od@deped.gov.ph, bhrod.oed@deped.gov.ph, grazielle.sarical@deped.gov.ph, ariane.llegado@deped.gov.ph

Bcc: negros.oriental@deped.gov.ph

Good day!

In line with the preparation for the Client Satisfaction Measurement (CSM) Report for FY 2023, all ROs, SDOs, and schools with declared services under the DepEd's Citizen's Charter are requested to submit their CSM results to the Public Affairs Service - Public Assistance Action Center (PAS-PAAC). Kindly refer to the attached memorandum for more information.

RPACs, DPACs, and school representatives may submit their CSM results **on or before December 29, 2023**, through the links provided below.

GOVERNANCE LEVEL	OFFICE	LINK
Regional Office	<ul style="list-style-type: none"> <li>Accounting Section</li> <li>Budget Section</li> <li>Cash Section</li> <li>Curriculum and Learning Management Division</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_A">https://bit.ly/DepEd2023CSM_RO_A</a>
	<ul style="list-style-type: none"> <li>Human Resource and Development Division</li> <li>Legal Unit</li> <li>National Educators Academy of the Philippines – Regional Office</li> <li>Policy, Planning and Research Division</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_B">https://bit.ly/DepEd2023CSM_RO_B</a>
	<ul style="list-style-type: none"> <li>Office of the Regional Director</li> <li>Personnel Section</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_C">https://bit.ly/DepEd2023CSM_RO_C</a>
	<ul style="list-style-type: none"> <li>Public Affairs Unit</li> <li>Quality Assurance Division</li> <li>Records Section</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_D">https://bit.ly/DepEd2023CSM_RO_D</a>
Schools	<ul style="list-style-type: none"> <li>Budget Unit</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_A">https://bit.ly/DepEd2023CSM_SDO_A</a>

Division Office	<ul style="list-style-type: none"> <li>• Cash Unit</li> <li>ICT • Information and Communications Technology Unit</li> <li>• Legal Unit</li> </ul>	
	<ul style="list-style-type: none"> <li>• Office of the Schools Division Superintendent</li> <li>HRMG • Personnel Unit</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_B">https://bit.ly/DepEd2023CSM_SDO_B</a>
	<ul style="list-style-type: none"> <li>• Property and Supply</li> <li>• Records Unit</li> <li>• Curriculum Implementation Division</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_C">https://bit.ly/DepEd2023CSM_SDO_C</a>
	<ul style="list-style-type: none"> <li>• SGOD - Planning and Research Section</li> <li>• SGOD - School Management, Monitoring, and Evaluation Section</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_D">https://bit.ly/DepEd2023CSM_SDO_D</a>
Schools (External Services)		<a href="https://bit.ly/DepEd2023CSM_ExtSchools">https://bit.ly/DepEd2023CSM_ExtSchools</a>
Schools (Internal Services)		<a href="https://bit.ly/DepEd2023CSM_IntSchools">https://bit.ly/DepEd2023CSM_IntSchools</a>

PDF copies of the Google forms are also provided for reference through this link: <https://bit.ly/CSMGoogleFormsPDF>.

For further clarifications, you may coordinate with Ms. Grazielle Anne A. Sarical or Ms. Ariane G. Llegado, PAS-PAAC, through the following:

Email address: [depedactioncenter@deped.gov.ph](mailto:depedactioncenter@deped.gov.ph)

Phone numbers: 8638-7530, 8633-1942

Viber mobile number: 09672498552

Thank you.

Sincerely,

Beverly G. Berame  
Administrative Officer V  
Head, Public Assistance Action Center

Department of Education

Office of the Secretary

**Public Assistance Action Center**

Unit M-106-A, G/F, Mabini Bldg., DepEd Complex, Meralco Ave., Pasig City 1600 Philippines

Telephone Nos. (02) 8636.1663; 8633.1942  
Fax Nos. (02) 8638.8641; 8634.0222  
SMS 0919-456-0027 (S); 0995-921-8461 (G)  
Email Address [depedactioncenter@deped.gov.ph](mailto:depedactioncenter@deped.gov.ph)  
Website <http://www.deped.gov.ph/>



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**MEMORANDUM**

TO : **Regional Directors  
Schools Divisions Superintendent  
School Heads  
All Others Concerned**

ATTN : **Regional Public Assistance Coordinators  
Division Public Assistance Coordinators**

FROM : **ATTY. MICHAEL WESLEY T. POA**  
Undersecretary and Chief of Staff

**JASON V. MERCENE**  
Supervising Administrative Officer  
Officer-in-Charge, Office of the Director  
Public Affairs Service

SUBJECT : **SUBMISSION OF CLIENT SATISFACTION MEASUREMENT  
(CSM) RESULTS FOR FISCAL YEAR 2023**

DATE : December 11, 2023

**All Regional Offices (ROs), Schools Division Offices (SDOs), and schools are requested to submit their FY 2023 Client Satisfaction Mechanism (CSM) Results for services declared in the DepEd Citizen's Charter<sup>1</sup> to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) on or before December 29, 2023.**

This is pursuant to Memorandum Circular (MC) No. 2019-002-A titled "*Supplemental Guidelines on Anti-Red Tape Authority (ARTA) Memorandum Circular No. 2019-002 or the Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, Otherwise Known as the "Ease of Doing*

<sup>1</sup> DepEd Citizen's Charter: <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2022.pdf>

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*Business and Efficient Government Service Delivery Act of 2018,* and its *Implementing Rules and Regulations* which states that all government agencies shall submit their Client Satisfaction Measurement (CSM) report every year.

Additionally, ARTA Memorandum Circular (MC) No. 2022-05 titled *“Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement”* provides the harmonized CSM tool that will enable government agencies to assess the overall satisfaction and feedback of their clients on the service they availed. The implementation of the CSM Form was further reiterated in DepEd through DM-OUHROD-2023-0930 titled *“Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority”* issued on July 12, 2023.

To aid in the preparation of the FY 2023 CSM Results, all concerned are reminded of the following:

- a. Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen’s Charter represent the services most common in each governance level.
- b. Results shall be culled from the ARTA-prescribed CSM Form, as implemented in DepEd through DM-OUHROD-2023-0930.

However, CSM results obtained from previous feedback forms, e.g. old DepEd CCSS Form, may still be included in the submission. Kindly refer to the provided conversion for reference:

PREVIOUS CSM FORM		ARTA-PREScribed CSM FORM
5-Point Likert Scale		
5	Outstanding	Strongly Agree
4	Very Satisfied	Agree
3	Satisfied	Neither Agree nor Disagree
2	Unsatisfied	Disagree
1	Poor	Strongly Disagree
Service Quality Dimensions		
Considered as N/A since this has no counterpart in the previous feedback form.		SQD0
Responsiveness		SQD1
Reliability		SQD2
Access and Facilities		SQD3
Communication		SQD4

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Costs	SQD5
Integrity	SQD6
Assurance	SQD7
Outcome	SQD8

- c. The CSM Results shall cover feedback received from both online and hard copies of the CSM Forms. Offices that have not yet encoded client feedback from the CSM Form hard copies may use the template that can be downloaded through the link: <https://bit.ly/CSMResultsTemplate>. Note that the template provided shall only be used internally by the RO/SDO/school and shall not be submitted to the PAAC.
- d. The Regional Public Assistance Coordinators (RPACs) and Division Public Assistance Coordinators (DPACs) shall be in-charge of gathering and submitting the CSM Results from the concerned units. Thus, each RO and SDO shall submit only **ONE** (1) Consolidated CSM Result (covering all concerned units) to the PAAC. There shall likewise be only one (1) CSM Result per school. Annex B includes the information needed for the report.
- e. Only submissions to PAAC through the links provided shall be considered in crafting the DepEd-wide FY 2023 CSM Report.

GOVERNANCE LEVEL	OFFICE	LINK
Regional Office	<ul style="list-style-type: none"> <li>Accounting Section</li> <li>Budget Section</li> <li>Cash Section</li> <li>Curriculum and Learning Management Division</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_A">https://bit.ly/DepEd2023CSM_RO_A</a>
	<ul style="list-style-type: none"> <li>Human Resource and Development Division</li> <li>Legal Unit</li> <li>National Educators Academy of the Philippines – Regional Office</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_B">https://bit.ly/DepEd2023CSM_RO_B</a>



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	<ul style="list-style-type: none"> <li>• Policy, Planning and Research Division</li> </ul>	
	<ul style="list-style-type: none"> <li>• Office of the Regional Director</li> <li>• Personnel Section</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_C">https://bit.ly/DepEd2023CSM_RO_C</a>
	<ul style="list-style-type: none"> <li>• Public Affairs Unit</li> <li>• Quality Assurance Division</li> <li>• Records Section</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_RO_D">https://bit.ly/DepEd2023CSM_RO_D</a>
Schools Division Office	<ul style="list-style-type: none"> <li>• Budget Unit</li> <li>• Cash Unit</li> <li>• Information and Communications Technology Unit</li> <li>• Legal Unit</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_A">https://bit.ly/DepEd2023CSM_SDO_A</a>
	<ul style="list-style-type: none"> <li>• Office of the Schools Division Superintendent</li> <li>• Personnel Unit</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_B">https://bit.ly/DepEd2023CSM_SDO_B</a>
	<ul style="list-style-type: none"> <li>• Property and Supply</li> <li>• Records Unit</li> <li>• Curriculum Implementation Division</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_C">https://bit.ly/DepEd2023CSM_SDO_C</a>
	<ul style="list-style-type: none"> <li>• SGOD - Planning and Research Section</li> <li>• SGOD - School Management, Monitoring, and Evaluation Section</li> </ul>	<a href="https://bit.ly/DepEd2023CSM_SDO_D">https://bit.ly/DepEd2023CSM_SDO_D</a>
	Schools (External Services)	<a href="https://bit.ly/DepEd2023CSM_ExtSchools">https://bit.ly/DepEd2023CSM_ExtSchools</a>
Schools (Internal Services)	<a href="https://bit.ly/DepEd2023CSM_IntSchools">https://bit.ly/DepEd2023CSM_IntSchools</a>	

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- f. RPACs, DPACs, and schools shall upload a Memorandum (Annex C) signed by the Regional Director / Schools Division Superintendent / School Head to ensure the truth, accuracy, and completeness of the CSM Results.
- g. Email or hard copy submissions shall NOT be recorded by the PAAC. Likewise, any misrepresentation, discrepancy, or duplication in the data or consolidated submission may result in tagging the RO/SDO/school as non-compliant to this requirement.
- h. ROs, SDOs, and schools are not allowed to submit their report directly to the ARTA or any oversight agency.

It shall be highlighted that the submission of the CSM Report is also part of the Agency Accountabilities as stated in MC No. 2023-1 titled "*Guidelines on the Grant of the Performance-Based Bonus (PBB) for FY 2023 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016.*" **Thus, if DepEd is deemed eligible for the grant of the FY 2023 PBB, non-compliance to the submission of the CSM Report will result in the isolation from the grant of the PBB payout.**

Likewise, all offices are reminded to safeguard the soft and hard copies of the CSM Forms and uphold integrity in the preparation of CSM Report since 4.8.2 of ARTA MC 2022-05 states that "The ARTA reserves the right to request proof of the survey results, including the answered paper surveys and the Excel file of the aggregated data".

For more information, please contact Ms. Grazielle Anne A. Sarical or Ms. Ariane G. Llegado, PAS-PAAC, through the following:

Email address: [depedactioncenter@deped.gov.ph](mailto:depedactioncenter@deped.gov.ph)  
Phone numbers: 8638-7530, 8633-1942  
Viber mobile number: 09672498552

Immediate dissemination of and strict compliance with this issuance is directed.

Enclosures:

- Annex A: External Services to be Reported for the CSM
- Annex B: Preparation of Consolidated CSM Report
- Annex C: Transmittal Memo Template
- MC No. 2019-002-A
- MC No. 2022-05
- MC No. 2023-1
- DM-OUHROD-2023-0930

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**Annex A: External and Internal Services to be Reported for the CSM**

CSM Results shall be reported for both the external and internal services specified in Annex A of this memorandum. These services declared in the DepEd Citizen's Charter represent the services most common in each governance level. Offices shall briefly discuss their response rate results and provide reason/s why certain services were not offered or why certain services had no/low CSM responses, as applicable.

**Regional Offices**

External Services	Internal Services	RO Unit
N/A	1. Certification as to Availability of Funds 2. Endorsement of Request for Cash Allocation from SDOs	Accounting Section
N/A	3. Disbursement Updating 4. Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units 5. Letter of Acceptance for Downloaded Funds 6. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority) 7. Processing of Budget Utilization Request & Status (BURS)	Budget Section
1. Payment of External and Internal Claims 2. Payment of Obligation	8. Handling of Cash Advances	Cash Section
3. Access to LRMS Portal 4. Procedure for the Use of LRMS Computers	N/A	Curriculum and Learning Management Division
N/A	9. Rewards and Recognition	Human Resource and

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		Development Division
5. Legal Assistance to Walk-in Clients 6. Request for Correction of Entries in School Record	10. Processing of communication received through the Public Assistance Action Center (PAAC) 11. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case	Legal Unit
7. Recognition of Professional Development Programs / Courses	N/A	National Educators Academy of the Philippines - Regional Office
8. Issuance of Foreign Travel Authority 8.1. Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority	N/A	Office of the Regional Director
9. Acceptance of Employment Application (Walk-in) 10. Acceptance of Employment Application (Online) 11. Issuance of Certificate of Last Payment	12. Application for Leave 13. Application for Retirement / Survivorship / Disability Benefit 14. Issuance of Certificate for Remittances 15. Issuance of Certificate of Employment and/or Service Record 16. Issuance of Foreign Travel Authority 16.1. Issuance of Foreign Official Travel Authority 16.2. Issuance of Foreign Personal Travel Authority 17. Processing of Equivalent Record Form (ERF) 18. Processing of Study Leave 19. Processing of Terminal Leave Benefits	Personnel Section

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	20. Request for Transfer from Another Region 21. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)	
12. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering 13. Request for Reversion	N/A	Policy, Planning and Research Division
14. Public assistance (Email) 15. Public assistance (Hotline and Walk-in) 16. Standard Freedom of Information request	N/A	Public Affairs Unit
17. Application for Opening/Additional Offering of SHS Program for Private Schools 18. Application for Tuition and Other School Fees (TOSF), No Increase, and Proposed New Fees of Private Schools 19. Issuance of Special Orders for the Graduation of Private School Learners	22. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools	Quality Assurance Division
20. Certification, Authentication, and Verification 21. Issuance of Requested Documents (CTC and Photocopy of Documents) 22. Issuance of Requested Documents (Non-CTC) 23. Receiving of Communication 24. Receiving of Complaint	N/A	Records Section

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**Schools Division Offices**

<b>External Services</b>	<b>Internal Services</b>	<b>SDO Unit</b>
N/A	1. Processing of ORS 2. Posting/Updating of Disbursement	Budget Unit
N/A	3. Handling of Cash Advances	Cash Unit
N/A	4. User Account Management for Centrally Managed Systems 5. Troubleshooting of ICT Equipment 6. Uploading of Publications	Information and Communications Technology Unit
1. Request for Correction of Entries in School Record	7. Issuance of Certificate of No Pending Case	Legal Unit
N/A	8.1 Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority	Office of the Schools Division Superintendent
2. Acceptance of Employment Application (Teaching Position) 3. Acceptance of Employment Application (Non-Teaching and Teaching-related Positions - (promotion and entry)	9. Application for ERF (Equivalent Record Form) 10. Application for Leave 11. Application for Retirement 12. Issuance of Certificate of Employment 13. Issuance of Service Record 14. Loan Approval and Verification 15. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)	Personnel Unit

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	16. Processing of Terminal Leave Benefits 17. Request for Correction of Name and Change of Status	
4. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	18. Requisition and Issuance of Supplies 19. Property and Equipment Clearance Signing	Property and Supply
5. Issuance of Requested Documents (Non-CTC) 6. Issuance of Requested Documents (CTC and Photocopy of Documents) 7. Certification, Authentication, Verification (CAV) 8. Receiving and Releasing of Communication and other Documents 9. Receiving of Complaints against Non-Teaching Personnel 10. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	N/A	Records Unit
11. Accessing Available Learning Resources from LRMS Portal 12. Borrowing of Learning Materials from Libraries 13. Alternative Learning System (ALS) Enrollment	20. Program Work Flow of Submission of Contextualized Learning Resources 21. Quality Assurance of Supplementary Learning Resource	Curriculum Implementation Division
14. Request for Basic Education Data (from external stakeholders)	22. Request for Basic Education Data (Internal Stakeholder) 23. Request for Data for EBEIS/LIS/NAT and Performance Indicators	SGOD - Planning and Research Section

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15. Issuance of Government Permit, Renewal, Recognition of Private Schools	N/A	SGOD - School Management, Monitoring, and Evaluation Section
16. Issuance of Special Orders for the Graduation of Private School Learners		
17. Application for SHS Additional Track/Strand		
18. Application for Summer Permit for Private Schools		
19. Application for No Increase in Tuition Fee		
20. Application for Increase in Tuition Fee		



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**Schools**

<b>External Services</b>	<b>Internal Services</b>
1. Acceptance of Employment Application for Teacher I Position (Walk-in)	1. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits
2. Acceptance of Employment Application for Teacher I Position (Online)	2. Laboratory and School Inventory
3. Borrowing of Learning Materials from the School Library/Learning Resource Center	3. School Learning and Development
4. Distribution of Printed Self-Learning Modules in Distance Learning Modality	
5. Enrollment (Walk-in)	
6. Enrollment (Online)	
7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Walk-in)	
8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)	
9. Issuance of School Clearance for different purposes	
10. Issuance of School Forms, Certifications, and other School Permanent Records	
11. Public assistance (walk-in/phone call)	
12. Public assistance (email/social media)	
13. Receiving and releasing of communications and other documents	
14. Reservation Process for the Use of School Facilities	
15. Request for Personnel Records for Teaching/Non-Teaching Personnel	

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**Annex B: Preparation of Consolidated CSM Report**

The CSM Report shall be culled from the following sources:

- ARTA-prescribed CSM Form, as implemented in DepEd through DM-OUHROD-2023-0930
- Old feedback forms, e.g. DepEd CCSS Form, provided the results are converted from the old to the new Likert Scale and SQD.

**A. Total number of clients who completed the survey for FY 2023**

Report the total number of surveyed clients with complete transactions. A transaction is considered complete when the final step of the service availed of is accomplished.

Additionally, all concerned units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator: <https://tinyurl.com/CSMsamplesize>.

Offices shall briefly discuss their response rate results and provide reason/s why certain services were not offered or why certain services have no/low responses, as applicable.

**B. Total number of transactions for FY 2023**

Report the total number of transactions per service declared in the DepEd Citizen's Charter applicable to the governance unit.

Kindly note that the number of transactions shall be greater than the number of surveyed clients or survey responses.

**C. Result count of SQD questions for FY 2023**

Report the breakdown of the eight (8) SQD questions by result count. Kindly provide a brief analysis of the results.

**D. Demographic profile**

Report the breakdown of the client demographic based on the following:

- a. Age
  - i. 19 or lower
  - ii. 20-34
  - iii. 35-49
  - iv. 50-64



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- v. 65 or higher
- vi. Did not specify
  
- b. Sex
  - i. Male
  - ii. Female
  - iii. Did not specify
  
- c. Customer Type
  - i. Citizen
  - ii. Business
  - iii. Government
  
- d. Region of residence

Kindly provide a brief analysis of the results.

**E. Count of Citizen's Charter Responses**

Report the breakdown of responses on the Citizen's Charter questions by result count. Kindly provide a brief analysis of the results.

- a. Citizen's Charter Awareness
- b. Citizen's Charter Visibility
- c. Citizen's Charter Helpfulness

**F. Major or most common identified feedback/concern from clients**

Report the summary of feedback from clients by identifying the most frequent feedback or concerns received for FY 2023.

*Insert letterhead*

**MEMORANDUM**

**TO : JASON V. MERCENE**  
Supervising Administrative Officer  
Officer-in-Charge, Office of the Director  
Public Affairs Service

**FROM : NAME OF REGIONAL DIRECTOR / SCHOOLS DIVISION  
SUPERINTENDENT / SCHOOL HEAD**

**SUBJECT : TRANSMITTAL OF THE FY 2023 CLIENT SATISFACTION  
MEASUREMENT (CSM) RESULTS**

**DATE : (Insert date)**

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In line with the memorandum on the Submission of Client Satisfaction Measurement (CSM) Results for Fiscal Year 2023 requesting all field offices and schools to submit the FY 2023 CSM Results in accordance with the agency accountabilities in MC No. 2023-1 titled "Guidelines on the Grant of the PBB for FY 2023 Under Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016," this Office hereby transmits the **FY 2023 Consolidated CSM Results for (insert name of Regional Office / Schools Division Office / School).**

This Office declares that the CSM Form was implemented for both the external and internal services declared in the DepEd Citizen's Charter, as required under DM-OUHROD-2023-0930 titled "Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-Red Tape Authority" issued on 12 July 2023.

This Office is aware that failure to submit their CSM Results by any office delivering services, without providing an acceptable explanation on why said service/s were not offered or had no/low CSM respondents, may result in isolation from the grant of the FY 2023 PBB if DepEd is deemed eligible for said bonus.

Thus, CSM Results for each office have been collected to form the consolidated CSM Report that was submitted to the Public Affairs Service – Public Assistance Action Center (PAS-PAAC) through the link provided.

This Office attests to the truth, accuracy, and completeness of the CSM Results submitted.

For queries/clarifications on the CSM Report, please contact (insert name of RPAC) through (insert email address and/or contact number).

Thank you.

**MEMORANDUM CIRCULAR NO. 2019-002-A**  
**SERIES OF 2019**

**DATE:** 02 December 2019

**TO:** ALL HEADS OF GOVERNMENT OFFICES AND AGENCIES INCLUDING LOCAL GOVERNMENT UNITS (LGUS), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCS), AND OTHER GOVERNMENT INSTRUMENTALITIES

**SUBJECT:** SUPPLEMENTAL GUIDELINES ON ARTA MEMORANDUM CIRCULAR NO. 2019-002 SERIES OF 2019 OR THE "GUIDELINES ON THE IMPLEMENTATION OF THE CITIZEN'S CHARTER IN COMPLIANCE WITH REPUBLIC ACT NO. 11032, OTHERWISE KNOWN AS THE "EASE OF DOING BUSINESS AND EFFICIENT GOVERNMENT SERVICE DELIVERY ACT OF 2018," AND ITS IMPLEMENTING RULES AND REGULATIONS (IRR)"

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**1. BACKGROUND**

- 1.1. On 13 August 2019, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular No. 2019-002 or the "Guidelines on the Implementation of the Citizen's Charter in Compliance with the Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR)."
- 1.2. ARTA MC No. 2019-002 and its attached references provide the guidelines for all government agencies in developing and revising their respective Citizen's Charters in compliance with R.A. 11032 and its IRR.
- 1.3. This Supplemental Guidelines is being issued in view of the Administrative Order (AO) No. 25 Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO 25 IATF) issuance of the Memorandum Circular No. 2019-02 or the Supplemental Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2019 under Executive Order (EO) No. 80 s. 2012 and EO No. 201, s. 2016.

**2. PURPOSE**

- 2.1. The issuance of this Supplemental Guidelines shall provide clarifications, particularly on the terminologies and concepts used in the ARTA MC No. 2019-002, and its attached references and updates on the requirements and deadlines stated in the same document.
- 2.2. In line with Section 2.2 of MC No. 2019-02 issued by the AO 25, this Supplemental Guidelines is being issued to provide clarification to all covered government agencies in the submission of their updated Citizen's Charter as the basis for the review of the agency's streamlining and process improvement of their critical services covering all Government-to-Citizens (G2C), Government-to-Business (G2B), and Government-to-Government (G2G) transactions.

**3. CLARIFICATIONS**

**3.1. Terms and Concepts**

**3.1.1. Citizen's Charter**

- 3.1.1.1. Government services enrolled in existing Service Charters, or its equivalent, shall be included in the Citizen's Charter as these services, regardless of whether they involve government-to-government transactions, are also covered under R.A. 11032.

### 3.1.2. **Government Service**

- 3.1.2.1. As defined under **Section 4 (gg), Rule I of the IRR of R.A. 11032**, a government service refers to the process or transaction between applicants or requesting parties and government offices or agencies, involving applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal, or extension of the enumerated applications or requests, which are acted upon in the ordinary course of business of the agency or office concerned.
- 3.1.2.2. The government office or agency's performance of a function without any need for an application or request shall not be included in the Citizen's Charter. However, if the performance of a function may be applied for or requested, it shall be considered a service and be included in the Citizen's Charter.
- 3.1.2.2.1. If the performance of a function without any need for an application or request is an integral part in processing the service applied for or requested, the performance of the function shall be considered and written in the Citizen's Charter as a step in the process for the delivery of the service and shall not be considered as an independent service by the government agency or office.
- 3.1.2.3. Government services shall include the **External and Internal Services** of the government agency or office.
- 3.1.2.3.1. **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 providing the service.
- 3.1.2.3.2. **Internal Services** refer to government services applied for or requested by citizens or clients 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 not limited to, back-end/support services and regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorization, or concession.

### 3.1.3. **End-to-end Process**

- 3.1.3.1. Section 2, Rule III of the IRR of RA11032 states that the Authority shall adopt the **Whole-of-Government Approach** in the streamlining of government services.
- 3.1.3.2. Whole-of-Government Approach entails the review and harmonization of existing and applicable laws, regulations, issuances, and policies to make legal interpretations consistent across agencies. Inter-agency reviews shall be adopted for horizontal integration or end-to-end processing in the delivery of government services.
- 3.1.3.2.1. The reengineering process shall include an inter-agency review of key permitting and licensing laws, rules, and issuances, with the end in view of eliminating undue regulatory burden from the transacting public.
- 3.1.3.3. In view of the Whole-of-Government Approach in reengineering government services, the process or procedure as well as the total processing time in the delivery of

government services written in the Citizen's Charter shall be **end-to-end**—from the acceptance of the application or request with complete requirements, accompanying documents, and payment of fees, up to the issuance of certification or such similar documents approving or disapproving an application or request.

3.1.3.3.1. If the step performed by another government unit is a performance of their **function** but is an integral part of the delivery of the service, it should not be removed or separated in the total processing time.

3.1.3.3.2. If a government service involves inter-agency actions, the corresponding processing time of the procedure performed by the other government agency shall be reflected on the Citizen's Charter of the agency responsible for the delivery of the service, which shall also apply to all involved government agencies.

### 3.2. Classification of Services

3.2.1. Pursuant to **Section 3(a), Rule IV of the IRR of R.A. 11032**, specific transactions, processes, services, or activities that agencies fail to include and classify shall be interpreted by this Authority as simple transactions without prejudice on the part of the agency to ask for reconsideration.

### 3.3. Posting and Publishing of the Citizen's Charter

3.3.1. As indicated in the **Par. 6.9.1. of ARTA M.C. No. 2019-002**, the Citizen's Charter shall be posted through information billboards and shall be uploaded in the official website of the government agency. The Citizen's Charter Handbook shall also be accessible to the public for reference on the comprehensive details of the government services of the government agency.

3.3.1.1. **Information Billboard.** Per **Par. 6.3.1.2. of ARTA M.C. No. 2019-002**, the Citizen's Charter in the form of information billboards shall be posted at the main entrances or at the most conspicuous places of the government agencies or offices.

3.3.1.1.1. All covered government agencies should reflect all their external services in their information billboards.

3.3.1.1.2. There is no prescribed format, design, or size for the information billboards as long as it is clear, readable, concise, and engaging to the citizen or client transacting with the government agency.

3.3.1.1.3. At the minimum, the information billboards should contain the following details:

- Complete list of requirements
- Required fees, if any
- Name, designation, and office of the person responsible per step
- Processing time
- Procedure for filing complaints

3.3.1.1.4. All covered government agencies shall come up with innovative means to disseminate their Citizen's Charters, through the use of display modalities such as, but not limited to, electronic postings, mobile apps, and interactive kiosks.

**3.3.1.2. Handbook.** Per **Par. 6.3.1.1. of ARTA M.C. No. 2019-002**, the Citizen's Charter in the form of a handbook may follow the suggested format provided in Reference B – Citizen's Charter Handbook Template with Instructions.

**3.3.1.2.1.** All Handbooks shall be physically bound (e.g. hardbound, soft bound, or ring-bound).

**3.3.1.2.2.** There is no prescribed design or size for the Handbooks.

**3.3.1.2.3.** The font style and font size indicated in Reference B are only recommendatory.

**3.3.1.2.4.** The prescribed manner of writing the information shall be strictly followed as these are minimum requirements for compliance and standardization. Likewise, all the information indicated in Reference B shall be included in the Handbook.

**3.3.1.2.5.** The Citizen's Charter Handbook may be placed at the windows/counters of each frontline office as it contains comprehensive details of the services provided by the government agency.

**3.3.1.3. Online.** In line with **Par. 6.3.1.3. of ARTA M.C. No. 2019-002**, the soft copy of the Citizen's Charter Handbook shall be uploaded and posted on the official website of the government agency.

#### 3.4. Updated Timeline of Submissions

REQUIREMENTS	CONTENTS	DEADLINE	REMARKS
List of Complete Classified Government Services	External and Internal Services	August - September 2019	Submit via email at <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a>
Citizen's Charter Information Billboard	External Services	December 6, 2019	Post at the main entrance or at the most conspicuous place
Citizen's Charter Handbook	External Services	December 6, 2019	Submit via email at <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a> (In-text searchable PDF format) using the Reference B: Citizen's Charter Handbook Template with Instructions.
	All government service covering External Services and Internal Services	March 31, 2020	
Citizen's Charter – Online/ Website Posting (Soft Copy of the Soft Copy of Citizen's Charter Handbook)	External Services	December 6, 2019	Upload in the official website of the Government Agency
	All government service covering External Services and Internal Services	March 31, 2020	

Certificate of Compliance		December 6, 2019	Submit via email at <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a> along with the soft copy of the Citizen's Charter Handbook
Client Satisfaction Measurement Report		Last working day of January of every year	Submit via email at <a href="mailto:compliance@arta.gov.ph">compliance@arta.gov.ph</a>

#### 4. FEEDBACK

All inquiries and concerns should be coursed through the Authority through any of the following channels:

- Official Website: [www.arta.gov.ph](http://www.arta.gov.ph)
- E-Mail Addresses: [info@arta.gov.ph](mailto:info@arta.gov.ph) | [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph)
- Telephone Nos.: (02) 8478 5091 | (02) 8478 5093 | (02) 6478 5099
- Facebook: Anti-Red Tape Authority
- Twitter and Instagram: @ARTAgovph

#### 5. EFFECTIVITY

This Circular shall take effect immediately and will be implemented simultaneously with the effectivity of the ARTA MC No. 2019-002.

#### RECOMMENDED BY:



**ATTY. ERNESTO V. PEREZ, CPA**  
Deputy Director General

#### APPROVED BY:



**ATTY. JEREMIAH B. BELGICA, REB, EnP**  
Director General



MEMORANDUM CIRCULAR NO. 2022 - 05  
SERIES OF 2022

**FOR:** ALL GOVERNMENT AGENCIES AND OFFICES COVERED BY REPUBLIC ACT NO. 11032 INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCs), LOCAL WATER DISTRICTS, STATE UNIVERSITIES AND COLLEGES (SUCs), AND OTHER GOVERNMENT INSTRUMENTALITIES

**SUBJECT:** GUIDELINES ON THE IMPLEMENTATION OF THE HARMONIZED CLIENT SATISFACTION MEASUREMENT

**DATE:** 20 September 2022

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## 1. LEGAL BASES

- 1.1 Pursuant to Section 20 of the Republic Act (RA) No. 11032 (RA No. 11032) or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, which amended and renumbered Section 10 of R.A. No. 9485 or the *Anti-Red Tape Act of 2007* to Section 20, a feedback mechanism shall be established in all government agencies covered under Section 3 of R.A. No. 11032.
- 1.2 Section 3 (b), Rule IV of the Implementing Rules and Regulations (IRR) of R.A. 11032 also states that "All agencies shall embed feedback mechanisms and client satisfaction measurement in their process improvement efforts. The agency shall report to the Authority the results of the Client Satisfaction Survey for each service based on the guidelines to be issued by the Authority.
- 1.3 ARTA Memorandum Circular (MC) No. 2019-002 provides that the Client Satisfaction Measurement (CSM) report of all government agencies shall be submitted to the Authority on or before the last working day of January of every year.

## 2. PURPOSE

- 2.1 Promoting the adoption of a harmonized and standardized framework in measuring client satisfaction across all levels of the government will ensure continuous improvement and enhancement of service promise towards a more meaningful client-centered Citizen's Charter.



- 2.2. Considering the diverse function of government offices, it has been difficult to measure and compare the service performance of government agencies. Furthermore, client satisfaction surveys have been conducted through different methodologies and have been submitted to different government bodies. As a result, there is a need to develop a client satisfaction survey that is applicable to every government agency and is reported in a uniform manner.
- 2.3. The Anti Red Tape Authority (Authority) developed the harmonized CSM for agencies as an after-service availment survey that will assess the overall satisfaction and perception of clients on the government service they availed. This will provide relevant feedback to the agency on the quality of service they are providing. The output and results of the CSM shall be incorporated in the agency's Report Card Survey (RCS) under the Overall Survey Results.
- 2.4. This Memorandum Circular is issued to provide all government agencies covered by R.A. No. 11032 with instructions and guidance on the use of a harmonized CSM tool. Other agencies not covered by R.A. 11032 have the option to use the said tool.

### 3. COVERAGE

These Guidelines shall be adopted by all government agencies and offices covered under Section 3 of R.A. No. 11032 including Local Government Units (LGUs), Government-Owned or -Controlled Corporations (GOCCs), Local Water Districts, State Universities and Colleges (SUCs), and other Government Instrumentalities.

### 4. GENERAL GUIDELINES

- 4.1. As mandated by Section 3 (b), Rule IV of the IRR of R.A. 11032, client satisfaction feedback shall be gathered for **all services offered** by the government agency. This shall include both External and Internal Services.
- 4.1.1. As defined in Section 3.1.2.3 of ARTA M.C. No. 2019-002-A:
- 4.1.1.1. **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 providing the service.
- 4.1.1.2. **Internal Services** refer to government services applied for or requested by citizens or clients who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual.



- 4.1.2. For year 2023, government agencies may have the option to cover only their external services. However, beginning year 2024 both internal and external services will be covered.
- 4.2. Agencies that already have an implemented client feedback mechanism may have the option to replace it with the harmonized CSM tool or supplement/integrate the harmonized CSM tool within their existing tool.

#### 4.3. Methodology of the Client Satisfaction Measurement (CSM)

- 4.3.1. **Identification of Eligible Respondents.** Government agencies shall administer the CSM to **ALL clients with completed transaction**. Clients who completed multiple transactions shall have the opportunity to accomplish the CSM for each availed service. A transaction is considered complete when the final step of the service availed of per the Citizen's Charter of the government agency is accomplished.
- 4.3.2. **Frequency and Period of the Survey.** The CSM shall be conducted after each completed transaction. It shall be administered between January – December of each year.
- 4.3.3. **Number of Respondents.** Government agencies shall determine the minimum number of responses per service based on the calculator found in the link below. Government agencies shall continue to conduct the CSM, even when the minimum has been reached.

<https://tinyurl.com/CSMsamplesize>

- 4.3.4. **Data Gathering.** Government agencies are encouraged to implement the CSM using various data gathering methods, to the greatest extent feasible, to maximize response rates.

4.3.4.1 **On-site Conduct.** The on-site conduct of the CSM may be done through a paper survey questionnaire. Agencies may have the option to utilize electronic platforms in providing questionnaires to the respondents. For persons with disabilities (PWDs) and senior citizens that need assistance, the Public Assistance and Complaints Desk (PACD) officer or a designated officer shall help the respondents in answering the CSM.

4.3.4.2 **Remote Conduct.** Agencies may administer the CSM to remote respondents through electronic mail, the agency's website, social media, QR Code, or other similar modes.

- 4.3.5. **Collection Mechanism.** The manner and time interval of the collection of paper survey questionnaires shall be at the discretion of the agencies and offices. It shall be brief to maximize the responses and shall maintain the confidentiality of clients. If convenient, agencies are encouraged to utilize their PACD for the collection mechanism.

#### 4.4. Content of the CSM Questionnaire

- 4.4.1. **CSM Questions.** All government agencies are mandated to use the CSM questions prescribed by the Authority as stated in Annex A – Client Satisfaction Measurement Questionnaire of this Memorandum Circular. The CSM includes three (3) questions related to the Citizen's Charter, one (1) question related to the client's overall satisfaction with the service availed of, and eight (8) questions related to the following Service Quality Dimensions (SQD):
- a.) **Responsiveness** – the willingness to help, assist, and provide prompt service to citizens/clients
  - b.) **Reliability** – the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
  - c.) **Access and Facilities** – the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
  - d.) **Communication** – the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
  - e.) **Costs** – the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
  - f.) **Integrity** – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients.
  - g.) **Assurance** – the capability of frontline staff to perform their duties, product and service knowledge, understand citizen/client needs, helpfulness, and good work relationships.
  - h.) **Outcome** – the extent of achieving outcomes or realizing the intended benefits of government services.

- 4.4.1.1 The CSM questions prescribed by the Authority are fixed and may not be altered, modified, or deleted.
- 4.4.1.2 Agencies have the option to add service-specific questions to the CSM, provided the revised version will not exceed five (5) minutes for the client to accomplish. The results of the additional questions shall not be included in the computation of the overall score.
- 4.4.1.3 Aside from the English and Filipino versions of the CSM survey, government agencies shall provide a version translated to the local dialect for easier understanding, provided that the revised version will still be able to capture the SQDs as stated above.
- 4.4.2. **Demographic Questions.** The demographic questions prescribed by the Authority shall be used for the CSM. Agencies and offices may further add relevant demographic questions to the survey, provided that the revised version will not exceed five (5) minutes for the client to accomplish.
- 4.4.3. **Open-ended Question.** The CSM shall have an open-ended question at the end of the form where the client has the option to provide additional remarks or feedback not covered/captured by previous questions.

#### 4.5. Rating Scale and Scoring System of the CSM

- 4.5.1. **Rating Scale.** The CSM shall use a **Five (5) Point Likert Scale** to measure the SQDs. Agencies may utilize smileys/emoticons corresponding to the scale for better visualization to prevent confusion on the corresponding rating.

Scale	Rating
1	Strongly Disagree
2	Disagree
3	Neither Agree nor Disagree
4	Agree
5	Strongly Agree

- 4.5.2. **Scoring Per Question.** The percentage of respondents that rated 'Agree' and 'Strongly Agree' shall be used to get each SQD's score. A question that was answered with two (2) or more check marks shall be considered as invalid.
- 4.5.3. **Overall Scoring.** The percentage of respondents that rated 'Agree' and 'Strongly Agree' for all eight (8) SQDs shall be used to compute the Overall Score. Agencies shall strive to achieve an overall percentage of 80% or higher, or a rating of "Satisfactory" or higher. Interpretation of the results shall be as follows:

Percentage	Rating
Below 60.0%	Poor
60.0%-79.9%	Fair
80.0%-94.9%	Satisfactory
95.0%-100%	Outstanding

#### 4.6. Drafting the CSM Report

- 4.6.1 Government agencies are required to submit a CSM report following the template/outline provided in Annex B – Client Satisfaction Measurement Report of this Memorandum Circular. This will amend Section 6.7.3. of ARTA M.C. No. 2019-002 which previously required the submission of the report using the agency's existing CSM.

4.6.1.1 A copy of the revised version of the CSM questionnaire shall be attached to the CSM Report as Annex.

- 4.6.2 Government agencies with regional/field/satellite offices may have the option to submit either unified or separate CSM Reports. However, disaggregated reports of the regional/field/satellite offices are still required to be submitted to the Authority.

#### 4.7. Submission and Publishing of the CSM Report

- 4.7.1 All agencies shall submit their CSM reports implementing these guidelines on the last working day of April 2024.

- 4.7.2 Agencies and offices shall submit soft copies (in text-readable PDF format) of the CSM report through this link: <https://tinyurl.com/CSMRsubmissions>

4.7.3. The CSM report shall be uploaded on the official website of the government agency or be made available to the transacting public upon request.

#### **4.8. Verification**

4.8.1. All covered government agencies shall submit their CSM Report duly approved and signed by the Head of the Committee on Anti-Red Tape (CART) to attest that the report is accurate and compliant with these Guidelines.

4.8.2. The ARTA reserves the right to request proof of the survey results, including the answered paper surveys and the excel file of the aggregated data.

4.8.3. The Inspection Checklist program of the Report Card Survey will validate if the CSM is properly implemented.

#### **4.9. Updated Timeline of Submission**

The CSM Report covering the previous year shall be submitted **on or before the last working day of April the following year.**

### **5. TRANSITORY PROVISION**

All covered government agencies shall start implementing these guidelines beginning January 2023.

### **6. AMENDMENT TO THE GUIDELINES**

The guidelines outlined in this Memorandum Circular are subject to change as deemed necessary by the Authority.

### **7. REPEALING CLAUSE**

Provisions of previous issuances of the Authority that are inconsistent with this Memorandum Circular are hereby reversed, set aside, or declared ineffective.

### **8. SEPARABILITY CLAUSE**

If any provisions or part of this Circular is held unconstitutional or invalid, it shall not affect the validity of the remaining provisions of this Circular.

## 9. EFFECTIVITY

This Circular shall take effect immediately upon publication and registration with the University of the Philippines – Office of the National Administrative Register (UP-ONAR).

## 10. REFERENCES

The following additional documents are available online at the official website of the ARTA at [www.arta.gov.ph](http://www.arta.gov.ph):

Annex A. Client Satisfaction Measurement Questionnaire

Annex B. Client Satisfaction Measurement Report Outline and Sample Report

APPROVED BY:



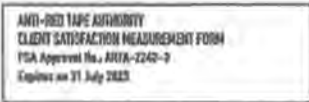
**DDG ERNESTO V. PEREZ**  
Officer-in-Charge

## Annex A

# Client Satisfaction Measurement Questionnaire



Control No: \_\_\_\_\_



(Insert agency logo here) (Insert agency name here)  
**HELP US SERVE YOU BETTER!**

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS:** Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**

(Online Version)

(Insert agency logo here) (Insert agency name here)

**HELP US SERVE YOU BETTER!**

This short Client Satisfaction Measurement (CSM) survey aims to track the customer experience of government offices. Your answers will enable this office to provide a better service.

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Region: \_\_\_\_\_

Agency visited: \_\_\_\_\_

Service availed: \_\_\_\_\_

Customer type (Citizen, Business, or Government?): \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions.**

**CC1** Do you know about the Citizen's Charter (document of an agency's services and reqs.)?

- 1. Yes, aware before my transaction with this office
- 2. Yes, but aware only when I saw the CC of this office
- 3. No, not aware of the CC (Skip questions CC2 and CC3)

**CC2** If Yes to the previous question, did you see this office's Citizen's Charter?






- 1. Yes, the CC was easy to find
- 2. Yes, but the CC was hard to find
- 3. No, I did not see this office's CC (Skip question CC3)

**CC3** If Yes to the previous question, did you use the Citizen's Charter as a guide for the service/s you availed?

- 1. Yes, I was able to use the CC
- 2. No, I was not able to use the CC because \_\_\_\_\_

**INSTRUCTIONS: For SQD 1-8, please encircle the number that corresponds to your answer:**

Strongly Disagree (SD)	Disagree (D)	Neither Agree nor Disagree (NAD)	Agree (A)	Strongly Agree (SA)
1	2	3	4	5

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree
SQD1. I spent an acceptable amount of time to complete my transaction ( <i>Responsiveness</i> )	1	2	3	4	5
SQD2. The office accurately informed and followed the transaction's requirements and steps ( <i>Reliability</i> )	1	2	3	4	5
SQD3. My online transaction (including steps and payment) was simple and convenient ( <i>Access and Facilities</i> )	1	2	3	4	5
SQD4. I easily found information about my transaction from the office or its website ( <i>Communication</i> )	1	2	3	4	5
SQD5. I paid an acceptable amount of fees for my transaction ( <i>Costs</i> )	1	2	3	4	5
SQD6. I am confident my online transaction was secure ( <i>Integrity</i> )	1	2	3	4	5
SQD7. The office's online support was available, or (if asked questions) online support was quick to respond ( <i>Assurance</i> )	1	2	3	4	5
SQD8. I got what I needed from the government office ( <i>Outcome</i> )	1	2	3	4	5

Remarks (optional):

\_\_\_\_\_

## **Annex B**

# **Client Satisfaction Measurement (CSM) Report Outline**

## Harmonized CSM Report Outline:

### I. Title Page

- *This section shall contain the Agency's official logo and official name. The page shall also include the label "Client Satisfaction Measurement Report", the year covered by the report, and the report's edition (Ex. 2nd Edition).*

### II. Table of Contents

### III. Overview

- *The content of the Overview section shall be at the discretion of the agency. It may include a brief description of the agency and the CSM mandate.*

### IV. Scope and Methodology

- a. **Period covered**
  - b. **Geographic and Office coverage**
  - c. **List of services surveyed**
  - d. **Sampling**
    - i. **Applied confidence level and margin of error**
    - ii. **Mode of survey implementation (Ex. Paper questionnaire in the office)**
- *The Scope section of the CSM Report shall include the period the survey was conducted and the geographical coverage of the survey.*
  - *In addition, the section shall include a table of the agency's services, the number of clients that completed the survey, and the total number of transactions during the year (surveyed + unsurveyed clients).*
  - *The agency shall create a separate table for services that had no clients during the period.*
  - *The sampling calculator is attached in the CSM Guidelines document.*
- e. **Feedback and Collection Mechanism**
  - f. **Scoring system**
    - i. **Table of the scale and its equivalent number**
  - g. **How numerical results will be interpreted**
    - *The Methodology section of the CSM Report shall discuss all the physical and digital methods used by the agency to implement the CSM survey.*
    - *Additionally, the section shall provide a table of the 5-point Likert scale and the survey's scoring system.*

### V. Results

- a. **Response rates (per service)**
  - i. **Number of clients surveyed per service**
  - ii. **Number of clients surveyed per customer type**
- b. **Total number of transacting clients during the period (per service)**
- c. **Client Demographic**

**d. Citizen's Charter results**

**e. Service Quality Dimension results**

**f. Free responses**

- *The response rate is integral to the survey so it shall be explicitly stated in the CSM report. It shall be followed by a discussion of why the agency thinks the response rate is high, low, or as expected.*
- *Furthermore, the agency shall provide reasons for why services have 0 responses, if any.*
- *A breakdown of the client demographic shall be provided. The agency may provide an analysis based on how it may or may not be representative of its population.*
- *Then, a breakdown of the Citizen's Charter questions and Service Quality Dimension questions by result count shall be provided. The agency shall provide an analysis of the results.*
- *Afterward, a breakdown of each services' scores shall be provided. The agency shall also provide an analysis of these results.*

**VI. Results of the Agency Action Plan reported in the previous year**

**VII. Continuous Agency Improvement Plan for the following year**

- *Sections VI and VII shall contain the action steps, the responsible unit/person, and a timeline. Agencies are also encouraged to incorporate CSM findings to the Improvement Plan.*
- *Section VI shall not apply for the first year of CSM implementation*

**VIII. Index**

- A. Clear image of physical CSM survey used**
- B. Detailed list of regional and satellite offices covered**
- C. CSM results of each regional and satellite office**
  - i. Response rates of each office**
  - ii. Demographic of each office**
  - iii. Citizen's Charter results of each office**
  - iv. SQD results of each office**

# Client Satisfaction Measurement Sample Report

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

COVER PAGE

(This number is not included in actual template)

INSERT AGENCY LOGO HERE

AGENCY NAME

San Jose Community  
Center  
1000 Main Street  
San Jose, CA 95128  
(408) 555-1234

San Jose Community Center  
1000 Main Street  
San Jose, CA 95128  
(408) 555-1234

Harmonized CSM Report

Report Date: 01/01/2023

2023 (1<sup>st</sup> Edition)

San Jose Community Center  
1000 Main Street  
San Jose, CA 95128  
(408) 555-1234

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE



Harmonized CSM Report

2023 (1<sup>st</sup> Edition)

Call your 2023 Customer Satisfaction Survey Report

For more information, visit the Customer Satisfaction Survey Report page on the 2023 Survey Report



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INSERT AGENCY LOGO HERE

AGENCY PROFILE  
 (This header is not included in actual template)

Department: Department of Economic Development  
 Region: Luzon  
 Division Office: Division Office  
 Office Address: Department of Economic Development  
 Office Phone: (02) 123-4567  
 Office Email: info@arta.gov.ph

## I. Overview:

The Anti-Red Tape Authority (ARTA) is a national government agency created under R.A. 11032 to monitor and ensure compliance with the national policy on transparency and ease of doing business in the Philippines.

As stated in the ARTA Memorandum Circular (M.C.) No. 2022-02, government agencies shall provide the harmonized CSM survey to clients who have completed a transaction. Per 6.7.3 of ARTA M.C. No. 2019-002, the client satisfaction measurement detailing the scope and period covered by the measurement, the methodology used, the results of the measurement, and the interpretation of the data shall be reported to the Authority.

## II. Scope:

ARTA conducted surveys throughout the year from Jan. 2022 to Dec. 2022.

ARTA surveyed every client that visited the main and regional offices, as well as those that contacted ARTA through email.

The survey used the standard harmonized CSM questionnaire. It asked clients demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions:

1. Responsiveness
2. Reliability
3. Access and Facilities
4. Communication
5. Costs
6. Integrity
7. Assurance
8. Outcome

The services ARTA surveyed are the following:

External Services	Responses	Total Transactions
Submission of Comments on Proposed Major Regulations (Online)	258	431
Submission of Comments on Proposed Major Regulations (Walk-In)	204	512
Request for Data related to Business Regulations (Online)	59	78
Request for Data related to Business Regulations (Walk-In)	8	16
Request for Doing Business Data/Information	21	33

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Request for Regulatory Impact Assessment (RIA) Training	32	32
Response to E-mail Clarification/Inquiry (Compliance-Related)	167	488
Filing of Non-ARTA Related Complaints	24	24
Filing of Complaints (Email)	271	849
Filing of Complaints (Physical Letter)	19	40
Filing of Complaints (Walk-in)	29	36
Request for Legal Opinion	71	101
Request for Comment (BRO)	42	100
Request for Issuance of Compliance Order (CMEO)	22	26
Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions	49	75
Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions (with Standard Disposition of Complaints)	33	39
Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions	15	34
Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions (with Standard Disposition of Complaints)	11	22
Standard procedure for the disposition of complaints endorsed to ARTA-ILO	16	20
Request for Briefing	56	81
Request for Statements/Advisories	73	153
Hiring of Plantilla Personnel for Successful Applications	36	49
Hiring of Plantilla Personnel for Failed Applications	108	327
<b>Internal Services</b>		
Request for Evaluation of Citizen's Charter	38	73
Request for ARTA Collaterals	15	21
Processing of Payroll	448	2436
Request for Certification of Availability of Funds	43	80
Disbursements	65	95
Cash Advance from Petty Cash Fund	26	37
Request for Expenses from Petty Cash Fund	33	51
Purchase Request for Goods (Items, Supplies, and Materials) through public bidding	9	17
Purchase Request for Goods (Items, Supplies, and Materials) through shopping	13	20
General Services for Building and Maintenance Request (Simple Repairs)	19	29
General Services for Building and Maintenance Request (Complex Request/ Requiring AMP)	0	8
Documentation and Assigning of Serial Number for Office Orders, Memorandum Circulars, and Other Official Issuances	0	5
Receiving of Incoming Documents	38	38
Request for Certified True Copy of Department Orders, Administrative Orders, and Other ARTA Issuances	17	17
Receiving of Inventory Items	23	23
Request and Issuance of Inventory Items	10	18
Request for ICT Technical Support	16	16
Request for Employee Records	38	38
Application for Leave	332	332
<b>TOTAL</b>	<b>2816</b>	<b>6920</b>

In aggregate, 2,816 people were able to answer the survey, among a population of 6,920. This resulted in a 41% response rate for 2022.

DISCLAIMER: ALL NUMBERS IN THIS SAMPLE HAVE BEEN RANDOMIZED AND ARE NOT REPRESENTATIVE OF THE AGENCY'S ACTUAL PERFORMANCE

Services that had no clients in 2022 are the following:

Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions (with Disposition of Complaints via virtual proceedings)
Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions (with Disposition of Complaints via virtual proceedings)

### III. Methodology:

For physical clients, surveys were handed out and collected by ARTA personnel immediately at the end of the transaction. Surveys and survey boxes were also available near the office's exit.

For online clients, emails containing the CSM portal link were sent one (1) week after the last correspondence.

The 8 SOD questions were scored using a 5-point Likert Scale. The simple average of the questions was used to get the Overall score. The interpretation of the results are as follows.

Scale	Average	Rating
1	1.00-1.49	Very Unsatisfied
2	1.50-2.49	Unsatisfied
3	2.50-3.49	Neither Unsatisfied nor Satisfied
4	3.50-4.49	Satisfied
5	4.50-5.00	Very Satisfied

### IV. Results of the harmonized CSM for FY 2022:

#### A. Count of CC and SOD results

While the majority of respondents know the existence of a Citizen's Charter (CC), 49% of clients were still unaware of the CC.

Meanwhile, among those that knew the CC, 77% were able to see ARTA's CC. However, only 34% of clients were able to use it as a guide for their service.

External Services	Response	Percentage
CC1. Yes, aware before my transaction here	944	33%
CC1. Yes, but aware only when I saw the CC of this office	521	18%
CC1. No, not aware	1370	49%
CC2. Yes, I saw the Citizen's Charter	1135	77%
CC2. No, I did not see the Citizen's Charter	330	23%
CC3. Yes, I was able to read	387	34%

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CG3. No. I was not able to read	740	66%
---------------------------------	-----	-----

Meanwhile, most respondents were 'Very Satisfied' with ARTA in terms of the 8 service quality dimensions, recording a score range of 4.55-4.72.

The data below shows the breakdown of the results per service quality dimension.

Service Quality Dimensions	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Responses	Rating
Responsiveness	1	12	58	815	1930	2816	4.72
Reliability	5	9	50	1052	1700	2816	4.64
Access and Facilities	2	16	71	938	1789	2816	4.67
Communication	1	18	54	1296	1447	2816	4.55
Costs	1	21	44	971	1779	2816	4.67
Integrity	3	15	38	833	1927	2816	4.72
Assurance	2	17	65	1141	1591	2816	4.60
Outcome	4	14	59	1053	1686	2816	4.64
Overall	19	122	438	8099	13849	22528	4.65

#### B. Average score per service

Looking at the scores per service, respondents were either 'Satisfied' or 'Very Satisfied' with their transactions, recording a score range of 4.00-4.97. No service garnered a score of 3.99 or lower.

As a result, ARTA recorded an Overall score of 4.65, which translates to 'Very Satisfied'.

The data below shows the Overall rating of each service surveyed.

External Services	Overall Rating
Submission of Comments on Proposed Major Regulations (Online)	4.67
Submission of Comments on Proposed Major Regulations (Walk-In)	4.80
Request for Data related to Business Regulations (Online)	4.41
Request for Data related to Business Regulations (Walk-In)	4.07
Request for Doing Business Data/Information	4.97
Request for Regulatory Impact Assessment (RIA) Training	4.38
Response to E-mail Clarification/Inquiry (Compliance-Related)	4.83
Filing of Non-ARTA Related Complaints	4.04
Filing of Complaints (Email)	4.12
Filing of Complaints (Physical Letter)	4.11
Filing of Complaints (Walk-in)	4.65
Request for Legal Opinion	4.71
Request for Comment (BRO)	4.85
Request for Issuance of Compliance Order (CMEO)	4.74

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Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions	4.27
Request for Issuance of Order of Automatic Approval/Extension for Complex Transactions (with Standard Disposition of Complaints)	4.33
Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions	4.49
Request for Issuance of Order of Automatic Approval/Extension for Highly Technical Transactions (with Standard Disposition of Complaints)	4.15
Standard procedure for the disposition of complaints endorsed to ARTA-JELO	4.00
Request for Briefing	4.61
Request for Statements/Advisories	4.82
Hiring of Plantilla Personnel for Successful Applications	4.07
Hiring of Plantilla Personnel for Failed Applications	4.10
External Service Overall	4.60
<b>Internal Services</b>	
Request for Evaluation of Citizen's Charter	4.13
Request for ARTA Collaterals	4.12
Processing of Payroll	4.76
Request for Certification of Availability of Funds	4.87
Disbursements	4.39
Cash Advance from Petty Cash Fund	4.21
Request for Expenses from Petty Cash Fund	4.46
Purchase Request for Goods (Items, Supplies, and Materials) through public bidding	4.67
Purchase Request for Goods (Items, Supplies, and Materials) through shopping	4.62
General Services for Building and Maintenance Request (Simple Repairs)	4.95
General Services for Building and Maintenance Request (Complex Request/ Requiring AMP)	4.64
Documentation and Assigning of Serial Number for Office Orders, Memorandum Circulars, and Other Official Issuances	4.04
Receiving of Incoming Documents	4.41
Request for Certified True Copy of Department Orders, Administrative Orders, and Other ARTA Issuances	4.73
Receiving of Inventory Items	4.81
Request and Issuance of Inventory Items	4.86
Request for ICT Technical Support	4.54
Request for Employee Records	4.16
Application for Leave	4.78
Internal Service Overall	4.70
Overall	4.65

V. Results of the Agency Action Plan reported in FY 2021:

VI. Continuous Agency Improvement Plan for FY 2023:

Page Number



**INTER-AGENCY TASK FORCE ON THE HARMONIZATION OF  
NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND REPORTING SYSTEMS**  
(Administrative Order No. 25 S. 2011)

**MEMORANDUM CIRCULAR NO. 2023- 1**

**August 22, 2023**

- TO :** ALL HEADS OF DEPARTMENTS, BUREAUS, OFFICES AND OTHER AGENCIES OF THE NATIONAL GOVERNMENT, INCLUDING CONSTITUTIONAL COMMISSIONS, OTHER EXECUTIVE OFFICES, CONGRESS, THE JUDICIARY, STATE UNIVERSITIES AND COLLEGES, GOVERNMENT-OWNED OR-CONTROLLED CORPORATIONS, LOCAL WATER DISTRICTS, AND LOCAL GOVERNMENT UNITS
- SUBJECT:** GUIDELINES ON THE GRANT OF THE PERFORMANCE-BASED BONUS (PBB) FOR FISCAL YEAR 2023 UNDER EXECUTIVE ORDER (EO) NO. 80, S. 2012 AND EO NO. 201, S. 2016

**1.0 PURPOSE**

This Circular is being issued to prescribe the criteria and conditions for the grant of the PBB for FY 2023 performance, to be given in FY 2024. Achieving a prosperous, inclusive, and resilient society through economic transformation requires the practice of open, efficient, and accountable governance. In pursuit of the goal of the Philippine Development Plan (PDP) 2023-2028 to practice good governance and improve bureaucratic efficiency, the FY 2023 PBB will contribute to raising the productivity, performance, transparency, and accountability of government agencies and employees, using the enhanced Results-based Performance Management System and the simplified Performance-based Incentive System.

The four (4) accountability dimensions – Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results remain relevant in achieving the PDP goals such as good governance and bureaucratic efficiency. The FY 2023 PBB through the Performance and Financial Results, will intensify transparency and disclosure in public spending information through the timely delivery of government programs and projects even during periods of adversity, such as health emergencies and natural hazards like the COVID-19 pandemic. For Process Results, ease of transaction in government services may be achieved through the continuous full implementation of process improvement efforts contributing to the Ease of Doing Business and Efficient Delivery of Government Services and strengthened adherence to quality management programs. Further, getting the citizen's feedback to ensure that the transacting public is satisfied with the delivery of public services is monitored under the Citizen/Client Satisfaction Results.

The FY 2023 PBB shall continue to measure and evaluate agency performance highlighting the public's satisfaction with the quality of public service delivery, utilization of resources, and reinforced agency stewardship. With the FY 2023 PBB, agencies will be able to conduct self-assessment of their overall performance through the provided transparent PBB scoring system tied-up to the rates of incentives.

## 2.0 COVERAGE

The FY 2023 PBB covers all departments, bureaus, offices, and other agencies of the National Government, including Constitutional Commissions, Other Executive Offices (OEOs), Congress, the Judiciary, State Universities and Colleges (SUCs), Government-Owned or-Controlled Corporations (GOCCs), Local Water Districts (LWDs), and Local Government Units (LGUs). For the list of departments/agencies and SUCs enrolled in the FY 2023 PBB, please refer to *Annex 1: Master List of Departments/Agencies and State Universities and Colleges*.

2.1 The implementation of this Circular shall be done in close coordination with the following agencies:

- a. Department of Budget and Management (DBM) for the Departments and attached agencies;
- b. Office of the President-Office of the Executive Secretary (OP-OES), DBM for OEOs, including the OP-attached agencies and the GOCCs covered by the DBM;
- c. Commission on Higher Education (CHED) for SUCs;
- d. Governance Commission for GOCCs (GCG) covered by Republic Act (RA) No. 10149;
- e. Local Water Utilities Administration (LWUA) for LWDs, and
- f. Department of the Interior and Local Government (DILG) for LGUs.

Accordingly, consistent with this Circular, the DILG, the LWUA, and the GCG shall issue separate guidelines for the grant of the FY 2023 PBB for LGUs, LWDs, and GOCCs covered by RA No. 10149, respectively, containing the specific targets/requirements to be satisfied by their covered agencies.

2.2 The personnel of agencies holding regular, contractual, and casual positions are covered by this Circular. Excluded from the coverage herein are individuals engaged without an employer-employee relationship and funded from non-Personnel Services budget.

## 3.0 ELIGIBILITY CRITERIA

To be eligible for the grant of the FY 2023 PBB, each agency must satisfy the criteria and conditions under the four (4) 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) in the four (4) dimensions of accountability based on the PBB Scoring System as will be discussed in detail in Section 4.0.

The FY 2023 **Performance Results** refer to the accomplishment of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the FY 2023 General Appropriations Act (GAA). The **Process Results** refer to the achievements in ease of doing business/ease of transaction with the agency as a result of streamlining, digitization, standardization, systems and procedures reengineering, and other related improvements. The **Financial Results** refer to the actual spending of the agency's budget allotment vis-à-vis the realization of the committed programs and projects based on the FY 2023 GAA. The **Citizen/Client Satisfaction Results** refer to the achievements in satisfying the quality expectations of the transacting public/client.

For FY 2023 PBB, the Agency Accountability requirements discussed in Section 5.0 shall be maintained and used to determine the eligibility of responsible units and individuals.

#### 4.0 FY 2023 PBB TARGETS, ASSESSMENT, AND SCORING SYSTEM

The agency's accomplishments for each of the criteria shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight, as shown in Table 1. The maximum score that may be obtained by the agency is 100 points. 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) criteria.

CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5 points	10 points	15 points	20 points	25 points
Process Results	5	5 points	10 points	15 points	20 points	25 points
Financial Results	5	5 points	10 points	15 points	20 points	25 points
Citizen/Client Satisfaction Results	5	5 points	10 points	15 points	20 points	25 points

As can be gleaned in Table 1, a performance rating of 4 in all criteria will yield a total score of 80 points for the agency. 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.

- 4.1 Performance Results.** The targets under 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.
- a. For NGAs, GOCCs covered by the DBM, and SUCs, achieve each one of the Congress-approved performance targets under the PIB of the FY 2023 GAA;
  - b. For GOCCs covered by RA No. 10149, achieve the physical targets reflected in their approved FY 2023 Performance Scorecard and eligibility requirements specified in a separate guideline to be issued by the GCG;



- c. For LWDs, achieve each one of the physical targets as identified by LWUA through separate guidelines; and,
- d. For LGUs, achieve the performance targets based on the Guidelines on the Grant of the PBB for LGUs to be issued by the AO25 IATF and the DILG.

The agency's 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 System (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, as provided under Item 3.19.2 of DBM National Budget Circular No. 587, pursuant to Section 99, General Provisions of Republic Act No. 11936 (FY 2023 GAA), to indicate the progress towards the accomplishment of broader sectoral and societal outcomes targeted by the agency for improving the lives of Filipinos.

BFARs will be used to monitor and validate agency accomplishments. For deficiencies or non-attainment of FY 2023 targets, justifications must be submitted together with the prescribed BFAR forms to the Commission on Audit (COA), the DBM, and the Bureau of the Treasury (BTr), as applicable through the DBM URS and/or IFMIS, thirty (30) days after the end of the 4<sup>th</sup> quarter of FY 2023.

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

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 FY 2023.	Met 50% to less than 70% of performance indicators of the Congress-approved performance targets for FY 2023.	Met 70% to less than 80% of performance indicators of the Congress-approved performance targets for FY 2023.	Met 80% to less than 100% of performance indicators of the Congress-approved performance targets for FY 2023.	Met each one or 100% of the Congress-approved performance targets for FY 2023 (all performance indicators)

For agencies that do not receive budgetary support from the national government and GOCCs covered by the DBM, reporting of Performance Results shall be supported by the following documents to be submitted to the AO25 Secretariat, duly signed by the Head of the Agency or designated official:

- **Agencies without budgetary support** - Budget Preparation Form B - Agency Performance Measures (for physical performance), Operating Budgeting Utilization showing the approved level vs. actual, and all other applicable financial accountability reports.
- **GOCCs covered by the DBM** - DBM Form 700 reflecting the GOCCs Physical and Financial Performance, and DBM-prescribed Corporate Operating Budget (COB) forms.

- 4.2 Process Results.** The target under Process Results is the greater ease of transaction of core services based on mandated functions (external) covering government-to-citizens (G2C), government-to-businesses (G2B), and government-to-government (G2G) transactions, and the administrative and supporting services (internal) within the agency.

Further ease of transaction of critical external and internal services may be achieved through more rigorous approaches such as reengineering, streamlining, digitalization and other technological applications, and other types of process innovations implemented in the agencies including their Regional, Satellite, and Extension Offices.

- 4.2.1 For FY 2023 PBB, 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/SUC's updated Citizen's Charter and in line with the Anti-Red Tape Authority (ARTA)'s Whole-of-Government (WOG) Reengineering Manual.

Agencies may declare the critical services previously reported in FY 2022 Process Results Report, **provided that there are new improvements introduced with verifiable results** (number or percentage of reduction in total processing time, steps, requirements, costs, etc.)

In the process of improving the services of agencies and in promoting the WOG approach in the bureaucracy, 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. It aims to 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.

As defined in ARTA MC 2019-002-A<sup>1</sup>, 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.

<sup>1</sup> Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002 i., 2019 Guidelines on the Implementation of the Citizen's Charter in Compliance with RA No. 11032

4.2.2 In selecting the critical services to be prioritized by the agency (and which will be validated later by the ARTA for purposes of determining eligibility for the PBB), agencies shall consider the selection of the services based on any of the following factors, or a combination thereof. **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 proscribed 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.
- f. A **service that involves inter-agency action** to complete the transaction.

4.2.3 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 for instance 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; in other words, the total turnaround time, not just the estimated time reflected in the agency's Citizens 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 *i.e., the complexity and amount of effort that the agency need to expend in order to process the transaction; and*

- i. **Access to the service** that makes the transaction very easy, convenient, without or only with very minimal cost, reliable, and predictable.

4.2.4 The agencies and SUCs 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 for prioritizing areas for improvement. Agency's **substantial improvement results** shall be reported through *Annex 2: Modified Form A* which also contains a guide in accomplishing said form. Agencies and SUCs must report objectively verifiable evidence of achievements from the completed transactions of the reported services in ease of doing business/ease of transaction using Annex 2.

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

TABLE 3: RATING SCALE FOR PROCESS RESULTS (Agencies and SUCs)				
1	2	3	4	5
No substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvements to ease transactions in internal service	Achieved substantial improvements to ease transactions in external service only	Achieved substantial improvements 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

- 4.2.5 Agencies are required to submit a **report on the digitalization** 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, and contactless transactions;
  - b. utilization of disruptive and emerging technologies in system 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 digitalization 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.

The complete report on digitalization is also considered as an Agency Accountability as stated in Section 5.0.

- 4.3 **Financial Results.** For agencies and GOCCs covered by the DBM, attainment of the FY 2023 Disbursement BUR; and for SUCs likewise achieve the FY 2023 Disbursements BUR and the FY 2023 Earmarked Income targets.

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. Hence for FY 2023, agencies shall accomplish the following Disbursements BUR:

- 4.3.1 **Disbursement BUR** – is measured by the ratio of total disbursements (excluding Personnel Services) to the total obligations for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) made in FY 2023, net of goods and services obligated by **December 31, 2022**, but paid only in FY 2023. The **total obligations** for MOOE and CO shall refer to those made from the current appropriations under the FY 2023 GAA and the continuing appropriations under FY 2022. Transfers to other agencies shall not be considered as disbursements until such time such transferred funds have been utilized for payment of accepted goods delivered and services rendered. Hence:

$$\text{Disbursement BUR} = \frac{\text{Total Disbursements (excluding Personnel Services), net of payments made in FY 2023 for past years' obligations}}{\text{Total Obligations}}$$

For agencies that do not receive budgetary support from the national government and GOCCs covered by the DBM, reporting of Performance Results shall be supported by the following documents to be submitted to the AO25 Secretariat, duly signed by the Head of the Agency or designated official:

- a. **Agencies without budgetary support** - Budget Preparation Form B - Agency Performance Measures (for physical performance), Operating Budgeting Utilization showing the approved level vs. actual, and all other applicable financial accountability reports.
- b. **GOCCs covered by the DBM** - DBM Form 700 reflecting the GOCCs Physical and Financial Performance, and DBM-prescribed Corporate Operating Budget (COB) forms.

- 4.3.2 **BUR for GOCCs is computed as follows:**

$$\text{Disbursements BUR} = \frac{\text{Total Actual Disbursement}}{\text{Total Actual Obligations (both net of Personnel Services)}}$$

- 4.3.3 **Agencies with fund transfers** either for operating or program subsidies or both shall also achieve and report the same Disbursement BUR for NGAs for all the subsidy releases for FY 2023 from the aforementioned appropriations sources.

#### 4.3.4 BUR for SUCs is computed as follows:

- a. **Disbursement BUR** is the same as the computation under Section 4.3a.
- b. Since all earmarked income of the SUCs (e.g., *trust funds, internally generated income, and revolving funds*) should benefit and improve the SUCs operations, its Disbursements utilization rates will also be reported following the formats in *Annexes 4, 4.1, and 4.2: FY 2023 GAA Accomplishments, BUR Form for SUCs, and All Earmarked Income*.

Same as for the Performance Results, the agencies must ensure the submission of the quarterly BFARs through the DBM-URS and/or IFMIS, in a timely manner financial Accountability Reports (FAR) No.1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) shall be the basis for determining the FY 2023 BUR accomplishment of agencies.

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

TABLE 4: FY 2023 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

- 4.4 Citizen/Client Satisfaction Results.** For NGAs, GOCCs covered by the DBM, and SUCs, resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB); and for LWDs and GOCCs covered by RA No. 10149, accomplish and submit reports on Client Satisfaction or feedback mechanism as prescribed by LWUA and GGC.

**Resolution and compliance to reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB).** Agencies shall ensure the *resolution* of all complaints and grievances reported to Hotline #8888 and CCB, and their *compliance* to the 72-hour prescribed period to take actions on complaints as provided in EO No. 6, s. 2016.

Reported complaints and grievances shall cover government service and procedures of the agencies, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities.

To provide evidence on this, agencies may submit a report summarizing Hotline #8888 and CCB complaints received in FY 2023 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 the definitions provided in *Section 2.4.2c of MC No. 2021-2*.

The requirements under the Citizen/Client Satisfaction Results shall be assessed and scored as follows.

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
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 #8888/CCB complaints	At least 75% resolution and compliance rate if there are more than 250 tickets to #8888/CCB complaints  At least 80% resolution and compliance rate for 250 or less tickets to #8888/CCB complaints	100% resolution and compliance to #8888/CCB complaints

**5.0 AGENCY ACCOUNTABILITIES.** To sustain the institutionalization of compliance with 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. *See Annex 6: FY 2023 Agency Accountability Timelines.*

TABLE 6: AGENCY ACCOUNTABILITIES	
Continuing Agency Accountabilities	<ul style="list-style-type: none"> <li>a. Updating of Transparency Seal</li> <li>b. Compliance with Audit Findings and Liquidation of Cash Advances</li> <li>c. Compliance with the Freedom of Information (FOI) Program</li> <li>d. Establishment and Conduct of the Agency Review and Compliance of Statement of Assets, Liabilities, and Net Worth (SALN)</li> <li>e. PhilGEPS posting of all invitations to bids and awarded contracts - 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) (<i>Annex 7</i>)</li> <li>f. FY 2023 Non-Common Use Supplies and Equipment (APP-non CSE)</li> <li>g. Posting of Indicative FY 2024 APP-non CSE</li> <li>h. FY 2024 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE) (<i>Annex 8</i>)</li> <li>i. Results of FY 2022 Agency Procurement Compliance and Performance Indicators (APCPI) System</li> <li>j. Undertaking of Early Procurement Activities covering FY 2024 Procurement Projects</li> </ul>

<b>TABLE 6: AGENCY ACCOUNTABILITIES</b>	
	<ul style="list-style-type: none"> <li>k. Designation of the Agency's Committee on Anti-Red Tape (CART)</li> <li>l. Compliance with the National Competition Policy (NCP) (<i>Annex 5 to 5.4</i>)</li> </ul>
New Agency Accountabilities beginning FY 2023 PBB	<ul style="list-style-type: none"> <li>m. For departments/agencies, SUCs, and GOCCs (DBM), continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process. (<i>Annex 3</i>)</li> <li>n. Administered Client Satisfaction Measurement (CSM)</li> <li>o. Report on the digitalization initiatives or digital transformation of external and internal services</li> </ul>

While the above-mentioned conditions are no longer required in determining the overall PBB eligibility of agencies, compliance with these conditions shall be used as the basis for determining the eligibility of responsible units and individuals. Agencies should submit these legal requirements directly to the validating agencies.

## 6.0 ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

- 6.1 Similar to FY 2022 PBB, the delivery units (DUs) of eligible agencies shall no longer be ranked for FY 2023 PBB. However, the unit/s most responsible for deficiencies shall be isolated.
- 6.1.1 Based on Table 1, 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 with a performance rating of below 4 will be isolated from the grant of the FY 2023 PBB.
- 6.1.2 The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 shall also be isolated from the grant of the FY 2023 PBB.
- 6.2 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 7.0.
- 6.3 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 Career Executive Service Board (CESB).
- 6.4 Department Secretaries, Heads of OEOs, Chairpersons, Commissioners of Constitutional Offices, Heads of Attached Agencies, Presidents of SUCs, and non-ex officio Heads of GOCCs covered by the DBM are eligible only if their respective agencies are eligible. If eligible, their PBB shall be equivalent to the rates stated in Section 7.0.



- 6.5 Non-ex officio Board Members of GOCCs covered by the DBM may be eligible for the PBB with the equivalent rates following Section 7.0 and these conditions:
- a. The GOCC has qualified for the grant of the FY 2023 PBB;
  - b. The Board Member has 90% attendance to duly called board meetings and committee meetings as certified by the Board Secretary;
  - c. The Board Member has nine (9) months aggregated service in the position; and
  - d. The GOCC has submitted the appropriate annual Board-approved Corporate Operating Budget to DBM following the Corporate Budget Circular No. 22 dated December 1, 2016.
- 6.6 For SUCs, in case there is a change in leadership within the year, the SUC President who served the longest shall be entitled to the PBB with the equivalent rates following the provisions stated in Section 7.0.
- The PBB rate of the SUC President who served for a shorter period shall be based on the eligibility of the SUC where he/she served the longest.
- 6.8 Personnel in detail to another government agency for six (6) months or more shall be included in the recipient agency that rated his/her performance. The payment of the PBB shall come from the mother agency.
- 6.9 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.
- 6.10 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, as stated in Section 6.12.
- 6.11 An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least a Very Satisfactory rating may be eligible for the full grant of the PBB.
- 6.12 An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least a Very Satisfactory rating shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

<b>TABLE 7: LENGTH OF SERVICE AND PERCENTAGE OF PBB</b>	
<b>LENGTH OF SERVICE</b>	<b>% OF PBB</b>
8 months but less than 9 months	90%
7 months but less than 8 months	80%
6 months but less than 7 months	70%
5 months but less than 6 months	60%

<b>TABLE 7: LENGTH OF SERVICE AND PERCENTAGE OF PBB</b>	
4 months but less than 5 months	50%
3 months but less than 4 months	40%

The following are the valid reasons for an employee who may not meet the nine-month actual service requirement to be considered for PBB on a pro-rata basis:

- a. Being a newly hired employee;
  - b. Retirement;
  - c. Resignation;
  - d. Rehabilitation Leave;
  - e. Maternity Leave and/or Paternity Leave;
  - f. Vacation or Sick Leave with or without pay;
  - g. Scholarship/Study Leave; and/or
  - h. Sabbatical Leave.
- 6.13 An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible for the grant of the PBB.
- 6.14 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2023 shall not be entitled to the PBB. If the penalty meted out is only a reprimand, such a penalty shall not cause disqualification to the PBB.
- 6.15 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 responsible for non-compliance with the establishment and conduct of the review and compliance procedure of SALN, shall not be entitled to the FY 2023 PBB.
- 6.16 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.

## 7.0 RATES OF THE PBB

- 7.1 The total score as stated in Section 4.0 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 December 31, 2023. For illustration, see Table 6 below.

<b>TABLE 8: RATES OF THE PBB</b>	
<b>TOTAL SCORE</b>	<b>PBB RATES</b>
100 points	<b>65%</b> 100% of the 65% monthly basic salary
95 points	<b>61.75%</b> 95% of the 65% monthly basic salary
90 points	<b>58.5%</b> 90% of the 65% monthly basic salary

TABLE 8: RATES OF THE PBB	
TOTAL SCORE	PBB RATES
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

- 7.2 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 PBB requirements on time.

## 8.0 TIMELINES AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

- 8.1 The quarterly BFARs of the agencies which will be used to assess and validate Performance Results shall be submitted through the DBM URS and/or IFMIS in a timely manner, *i.e.*, within thirty (30) days after the end of each quarter, as provided under Item 3.19.2 of National Budget Circular No. 587 pursuant to Section 99, General Provisions of Republic Act No. 11936 (FY 2023 GAA). BFARs will be used to assess and validate Performance Results. Non-compliance thereto must be supported with relevant justification.

- 8.2 All agencies should submit evidence of accomplishments of Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results (as provided in Section 4.0) on or before **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.

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.

- 8.3 Agencies shall ensure that all explanations and justifications for deficiencies are already attached in their online submission.
- 8.4 The AO25 IATF shall conduct spot checks to validate claims and certifications made by the agencies on their submitted/posted reports and/or requirements.
- 8.5 Agencies are encouraged to provide information to the AO25 Secretariat on compliance with the Agency Accountabilities provided in Section 5.0.

- 8.6 Agencies shall be responsible for the review and updating of their respective Personnel Services Itemization and Plantilla of Personnel (PSIPOP) under the DBM's Government Manpower Information System (GMIS). Under National Budget Circular (NBC) No. 549<sup>2</sup>, 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: Report on Ranking of Offices/Delivery Units*.

For agencies with non-permanent positions or excluded from the coverage of the GMIS, a modified Form 1.0 shall be submitted to the DBM for review and evaluation.

## 9.0 EFFECTS OF NON-COMPLIANCE

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

Moreover, the CSC or Ombudsman shall file the appropriate administrative case for misrepresentation in the submitted/posted reports and requirements for the PBB, a commission of fraud in the payment of the PBB, and violation of the provisions of this Circular.

## 10.0 COMMUNICATION AND CHANGE MANAGEMENT

- 10.1 Head of Agencies with the support of their PMTs should enhance the implementation of their internal communications strategy on the PBB and fulfill the following:
- a. Engage their respective employees in understanding the PBB, the performance targets of their respective 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 their agencies. The Help Desk may be a facility that is embedded in the respective websites of agencies.
  - d. Set up a Complaints Mechanism to respond to the PBB-related issues and concerns raised by officials and employees of their respective agencies. Such may be incorporated into the functions of their Grievance Committee.

- 10.2 The Head of Agency shall designate a senior official who shall serve as a PBB focal person. The offices responsible for the performance management may be 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 PBB focal persons should be submitted to the AO25 Secretariat.
- 10.3 Agencies should strengthen their communications strategy and ensure transparency and accountability in the implementation of the PBB.
- 10.4 The AO25 IATF shall maintain the following communication channels:
- a. AO25 Secretariat at [ao25secretariat@dap.edu.ph](mailto:ao25secretariat@dap.edu.ph)
  - b. RBPMS website: [www.rbpms.dap.edu.ph](http://www.rbpms.dap.edu.ph)
  - c. Telephone: (02) 8400-1469, (02) 8400-1490, (02) 8400-1582
  - d. Facebook: [www.facebook.com/PBBsecretariat](https://www.facebook.com/PBBsecretariat)

## 11.0 APPLICABILITY TO THE CONSTITUTIONAL BODIES, LEGISLATIVE AND JUDICIAL BRANCHES

The Congress, the Judiciary, and Constitutional Commissions are encouraged to follow these guidelines to be eligible for the FY 2023 PBB.

## 12.0 EFFECTIVITY CLAUSE

This Memorandum Circular shall take effect immediately upon publication.

Certified true copies shall be posted on the RBPMS website (<https://rbpms.dap.edu.ph/>), the DBM website (<https://www.dbm.gov.ph/>), and the Official Gazette (<https://www.officialgazette.gov.ph/>), and shall be filed at the University of the Philippines Law Center.

  
**AMENA F. PANGANDAMAN**  
Secretary, Department of Budget and Management



**Master List of  
Departments, Agencies, and State Universities and Colleges**

**A. DEPARTMENTS**

Department	Offices/Bureaus/Units
1. Office of the President	<ul style="list-style-type: none"> <li>● Office of the Executive Secretary*</li> <li>● Commissions</li> <li>● Centers</li> <li>● Technical and Staff Offices</li> <li>● Offices of Presidential Advisers/Assistants (<i>per area of concern</i>)</li> <li>● Offices with special concerns</li> </ul>
2. Office of the Vice-President	<ul style="list-style-type: none"> <li>● Office of the Chief of Staff (<i>including the Office of the Vice-President Proper and the Office of the Assistant Chief of Staff</i>)</li> <li>● Technical and Staff Offices</li> </ul>
3. Department of Agrarian Reform a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>● Office of the Secretary*</li> <li>● Council Secretariat</li> <li>● DAR Adjudication Boards</li> <li>● Services</li> <li>● Bureaus</li> <li>● Regional Offices</li> </ul>
4. Department of Agriculture a. Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>● Office of the Secretary*</li> <li>● Services</li> <li>● Bureaus</li> <li>● Regional Field Offices</li> <li>● Institutes (e.g., PRRI)</li> <li>● Centers (e.g., FDC)</li> </ul>
b. Agricultural Credit Policy Council	<ul style="list-style-type: none"> <li>● Office of the Executive Director*</li> <li>● Staffs</li> </ul>
c. Bureau of Fisheries and Aquatic Resources	<ul style="list-style-type: none"> <li>● Office of the Director*</li> <li>● Central Office Divisions</li> <li>● National Centers</li> <li>● Regional Offices</li> </ul>
d. Fertilizer and Pesticide Authority	<ul style="list-style-type: none"> <li>● Office of the Executive Director*</li> <li>● Divisions</li> </ul>

Department		Offices/Bureaus/Units
e.	National Fisheries Research and Development Institute	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Centers</li> </ul>
f.	National Meat Inspection Service	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Technical Operation Centers</li> </ul>
g.	Philippine Carabao Center	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Centers</li> </ul>
h.	Philippine Center for Post-Harvest Development and Mechanization	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
i.	Philippine Council for Agriculture and Fisheries	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
j.	Philippine Fiber Industry Development Authority	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Offices</li> </ul>
5.	Department of Budget and Management	
a.	Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
b.	Government Procurement Policy Board - Technical Support Office	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
c.	Procurement Service	<ul style="list-style-type: none"> <li>• Office of the Executive Director* (including Internal Audit, Legal, and Corporate Planning Divisions)</li> <li>• Functional Groups</li> </ul>

Department	Offices/Bureaus/Units
<p>6. Department of Education</p> <p>a. Office of the Secretary (Proper)</p> <p>b. Early Childhood Development Center (<i>identified as DU of the Office of the Secretary Proper</i>)</p> <p>c. National Academy of Sports</p> <p>d. National Book Development Board</p> <p>e. National Council for Children's Television</p> <p>f. National Museum</p> <p>g. Philippine High School for the Arts</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary* (<i>including Early Childhood Care Development Council</i>)</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Schools Division Offices</li> <li>• Schools and Learning Centers**</li> <li>• National Educators Academy of the Philippines</li> </ul> <ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul> <ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul> <ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul> <ul style="list-style-type: none"> <li>• Office of the Director-General*</li> <li>• Divisions</li> </ul> <ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Basic and Arts Education</li> <li>• Staff Divisions</li> </ul>
<p>7. Department of Energy</p> <p>a. Office of the Secretary (Proper)</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary* (<i>including Investment Promotion Staff, Consumer Welfare and Promotion Staff, Public Affairs Staff, and Internal Audit Division</i>)</li> <li>• Bureaus</li> <li>• Services</li> <li>• Field Offices</li> </ul>
<p>8. Department of Environment and Natural Resources</p> <p>a. Office of the Secretary (Proper)</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> </ul>



Department		Offices/Bureaus/Units
b.	Environmental Management Bureau	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Central Office Divisions</li> <li>• Regional offices</li> </ul>
c.	Mines and Geo-Sciences Bureau	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Central Office Divisions</li> <li>• Regional Offices</li> </ul>
d.	National Mapping and Resource Information Authority	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Branches</li> </ul>
e.	National Water Resources Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
f.	Palawan Council for Sustainable Development Staff	<ul style="list-style-type: none"> <li>• Office of the Chairman* (<i>including Office of the Executive Director</i>)</li> <li>• Divisions</li> </ul>
9. Department of Finance		
a.	Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• Offices</li> </ul>
b.	Bureau of Customs	<ul style="list-style-type: none"> <li>• Office of the Commissioner*</li> <li>• Services</li> <li>• Offices</li> </ul>
c.	Bureau of Internal Revenue	<ul style="list-style-type: none"> <li>• Office of the Commissioner* (<i>including Performance Evaluation Division</i>)</li> <li>• Services</li> <li>• Revenue Data Centers</li> <li>• Revenue Regional Offices</li> </ul>
d.	Bureau of Local Government Finance	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
e.	Bureau of the Treasury	<ul style="list-style-type: none"> <li>• Office of the Treasurer of the Philippines*</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
f.	Central Board of Assessment Appeals	<ul style="list-style-type: none"> <li>• Office of the Board*</li> <li>• Offices of the Hearing Officers</li> </ul>
g.	Insurance Commission	<ul style="list-style-type: none"> <li>• Office of the Commissioner (<i>including Internal Audit Division</i>)</li> <li>• Services</li> <li>• District Offices</li> </ul>

Department		Offices/Bureaus/Units
h.	National Tax Research Center	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Groups</li> </ul>
i.	Privatization and Management Office	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Services</li> </ul>
j.	Securities and Exchange Commission	<ul style="list-style-type: none"> <li>• Office of the Chairperson*</li> <li>• Sectoral Offices</li> <li>• Departments</li> <li>• Extension Offices</li> </ul>
10.	Department of Foreign Affairs	
a.	Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary* (including Technical Cooperation Council of the Philippines, UNESCO National Commission of the Philippines)</li> </ul>
b.	Technical Cooperation Council of the Philippines	
c.	UNESCO National Commission of the Philippines	<ul style="list-style-type: none"> <li>• Technical and Support Offices</li> <li>• Embassies</li> <li>• Consulate General</li> <li>• Diplomatic Mission</li> </ul>
d.	Foreign Service Institute	<ul style="list-style-type: none"> <li>• Office of the Director General</li> <li>• Divisions</li> </ul>
11.	Department of Health	
a.	Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
	a.1 DOH-supervised Health Facilities**	<ul style="list-style-type: none"> <li>• Hospitals (including Special Hospitals, Medical Centers, and Treatment and Rehabilitation Centers)</li> </ul>
b.	National Nutrition Council	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Nutrition Offices</li> </ul>
c.	Philippine National AIDS Council	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
12.	Department of Human Settlements and Urban Development	
a.	Human Settlements Adjudication Commission	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus/Services/Offices</li> <li>• Regional Offices</li> </ul> <ul style="list-style-type: none"> <li>• Office of the Executive Commissioner*</li> <li>• Services</li> <li>• Regional Adjudication Branches</li> </ul>

Department	Offices/Bureaus/Units
<p>13. Department of Information and Communications Technology</p> <p>a. Office of the Secretary (Proper)</p> <p>b. Cybercrime Investigation and Coordination Center</p> <p>c. National Privacy Commission</p> <p>d. National Telecommunications Commission</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary* (including CIO Corps, Legislative Liaison Division, International Cooperation Division, Postal Regulation Division, and Information and Strategic Communications Division)</li> <li>• Services</li> <li>• Bureaus</li> <li>• Regional Offices</li> <li>• Office of the Executive Director* (including the Legal Division)</li> <li>• Technical and Staff Offices</li> <li>• Office of the Commissioner* (including Office of the Director)</li> <li>• Technical and Staff Offices</li> <li>• Office of the Commissioner* (including Commission Secretariat, Broadcast Services Division, and Radio Spectrum Planning Division)</li> <li>• Branches</li> <li>• Regional Offices</li> </ul>
<p>14. Department of the Interior and Local Government</p> <p>a. Office of the Secretary (Proper)</p> <p>b. Bureau of Fire Protection</p> <p>c. Bureau of Jail Management and Penology</p> <p>d. Local Government Academy</p> <p>e. National Commission on Muslim Filipinos</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Technical and Support Services</li> <li>• Bureaus</li> <li>• Regional Offices</li> <li>• Office of the Chief of the Fire Bureau*</li> <li>• Technical and Support Services</li> <li>• Regional Fire Stations</li> <li>• Office of the Chief of the Jail Bureau*</li> <li>• Directorates</li> <li>• Jail Units by Region</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Chairman*</li> <li>• Office of the Director*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> </ul>

Department		Offices/Bureaus/Units
f.	National Police Commission	<ul style="list-style-type: none"> <li>• Office of the Commissioner*</li> <li>• Staff Services</li> <li>• Regional Offices</li> </ul>
g.	National Youth Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman* (including Office of the Executive Director)</li> <li>• Divisions</li> </ul>
h.	Philippines Commission on Women	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
i.	Philippine National Police	<ul style="list-style-type: none"> <li>• Office of the Chief PNP</li> <li>• Directorate</li> <li>• Support Units</li> <li>• Regional Police Operations</li> </ul>
j.	Philippine Public Safety College	<ul style="list-style-type: none"> <li>• Office of the President*</li> <li>• Functional Groups</li> <li>• Institutes</li> <li>• Academy</li> <li>• College</li> </ul>
15. Department of Justice		
a.	Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Technical and Support Services</li> </ul>
	a.1 National Prosecution Service	<ul style="list-style-type: none"> <li>• Prosecution Staff*</li> <li>• City Prosecutor's Offices</li> <li>• Regional Prosecution Offices</li> </ul>
b.	Bureau of Corrections	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Directorates</li> <li>• Prison and Penal Farms</li> </ul>
c.	Bureau of Immigration	<ul style="list-style-type: none"> <li>• Office of the Commissioner* (including board of Special Inquiry)</li> <li>• Central Office Divisions</li> <li>• Airport/Sub-port Offices</li> </ul>
d.	Land Registration Authority	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Technical and Support Services</li> <li>• Regional Offices</li> </ul>
e.	National Bureau of Investigation	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
f.	Office for Alternative Dispute Resolution	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Services</li> <li>• Office of the Government Corporate Counsel*</li> </ul>

Department		Offices/Bureaus/Units
g.	Office of the Government Corporate Counsel	<ul style="list-style-type: none"> <li>• Administrative Unit</li> <li>• Sectoral Teams</li> </ul>
h.	Office of the Solicitor General	<ul style="list-style-type: none"> <li>• Office of the Solicitor General*</li> <li>• Legal Divisions</li> <li>• Support Services</li> </ul>
i.	Parole and Probation Administration	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Central Office Divisions</li> <li>• Regional Offices</li> </ul>
j.	Presidential Commission on Good Government	<ul style="list-style-type: none"> <li>• Office of the Commissioner*</li> <li>• Technical and Support Services</li> </ul>
k.	Public Attorney's Office	<ul style="list-style-type: none"> <li>• Office of the Chief Public Attorney*</li> <li>• Services</li> <li>• Regional Offices</li> <li>• District Offices</li> </ul>
16. Department of Labor and Employment		
a.	Office of the Secretary (Proper)	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• Bureaus</li> <li>• Regional Offices</li> <li>• Philippines Overseas Labor Offices</li> </ul>
b.	Institute for Labor Studies	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
c.	National Conciliation and Mediation Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Conciliation Mediation Branches</li> </ul>
d.	National Labor Relations Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Office of the Executive Clerk of Court</li> <li>• Court Divisions</li> <li>• Regional Arbitration Boards/Branches</li> <li>• Sub-Regional Arbitration Boards/Branches</li> </ul>
e.	National Maritime Polytechnic	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
f.	National Wages and Productivity Commission	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Central Office Divisions</li> <li>• Regional Tripartite Wages and Productivity Boards</li> </ul>
g.	Overseas Workers Welfare Administration	<ul style="list-style-type: none"> <li>• Office of the Administrator*</li> <li>• Technical and Staff Offices</li> <li>• Regional Welfare Offices</li> </ul>

Department	Offices/Bureaus/Units
<p>h. Philippine Overseas Employment Administration</p> <p>i. Professional Regulation Commission</p> <p>j. Technical Education and Skills Development Authority</p>	<ul style="list-style-type: none"> <li>• Foreign Posts</li> <li>• Office of the Administrator*</li> <li>• Branches</li> <li>• Technical and Staff Offices</li> <li>• Office of the Commissioner*</li> <li>• Services</li> <li>• Offices</li> <li>• Regional Offices/Extension Units</li> <li>• Office of the Executive Director*</li> <li>• Technical and Staff Offices</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
<p>17. Department of National Defense</p> <p>a. DND Proper (Office of the Secretary)</p> <p>b. Armed Forces of the Philippines</p> <p style="padding-left: 20px;">b.1 Philippine Army</p> <p style="padding-left: 20px;">b.2 Philippine Air Force</p> <p style="padding-left: 20px;">b.3 Philippine Navy</p> <p style="padding-left: 20px;">b.4 General Headquarters</p> <p>c. Government Arsenal</p> <p>d. National Defense College of the Philippines</p> <p>e. Office of Civil Defense</p> <p>f. Philippine Veterans Affairs Office (Proper)</p> <p>g. Veterans Memorial Medical Center</p>	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Support Services</li> <li>• Office of the Commanding General*</li> <li>• Commands</li> <li>• Office of the Commanding General*</li> <li>• Commands</li> <li>• Office of the Flag Officer in Command*</li> <li>• Commands</li> <li>• Office of the Chief of Staff*</li> <li>• Commands</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Administrator*</li> <li>• Services</li> <li>• Operation Center</li> <li>• Regional Offices</li> <li>• Office of the Administrator*</li> <li>• Services</li> <li>• Office of the Director*</li> <li>• Medical Service</li> <li>• Nursing Service</li> <li>• Administrative and Support Divisions</li> </ul>

Department	Offices/Bureaus/Units
<ul style="list-style-type: none"> <li>a.1 Land Transportation Office<sup>7</sup></li> <li>a.2 Land Transportation Franchising and Regulatory Board<sup>7</sup></li> <li>b. Civil Aeronautics Board</li> <li>c. Maritime Industry Authority</li> <li>d. Office of Transportation Cooperatives</li> <li>e. Office for Transportation Security</li> <li>f. Philippine Coast Guard</li> <li>g. Toll Regulatory Board</li> </ul>	<ul style="list-style-type: none"> <li>• DOT-CAR</li> <li>• DOT-CARAGA</li> <li>• Central Office Divisions</li> <li>• Regional Offices</li> <li>• Central Office Divisions</li> <li>• Regional Franchising and Regulatory Offices</li> <li>• Office of the Executive Director<sup>*</sup></li> <li>• Divisions</li> <li>• Office of the Administrator<sup>*</sup></li> <li>• Services</li> <li>• Regional Offices</li> <li>• Office (e.g., STCWO)</li> <li>• Office of the Board Chairman (including Office of the Executive Director)<sup>*</sup></li> <li>• Divisions</li> <li>• Office of the Administrator<sup>*</sup></li> <li>• Services</li> <li>• PCG Headquarters</li> <li>• Coast Guard Districts</li> <li>• Office of the Board of Directors<sup>*</sup> (including Office of the Executive Director)</li> <li>• Divisions</li> </ul>
<p>24. National Economic and Development Authority</p> <ul style="list-style-type: none"> <li>a. Office of the Secretary</li> <li>b. Commission on Population and Development</li> <li>c. Philippine National Volunteer Service Coordinating Agency</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Secretary<sup>*</sup></li> <li>• Staffs (Bureaus and Services)</li> <li>• Regional Offices</li> <li>• Secretariats (e.g., LEDAC Secretariat and PFMITF Secretariat)</li> <li>• Office of the Executive Director<sup>*</sup> (including Internal Audit Unit)</li> <li>• Central Office Divisions</li> <li>• Regional Population Offices</li> <li>• Office of the Director<sup>*</sup></li> <li>• Divisions</li> </ul>

Department	Offices/Bureaus/Units
18. Department of Public Works and Highways	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Bureaus</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Project Management Offices (UPMO/RPMO-BARMM)</li> </ul>
19. Department of Science and Technology a. Office of the Secretary  b. Advanced Science and Technology Institute  c. Food and Nutrition Research Institute  d. Forest Products Research and Development Institute  e. Industrial Technology Development Institute  f. Metals Industry Research and Development Center  g. National Academy of Science and Technology  h. National Research Council of the Philippines  i. Philippine Atmospheric, Geophysical and Astronomical Services Administration  j. Philippine Council for Agriculture, Aquatic and Natural Resources Research and Development  k. Philippine Council for Health Research and Development  l. Philippine Council for Industry, Energy and Emerging Technology Research and Development	<ul style="list-style-type: none"> <li>• Office of the Secretary* (<i>including International Technology Cooperation Unit, Science and Technology Foundation Unit, and Special Projects Division</i>)</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Administrator*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>



Department	Offices/Bureaus/Units
<p>d. Public-Private Partnership Center of the Philippines</p> <p>e. Philippine Statistical Research and Training Institute</p> <p>f. Philippine Statistics Authority</p> <p>g. Tariff Commission</p>	<ul style="list-style-type: none"> <li>• Office of the Executive Director* (including Corporate Planning and Development Division)</li> <li>• Services</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Office of the National Statistician*</li> <li>• Services</li> <li>• Regional Statistical Offices</li> <li>• Office of the Chairman* (including Offices of the Service Directors)</li> <li>• Divisions</li> </ul>
<p>25. Presidential Communication Offices</p> <p>a. Presidential Communications Office (Proper)</p> <p>b. Bureau of Broadcast Services</p> <p>c. Bureau of Communications Services</p> <p>d. National Printing Office</p> <p>e. News and Information Bureau</p> <p>f. Philippine Information Agency</p> <p>g. Presidential Broadcast Staff – Radio Television Malacañang (RTVM)</p>	<ul style="list-style-type: none"> <li>• Presidential Communications Office*</li> <li>• Services</li> <li>• Media Research and Development Staff</li> <li>• Offices (e.g., FOI-PMO)</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Presidential Press Staff</li> <li>• Philippine News Agency</li> <li>• Office of the Director*</li> <li>• Divisions</li> <li>• Regional Information Centers</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>

<b>Department</b>		<b>Offices/Bureaus/Units</b>
m.	Philippine Institute of Volcanology and Seismology	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
n.	Philippine Nuclear Research Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
o.	Philippine Science High School	<ul style="list-style-type: none"> <li>• Office of the Executive Director* (including Technical and Staff Divisions)</li> <li>• Campuses</li> </ul>
p.	Philippine Textile Research Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
q.	Science Education Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
r.	Science and Technology Information Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
s.	Technology Application and Promotion Institute	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
20. Department of Social Welfare and Development		
a.	Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> <li>• Bureaus</li> <li>• Regional Offices</li> </ul>
b.	Council for the Welfare of Children	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
c.	Juvenile Justice and Welfare Council	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
d.	National Anti-Poverty Commission	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
e.	National Authority for Child Care	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
f.	National Commission on Indigenous Peoples	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Office of the Executive Director*</li> <li>• Technical and Support Offices</li> <li>• Regional Offices</li> </ul>
g.	National Council on Disability Affairs	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
h.	Presidential Commission for the Urban Poor	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Divisions</li> </ul>

Department	Offices/Bureaus/Units
21. Department of Tourism a. Office of the Secretary  b. Intramuros Administration  c. National Parks Development Committee  d. Philippine Commission on Sports Scuba Diving	<ul style="list-style-type: none"> <li>• Office of the Secretary* (including the Legislative Liaison Unit)</li> <li>• Offices</li> <li>• Services</li> <li>• Regional Offices</li> <li>• Foreign Field Offices</li>   <li>• Office of the Administrator*</li> <li>• Divisions</li>   <li>• Office of the Executive Director*</li> <li>• Divisions</li>   <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
22. Department of Trade and Industry a. Office of the Secretary  b. Board of Investments  c. Construction Industry of the Philippines  d. Cooperative Development Authority  e. Design Center of the Philippines  f. Intellectual Property Office of the Philippines  g. Philippine Trade Training Center	<ul style="list-style-type: none"> <li>• Office of the Secretary* (including the Comprehensive Agrarian Reform Program)</li> <li>• Bureaus</li> <li>• Services</li> <li>• Offices</li> <li>• Regional Offices</li>   <li>• Office of the Governor*</li> <li>• Services</li>   <li>• Office of the Executive Director*</li> <li>• Board</li> <li>• Commission</li> <li>• Foundation</li>   <li>• Office of the Chairman (including Office of the Administrator and Internal Audit Division)*</li> <li>• Services</li> <li>• Extension Offices</li>   <li>• Office of the Executive Director*</li> <li>• Divisions</li>   <li>• Office of Director-General*</li> <li>• Bureaus</li> <li>• Services</li>   <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
23. Department of Transportation a. Office of the Secretary	<ul style="list-style-type: none"> <li>• Office of the Secretary*</li> <li>• Services</li> </ul>

## B. CONSTITUTIONAL OFFICES AND OTHERS

Agency	Delivery Units
1. Civil Service Commission	<ul style="list-style-type: none"> <li>• Office of the Chairperson*</li> <li>• Technical and Staff Offices</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
2. Commission on Audit	<ul style="list-style-type: none"> <li>• Office of the Chairperson*</li> <li>• Technical and Staff Offices</li> <li>• Clusters</li> <li>• Services</li> <li>• Regional Offices</li> </ul>
3. Commission on Human Rights	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Technical and Support Services</li> <li>• Field Operations</li> <li>• Field Units</li> </ul>
4. Office of the Ombudsman	
a. Office of the Ombudsman	<ul style="list-style-type: none"> <li>• Office of the Ombudsman*</li> <li>• Technical and Support Offices</li> <li>• Clusters</li> </ul>
b. Office of the Special Prosecutor	<ul style="list-style-type: none"> <li>• Office of the Special Prosecutor*</li> <li>• Bureaus</li> </ul>

## C. OTHER EXECUTIVE OFFICES

Agency	Delivery Units
1. Anti-Red Tape Authority	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Offices</li> <li>• Regional Field Offices</li> </ul>
2. Career Executive Service Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director</li> <li>• Divisions</li> </ul>
3. Climate Change Commission	<ul style="list-style-type: none"> <li>• Office of the Chairperson*</li> <li>• Divisions</li> </ul>
4. Commission on Filipinos Overseas	<ul style="list-style-type: none"> <li>• Office of the Chairman</li> <li>• Divisions</li> </ul>
5. Commission on Higher Education	<ul style="list-style-type: none"> <li>• Office of the Chairperson and the Commissioners*</li> <li>• Office of the Executive Director</li> <li>• Staff</li> <li>• Bureaus/Services/Offices</li> <li>• Regional Offices</li> <li>• Legal Education Board</li> <li>• UniFAST Board</li> </ul>
6. Commission on the Filipino Language	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Divisions</li> </ul>
7. Dangerous Drugs Board	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Technical and Support Offices</li> </ul>
8. Energy Regulatory Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman (<i>including the Internal Audit Division and the Office of the Executive Director</i>)*</li> </ul>

Agency	Delivery Units
	<ul style="list-style-type: none"> <li>• General Counsel and Secretariat of the Commission</li> <li>• Services</li> </ul>
9. Film Development Council of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Chairman <i>(including the Office of the Executive Director)*</i></li> <li>• Administrative and Finance Unit</li> <li>• Cinema Evaluation Board and Archive Unit</li> <li>• Festival and PFESO Unit</li> </ul>
10. Games and Amusement Board	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Divisions</li> <li>• Field Offices</li> </ul>
11. Governance Commission for Government-Owned or -Controlled Corporations	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Technical and Staff Offices</li> </ul>
12. Marawi Compensation Board	<ul style="list-style-type: none"> <li>• Office of the Chairperson</li> <li>• Office of the Executive Director</li> </ul>
13. Metropolitan Manila Development Authority	<ul style="list-style-type: none"> <li>• Office of the Chairman* <i>(including Council Secretariat, Management Information Staff and Public Affairs Staff)</i></li> <li>• Office of the General Manager*</li> <li>• Services</li> <li>• Offices</li> </ul>
14. Mindanao Development Authority	<ul style="list-style-type: none"> <li>• Office of the Chairperson* <i>(including Offices of the Executive Director and Directors)</i></li> <li>• Divisions</li> <li>• Area Management Offices</li> </ul>
15. Movie and Television Review and Classification Board	<ul style="list-style-type: none"> <li>• Office of the Chairman</li> <li>• Office of the Executive Director</li> <li>• Divisions</li> </ul>
16. National Commission for Culture and the Arts (Proper)	<ul style="list-style-type: none"> <li>• Office of the Chairman <i>(including the Office of the Executive Director)*</i></li> <li>• Divisions</li> </ul>
17. National Historical Commission of the Philippines (National Historical Institute)	<ul style="list-style-type: none"> <li>• Office of the Commission Chairman*</li> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
18. National Library of the Philippines	<ul style="list-style-type: none"> <li>• Office of the Director*</li> <li>• Divisions</li> </ul>
19. National Archives of the Philippines (formerly Records Management and Archives Office)	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> <li>• Regional Archival Networks</li> </ul>
20. National Commission for Senior Citizens	<ul style="list-style-type: none"> <li>• Office of the Chairman*</li> <li>• Office of the Executive Director</li> <li>• Bureau</li> <li>• Service</li> <li>• Regional Offices</li> </ul>
21. National Intelligence Coordinating Agency	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Directorates</li> </ul>

Agency	Delivery Units
22. National Security Council	<ul style="list-style-type: none"> <li>• Regional Offices</li> <li>• Office of the Director General*</li> <li>• Technical and Support Units</li> </ul>
23. Office of the Presidential Adviser on the Peace Process	<ul style="list-style-type: none"> <li>• Office of the Presidential Adviser*</li> <li>• Technical and Support Services</li> </ul>
24. Optical Media Board	<ul style="list-style-type: none"> <li>• Office of the Executive Director*</li> <li>• Divisions</li> </ul>
25. Philippine Competition Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman* (<i>including Office of the Executive Director</i>)</li> <li>• Technical and Staff Offices</li> </ul>
26. Philippine Drug Enforcement Agency	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Support Services</li> <li>• Technical Offices</li> <li>• Regional Offices</li> </ul>
27. Philippine Racing Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman* (<i>including Office of the Executive Director</i>)</li> <li>• Divisions</li> </ul>
28. Philippine Space Agency	<ul style="list-style-type: none"> <li>• Office of the Director General*</li> <li>• Bureaus/Service</li> </ul>
29. Philippine Sports Commission	<ul style="list-style-type: none"> <li>• Office of the Chairman/Commission Members*</li> <li>• Office of the Executive Director Services</li> </ul>
30. Presidential Legislative Liaison Office	<ul style="list-style-type: none"> <li>• Office of the Legislative Adviser*</li> <li>• Liaison Offices</li> <li>• Divisions</li> </ul>
31. Presidential Management Staff	<ul style="list-style-type: none"> <li>• Office of the PMS Head</li> <li>• Services</li> <li>• Technical and Staff Offices</li> </ul>

#### D. STATE UNIVERSITIES AND COLLEGES

Agency	Delivery Units
1. Colleges	<ul style="list-style-type: none"> <li>• Office of the President*</li> <li>• Services</li> <li>• Campuses (with Charter)</li> <li>• Colleges (with CHED accreditation)</li> </ul>
2. Universities	<ul style="list-style-type: none"> <li>• Offices of the President*</li> <li>• Services</li> <li>• Campuses (with Charter)</li> <li>• Colleges (with CHED accreditation)</li> </ul>

#### CAR

1. Abra Institute of Science and Technology
2. Apayao State College
3. Benguet State University
4. Ifugao State University
5. Kalinga State University (Kalinga-Apayao State College)
6. Mountain Province State University (Mt. Province State Polytechnic College)

**Region I**

7. Ilocos Sur Polytechnic State College
8. Don Mariano Marcos Memorial State University
9. Mariano Marcos State University
10. North Luzon Philippines State College
11. Pangasinan State University
12. University of Northern Philippines

**Region II**

13. Batanes State College
14. Cagayan State University
15. Isabela State University
16. Nueva Vizcaya State University
17. Quirino State College

**Region III**

18. Aurora State College of Technology
19. Bataan Peninsula State University
20. Bulacan Agricultural State College
21. Bulacan State University
22. Central Luzon State University
23. Don Honorio Ventura Technological State University
24. Nueva Ecija University of Science and Technology
25. Pampanga State Agricultural University (Pampanga Agricultural College)
26. Philippine Merchant Marine Academy
27. President Ramon Magsaysay Technological University
28. Tarlac College of Agriculture
29. Tarlac State University

**Region IV-A**

30. Laguna State Polytechnic University
31. Southern Luzon State University
32. Batangas State University
33. University of Rizal System
34. Cavite State University

**Region IV-B**

35. Marinduque State College
36. Mindoro State University (Mindoro State College of Agriculture and Technology)
37. Occidental Mindoro State College
38. Palawan State University
39. Romblon State University
40. Western Philippines University

**Region V**

41. Bicol University
42. Bicol State College of Applied Sciences and Technology
43. Camarines Norte State College

44. Camarines Sur Polytechnic College
45. Catanduanes State College
46. Central Bicol State University of Agriculture
47. Dr. Emilio B. Espinosa, Sr. Memorial State College of Agriculture and Technology
48. Partido State University
49. Sorsogon State College

#### **Region VI**

50. Aklan State University
51. Capiz State University
52. Carlos Hilado Memorial State College
53. Guimaras State College
54. Iloilo State University of Science and Technology (Iloilo State College of Fisheries)
55. Central Philippines State University
56. Northern Iloilo State University (Northern Iloilo Polytechnic State College)
57. Northern Negros State College of Science and Technology
58. University of Antique
59. West Visayas State University
60. Iloilo Science and Technology University (Western Visayas College of Science and Technology)

#### **Region VII**

61. Bohol Island State University
62. Cebu Normal University
63. Cebu Technological University
64. Negros Oriental State University
65. Siquijor State College

#### **Region VIII**

66. Eastern Samar State University
67. Eastern Visayas State University
68. Leyte Normal University
69. Biliran Province State University
70. Northwest Samar State University
71. Palompon Polytechnic State University (Palompon Institute of Technology)
72. Samar State University
73. Southern Leyte State University
74. University of Eastern Philippines
75. Visayas State University

#### **Region IX**

76. JH Cerilles State College
77. Jose Rizal Memorial State University
78. Western Mindanao State University
79. Zamboanga City State Polytechnic College
80. Zamboanga State College of Marine Sciences and Technology

#### **Region X**



81. Northwestern Mindanao State College of Science and Technology
82. Bukidnon State University
83. Camiguin Polytechnic State College
84. Central Mindanao University
85. Northern Bukidnon State College
86. University of Science and Technology of Southern Philippines

#### **Region XI**

87. Davao del Norte State College
88. Davao del Sur State College
89. Davao Oriental State College of Science and Technology
90. Southern Philippines Agri-Business, Marine and Aquatic School of Technology
91. University of Southeastern Philippines
92. Compostela Valley State College

#### **Region XII**

93. Cotabato State University (Cotabato City State Polytechnic College)
94. Cotabato Foundation College of Science and Technology
95. Sultan Kudarat State University
96. University of Southern Mindanao
97. South Cotabato State College

#### **CARAGA**

98. Agusan Del Sur State College of Agriculture and Technology
99. Caraga State University
100. Surigao Del Sur State University
101. Surigao State College of Technology

#### **BARMM**

102. Basilan State College
103. Mindanao State University System
104. Sulu State College
105. Tawi-Tawi Regional Agricultural College
106. Adiong Memorial Polytechnic College

#### **NCR**

107. Marikina Polytechnic College (Marikina Polytechnic State College)
108. Eulogio "Amang" Rodriguez Institute of Science and Technology
109. Philippine Normal University
110. Philippine State College of Aeronautics
111. Polytechnic University of the Philippines
112. Rizal Technological University
113. Technological University of the Philippines
114. University of the Philippines System (UP)

#### **E. Government-Owned and Controlled Corporations (GOCCs) under DBM**

1. Development Academy of the Philippines
2. Lung Center of the Philippines
3. National Kidney and Transplant Institute
4. Philippine Center for Economic Development
5. Philippine Children's Medical Center
6. Philippine Heart Center
7. Philippine Institute of Traditional and Alternative Health Care
8. Philippine Institute for Development Studies
9. Philippine Rice Research Institute
10. Aurora Pacific Economic and Freeport Zone Authority
11. Authority of Freeport Area of Bataan
12. Cagayan Economic Zone Authority
13. Philippine Economic Zone Authority
14. PHIVIDEC Industrial Authority
15. Subic Bay Metropolitan Authority
16. Zamboanga City Special Economic Zone Authority

*Note:*

\* *Including the Office(s) of the Deputy Head(s) and immediate support staff.*

\*\* *Agencies to be treated separately from their mother departments for the purpose of rating and ranking*

## 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		
(2) Reason for Selection		
(3) Responsible Unit/s		
(3) Identified Clients (per service)		
(4) Number of Client Visits in FY 2021		
(5) Volume of Transactions in FY 2021		
(6) Volume of Transactions in FY 2022		
(7) FY 2022 Improvements (areas of innovation, digitalization, standardization)		
(8) FY 2022 Results (FY20/KPI)		
(9) FY 2023 Improvements (areas of innovation, digitalization, 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)**<sup>1</sup> 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.<sup>2</sup>

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 Maker<sup>3</sup> **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

<sup>1</sup> The list of the CBs accredited by DTI-PAB could be accessed at the DTI webpage (<https://dti.dost.gov.ph/office-public-affairs/public-notice.php>).

<sup>2</sup> *Strengthening and Recognizing the Philippine Accreditation Office Attached to the Department of Trade and Industry as the National Accreditation Body* dated 18 May 2009.

<sup>3</sup> 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. (AACCU)<sup>1</sup>'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 (QMC)-DBM Secretariat, i.e., Systems and Productivity Improvement Bureau (SPIB) and/or other oversight/validating agencies/units<sup>1</sup> 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 QMC-DBM Secretariat and/or oversight/validating agencies relative to their ISO QMS certification/recertification.

<sup>1</sup> 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-spiib@dbm.gov.ph](mailto:dbm-spiib@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:

- QMC-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	<b>No submitted ISO 9001 certification or equivalent certification/accreditation</b> , nor any ISO QMS-related documents
Q	Submitted <b>QMS Documents</b> only (Quality Manual, Internal Quality Audit Certification and/or Management Review minutes)
E	ISO 9001 certification or equivalent certification/accreditation is <b>invalid or has expired</b>
A	Submitted <b>Attestation/Confirmation Letter/Audit Report</b> from CB only
U	Submitted documents are <b>unnecessary</b> 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 AACUP accreditation, certification from the agency head/QMS consultant on the agency's QMS efforts)
B	<b>Validity</b> of the ISO 9001 certification or equivalent certification/accreditation commences <b>beyond the 31 December 2023 deadline</b>
C	<b>Scope</b> covered by the ISO QMS certification or equivalent certification/accreditation is <b>not based on the requirement</b> ( <i>only applicable to agencies which the ISO QMS certification/recertification is the ultimate requirement</i> )

- 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 GQMC-DBM SECRETARIAT

- 6.1 Upon receipt of the initial reports from the oversight agencies/units, the GQMC-DBM Secretariat shall consolidate the same for confirmation by the CBs/Accrediting Agencies.
- 6.2 Accordingly, the GQMC-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 GQMC-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 GQMC-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 GQMC-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 GQMC-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-spi@dbm.gov.ph](mailto:dbm-spi@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-spih@dbm.gov.ph](mailto:dbm-spih@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**,<sup>1</sup> 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.

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

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Date

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<sup>1</sup> AQ25 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

**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 Validity	
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]	

Prepared by:

Reviewed by:

Approved by:

\_\_\_\_\_  
Name/Designation/Date

\_\_\_\_\_  
Name/Designation/Date

\_\_\_\_\_  
Head or Authorized Representative  
of Oversight Agency/Date

## Legends and Notes:

- [1] Name of the certification body (*e.g., SOCOTEC, TÜV Rheinland*) or accrediting agency<sup>1</sup> of the agency (*e.g., AACCCUP, DTI-PAB*). The validation details are encoded 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 Sol 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 2022*)
- [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. 17, s. 2019, 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 Annex 3, applicable

<sup>1</sup> Refers to Institutions which confer awards or recognitions similar to ISO 9001:2015 certification.

**PERFORMANCE REPORT FOR STATE UNIVERSITIES AND COLLEGES (SUCs)**

**I. BUDGET UTILIZATION RATE FORM FOR STATE UNIVERSITIES AND COLLEGES INCLUDING EARMARKED INCOMES**  
(In Thousand Pesos)

NAME OF SUC:														
NATURE OF RECEIPTS	FUNDING SOURCE CODE	SOURCE OF REVENUE	LEGAL BASIS	NATURE OF EXPENDITURES	AMOUNT IN P'000								2022 Budget Utilization Rate	2023 Budget Utilization Rate
					2022 ACTUAL				2023 PROGRAM					
					Cash Balance as of Dec. 31, 2021	Receipt	Total Receipts as of Dec. 31, 2022	Expenditure	Cash Balance as of Dec. 31, 2023	Receipt	Total Receipts as of Dec. 31, 2023	Expenditure		
I. Off-Budgetary Funds														
1. Revolving Fund														
2. Retained Income/Receipts														
II. Custodial Funds														
1. Trust Receipts														
2. Others														
PREPARED BY:				APPROVED BY:				DATE:						
_____				_____				_____						
CHIEF ACCOUNTANT				SUC President				DAY/MO/YR						

*The Cash Balance as of Dec. 31, 2022, shall be equivalent to the Cash Balance as of December 31, 2021, plus 2022 Actual Receipt minus 2022 Actual Expenditure. The Budget Utilization Rate shall be computed as the ratio of expenditures to the beginning cash balance for the year plus receipt.*

**FORM A - 1 FOR STATE UNIVERSITIES AND COLLEGES  
BUREAUS/OFFICE PERFORMANCE REPORT**

ANNEX 4.2

NAME OF SUC: \_\_\_\_\_

PREXC Performance Indicators (1)	Responsible Bureaus / Delivery (2)	FY 2023 Target (3)	FY 2023 (4)	Remarks (5)
<b>I. Higher Education Program</b>				
Output 1	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Output 2	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Outcome 1	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
Outcome 2	Delivery Unit 1			
	Delivery Unit 2			
	Delivery Unit n			
<b>II. Advanced Higher Education Program</b>				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
<b>III. Research Program</b>				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
<b>IV. Extension Program</b>				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Output 3	Delivery Unit n			
Outcome	Delivery Unit n			
<b>V. Custodial Care Program</b>				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			
Outcome	Delivery Unit n			
<b>VI. Hospital Care Program</b>				
Output 1	Delivery Unit n			
Output 2	Delivery Unit n			

\* SUCs may add rows as needed

**Prepared By:**

\_\_\_\_\_  
Planning Officer

\_\_\_\_\_  
Budget Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Reviewed and Endorsed for Approval:**

\_\_\_\_\_  
Vice President

\_\_\_\_\_  
Date

**Approved By:**

\_\_\_\_\_  
President

\_\_\_\_\_  
Date

## **GUIDELINES ON THE COMPLIANCE WITH NATIONAL COMPETITION POLICY (NCP)-RELATED REQUIREMENTS FOR FY 2023**

These guidelines shall provide guidance to covered agencies for the preparation of the NCP-related requirements relative to **FY 2023 PBB Guidelines**.

### **1.0 REQUIREMENTS AND CONDITIONS FOR COVERED AGENCY COMPLIANCE**

#### **1.1 Identified Covered Agencies (Annex 5.1)**

The compliance of Department-level entities shall only cover the central offices. Only attached agencies of Departments specifically identified in Annex 5.1 shall be subjected to NCP-related accountabilities.

The identified covered agencies shall be subject to and accordingly submit the following NCP-related accountabilities:

#### **1.1.1 Designation of an NCP Focal Committee**

- 1.1.1.1 Agencies shall constitute an NCP Focal Committee via a *Special Order, Office Order, or its equivalent* signed by the Head of Agency or his/her authorized representative.
- 1.1.1.2 The functions of the NCP Focal committee may include but are not limited to the following:
  - (a) Acts as the liaison and coordination unit of the agency for NCP concerns.
  - (b) Facilitates the agency's compliance with NCP requirements.
  - (c) Coordinates with appropriate offices/units within the covered agency to ensure compliance with NCP requirements.
  - (d) Ensures the timely submission of NCP requirements on or before **30 November 2023** to the PCC as validating agency.



1.1.3.3 Agencies shall also certify the completeness of the submitted list based on their available resources and information.

**1.1.4 Review of at least one (1) policy, issuance, rule, and/or regulation based on the application of the Competition Impact Assessment (CIA) checklist.**

1.1.4.1 From the list of policies in Annex 5.4, the agency shall subject **at least one (1) policy, issuance, rule, and/or regulation** to the CIA checklist. Those which were identified to be relevant or potentially relevant to market competition are recommended to be subjected to the CIA checklist.

1.1.4.2 The application of the CIA checklist will allow agencies to conduct an **initial** determination of whether there are potential competition-related issues with the existing regulation.

1.1.4.3 The accomplished CIA checklist will serve as input to the full CIA which may be conducted. The CIA evaluates the potential competitive effects of a proposed or existing policy. It enables a competition agency or a government body to identify regulations that potentially restrict or harm competition, and thus to develop alternative regulations.

1.1.4.4 Agencies shall accomplish the CIA checklist through <https://tinyurl.com/CIAChecklist-NCP-PBB>.

## **2.0 SUBMISSION OF REQUIREMENTS**

2.1 In order to facilitate the conduct of the validation of submissions, the covered agencies shall:

2.1.1 Submit the complete set of applicable NCP-related requirements to the Philippine Competition Commission through email at [ncp-pbb@phcc.gov.ph](mailto:ncp-pbb@phcc.gov.ph).

2.1.2 Forms/Requirements to be submitted shall follow this file name format: **Agency Name (Acronym)\_FY 2023 NCP-PBB Submission\_List of Agency's Policies** (e.g., Philippine Competition Commission (PCC)\_FY 2023 NCP-PBB Submission\_List of Agency's Policies)

training requirement includes representatives from the regional offices.

1.1.2.3 Should the newly constituted NCP Focal Committee include members with previous completion of the NCP-related training provided through the iCLP: Online Learning Hub on Competition Law and Policy, the completion of the specific member shall be credited as part of the agency's compliance with the training requirement.

1.1.2.4 Course completers are not required to submit a copy of training certificates. This requirement shall be validated by the PCC through its learning portal.

### 1.1.3 **Provision of List of Agency's Policies, Issuances, Rules, and/or Regulations**

1.1.3.1 Agencies must submit a list of agency's policies, issuances, rules and/or regulations. Policies covered shall only include those which relate and apply to external entities and those which are in accordance with the mandate of the agency. Further, agencies shall subject these policies to a thorough scanning to identify remarks on the policy's relevance to market competition based on keywords from **Annex 5.3 CIA Keywords**.

1.1.3.2 Agencies shall provide the list following the format in **Annex 5.4 List of Agency's Policy Issuances, Rules and/or Regulations**. Agencies shall then indicate the following remarks on each of the identified policies based on the equivalent considerations:

(a) **Relevant**. Policy includes at least one (1) keyword identified in **Annex 5.3 CIA Keywords**.

(b) **Potentially Relevant**. Policy includes no keyword identified in **Annex 5.3 CIA Keywords**, but the agency has determined it to have potential effect on market competition.

(c) **Not Relevant**. Policy includes no keyword identified in **Annex 5.3 CIA Keywords** and may not have a potential effect on market competition.

(e) Perform any other functions that may be deemed necessary by the Head of the Agency.

1.1.1.3 The Committee shall include at least one (1) person with sufficient authority to drive compliance with NCP-related accountabilities within the agency (*i.e.*, *Director-level, Division Chief, and/or equivalent*). The number of members of the Committee shall be within the discretion of the Head of Agency.

1.1.1.4 **For Department-level entities and government agencies with regional offices**, the composition of the Committee shall also include at least one (1) representative from each regional office.

1.1.1.5 Agencies must also include in their submission the **Annex 5.2 Directory/Contact Details for FY 2023 NCP-PBB** signed by the Head of Agency or his/her authorized representative.

1.1.1.6 To facilitate the coordination and assistance to covered agencies during the implementation for FY 2023, the *Special Order, Office Order, or its equivalent* on the constitution of the NCP Focal Committee and the accomplished Annex 5.2 Directory/Contact Details for FY 2023 NCP-PBB shall be submitted to the NCP-PBB Secretariat through [ncp-pbb@phcc.gov.ph](mailto:ncp-pbb@phcc.gov.ph) **on or before thirty (30) days after the issuance of the FY 2023 PBB Guidelines or 17 July 2023, whichever comes later.**

#### 1.1.2 **Certificate of Training Completion of NCP Focal Committee Members**

1.1.2.1 To facilitate the covered agency's compliance to other NCP-related accountabilities, at least 50% of the NCP focal committee members shall complete the ***"Leveling the Playing Field through the National Competition Policy: A Blended Learning Course for Government Agencies"*** offered through the iCLP: Online Learning Hub on Competition Law and Policy (<https://iclp.phcc.gov.ph/>).

1.1.2.2 **For Department-level entities and government agencies with regional offices**, compliance to the

- 2.1.3 The email subject for the submission shall follow the format of **Agency Name (Acronym)\_FY 2023 NCP-PBB Submission** (e.g., Philippine Competition Commission (PCC)\_FY 2023 NCP-PBB Submission)
- 2.2 The deadline for submission shall be **on or before 30 November 2023**. Agencies are also required to provide scanned or digital copies of the official submission and editable MS Word or Excel file for use of the NCP-PBB Secretariat.

## List of Covered Agencies for FY 2023 NCP Implementation Cycle

Agency
<b>Departments</b>
1. Department of Agrarian Reform
2. Department of Agriculture
3. Department of Budget and Management
4. Department of Education
5. Department of Environment and Natural Resources
6. Department of Finance
7. Department of Foreign Affairs
8. Department of Human Settlements and Urban Development
9. Department of Information and Communications Technology
10. Department of the Interior and Local Government
11. Department of Justice
12. Department of Migrant Workers
13. Department of National Defense
14. Department of Science and Technology
15. Department of Social Welfare and Development
16. Department of Tourism
17. Department of Transportation
18. Department of Public Works and Highways
<b>Other Government Agencies</b>
19. National Meat Inspection Services
20. National Irrigation Administration
21. National Tobacco Administration
22. National Nutrition Council
23. Intellectual Property Office of the Philippines
24. National Food Authority
25. National Privacy Commission
26. Land Transportation Franchising and Regulatory Board
27. Land Transportation Office

Agency
28. Metropolitan Waterworks and Sewerage
29. Philippine Center for Postharvest Development and Mechanization
30. Philippine Fiber Industry Development Authority
31. Government Procurement Policy Board
32. National Book Development Board
33. Mines and Geo-Sciences Bureau
34. Optical Media Board
<b>Other Executive Offices</b>
35. Games and Amusements Board
36. Fertilizer and Pesticide Authority
<b>Government Owned -or Controlled Corporations under RA 10149</b>
37. Tourism Infrastructure and Enterprise Zone Authority
38. Center for International Trade Expositions and Missions
39. Philippine National Oil Company
40. National Home Mortgage Finance Corporation
41. Philippine Guarantee Corporation
42. Home Development Mutual Fund (Pag-IBIG)
43. Philippine International Trading Corporation
44. Philippine Pharma Procurement, Inc.
45. Philippine Amusement and Gaming Corporation
46. Philippine Ports Authority
47. Cebu Ports Authority
48. Manila International Airport Authority
49. Mactan-Cebu International Airport Authority
50. Clark International Airport Corporation
<b>Government Owned -or Controlled Corporations Covered by DBM</b>
51. Philippine Economic Zone Authority
52. Aurora Pacific Economic Zone and Freeport Authority
53. Authority of Freeport Area of Bataan
54. Cagayan Economic Zone Authority
55. Subic Bay Metropolitan Authority

FORM A - FOR STATE UNIVERSITIES AND COLLEGES  
BUREAUS/OFFICE PERFORMANCE REPORT

NAME OF SUC: \_\_\_\_\_

FY 2023 PREXC Performance Indicators (1)	FY 2023 Target (2)	FY 2023 Actual (3)	Accomplishment (4)	Remarks (5)
<b>I. Higher Education Program</b>				
Output 1				
Output 2				
Outcome 1				
Outcome 2				
<b>II. Advance Higher Education Program</b>				
Output 1				
Output 2				
Outcome				
<b>III. Research Program</b>				
Output 1				
Output 2				
Outcome				
<b>IV. Extension Program</b>				
Output 1				
Output 2				
Output 3				
Outcome				
<b>V. Custodial Care Program</b>				
Output 1				
Output 2				
Outcome				
<b>VI. Hospital Care Program</b>				
Output 1				
Output 2				

\* SUCs may add rows as needed

Prepared By:

Reviewed and Endorsed for Approval:

\_\_\_\_\_  
Planning Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Vice President

\_\_\_\_\_  
Date

\_\_\_\_\_  
Budget Officer

\_\_\_\_\_  
Date

Approved By:

\_\_\_\_\_  
President

\_\_\_\_\_  
Date

**DIRECTORY / CONTACT DETAILS FOR FY 2023  
PERFORMANCE BASED BONUS - NATIONAL COMPETITION POLICY (NCP)**

AGENCY :

ADDRESS :

DESIGNATION	NAME	OFFICE	POSITION	CONTACT DETAILS	
				Phone Number	Email Address
Head of Agency					
Executive Assistant of Head of Agency					
<b>NCP Focal Committee Members</b>					
<b>For Department-level Entities and Government Agencies with Regional Offices</b>					
Regional Office Representative					

Endorsed by:

\_\_\_\_\_  
Head of Agency / Authorized Representative



## CIA Keywords

Abuse of dominance	Control	Limiting production	Potential entrants	Subsidy
Acquisition of shares	Coordination	Limiting technical development	Predation	Substantial lessening of competition (SLC)
Advertising	Co-regulatory regime	Market allocation	Predatory pricing	Supply and demand
Allocative efficiency	Countervailing market power	Market concentration	Price cap	Supply chain
Anticompetitive practices	Demand-side substitutability	Market efficiency	Price ceiling	Supply-side substitutability
Bargaining power	Differential costs	Market forces	Price control	Switching cost
Barriers to entry and exit	Discretionary powers	Market limitation/restrictions	Price discounts	Ultimate parent entity (UPE)
Bid-rigging	Dominant firms	Market power	Price discrimination	Undue advantage
Buyers and sellers	Downstream market	Market regulation	Price fixing	Unfair practices
Cartel	Economic concentration	Maverick firms	Price floor	Unfair pricing
Collusion	Essential inputs	Merger notification	Producer welfare	Upstream market
Competition	Exclusive dealing	Merger review	Product differentiation	Value chain
Competition enforcement	Exclusive rights	Mergers and acquisitions	Product marketing/advertising	
Competition exemption	Exploitative behavior	Minimum capital requirements	Product quality	
Competition policy	Fiscal support	Monopoly	Product standards	
Competitive markets	Free markets	Natural monopoly	Product substitution	
Competitive advantage	Incentive	Oligopoly	Protectionism	
Competitive neutrality	Joint ventures	Output limitation	Public utility	
Competitive selection process (CSP)	Level playing field	Partial equity/ownership	Relevant markets	
Consumer choice	Liberalization	Perfect competition	Restrictions of trade	
Consumer harm	Licenses and permits	Philippine Competition Act (PCA)	Rivalry	
Consumer welfare	Limiting markets	Philippine Competition Commission (PCC)	Self-regulation	

**LIST OF AGENCY'S POLICY ISSUANCES, RULES AND/OR REGULATIONS**

**AGENCY :**

**ADDRESS :**

No.	TITLE	BRIEF DESCRIPTION	DATE	LINK (WORKING URL)	KEYWORDS FOUND	REMARKS
1						
2						
3						
4						
5						

This is to certify that the <agency> submitted a complete list of its policy issuances, rules and/or regulations, as prescribed by the Guidelines on the Compliance with National Competition Policy (NCP)-related Requirements for FY 2023 and pursuant to Administrative Order No. 44, s. 2021.

**Certified by:**

\_\_\_\_\_  
Head of Agency / Authorized Representative

**Date:**

### 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 <b>Early Procurement Activities</b> for at least 50% of the Total Value of the <b>FY 2024 Procurement Projects</b> to the GPPB-TSO.  <i>Note: Early Procurement Activities should be conducted in FY 2023</i>	GPPB-TSO
March 31, 2023	Submit <b>FY 2023 APP-non CSE</b> to GPPB-TSO.	GPPB-TSO
June 30, 2023	Submit Results of the <b>APCPI</b> system for <b>FY 2022 Procurement Transactions</b> to GPPB-TSO.	GPPB-TSO
September 30, 2023	Posting of <b>Indicative FY 2024 APP-non CSE</b> 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 <b>FY 2024 APP-CSE</b> 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	<b>Maintain/Update the agency Transparency Seal (TS)</b> 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 <b>Establishment and Conduct of the Agency Review and Compliance of SALN</b> in the agency Transparency Seal for FY 2023.	CSC
November 30, 2023	Submit the complete set of applicable <b>National Competition Policy or NCP-related requirements</b> 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	<p><b>Sustained Compliance w/ Audit Findings</b> 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.</p>	COA
December 31, 2023	<p><b>Posting</b> on the TS webpage the copy/ies of ISO QMS certification/recertification or equivalent certification.</p>	<p>GQMC-DBM Secretariat – Systems and Productivity Improvement Bureau (SPIB) for departments/agencies and GOCCs under the DBM</p> <p>Commission on Higher Education for SUCs</p> <p>GCG for GOCCs under its coverage</p> <p>LWUA for LWDs</p>
January 31, 2024	<p><b>Update</b> all procurement requirements for transactions above 1 million from January 1, 2023 to December 31, 2023 in the <b>PhilGEPS</b>.</p>	PS-PhilGEPS
January 31, 2024	<p>Submit the following <b>Freedom of Information (FOI) Program</b> requirements to PCOO:</p> <ol style="list-style-type: none"> <li>1. Updated People's FOI Manual</li> <li>2. Updated One-Page FOI Manual</li> <li>3. Updated FOI Reports (Agency Information Inventory, 2023 FOI Registry, and 2023 FOI Summary Report)</li> <li>4. Onboarding to the eFOI portal</li> <li>5. FOI Feedback Report</li> <li>6. Addressed overdue or pending FOI Requests</li> </ol>	PCOO

DEADLINE	REQUIREMENTS	VALIDATING AGENCY
February 29, 2024	<p><b>Report on the digitalization</b> initiatives or digital transformation of external and internal services to be submitted to the AO25 Secretariat.</p> <p>Agencies may submit based on their preferred format for the report on digitalization.</p>	AO25
February 29, 2024	<p><b>Designation of the Agency's Committee on Anti-Red Tape (CART)</b></p> <p>Compliance and submission of requirements to ARTA pertaining to the agency's CART as stated in ARTA MC No. 2020-007.</p>	ARTA
The Authority shall issue separate guidelines reiterating the deadline and manner of submission.	<p><b>Administered Client Satisfaction Measurement of CSM</b> be aligned with the ARTA Memorandum Circular No. 2022-05 or the Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement.</p>	ARTA

*Notes:*

1. As provided in MC No. 2023-1, while the above conditions are no longer required in determining the overall PBB eligibility of agencies, compliance with these conditions shall be used as the basis for determining the eligibility of responsible units and individuals. Agencies should submit these requirements directly to the oversight/validating agencies.

2. The oversight/validating agencies have the authority to modify their requirements and timelines, as necessary. Agencies should directly contact the oversight/validating agencies of the above-mentioned Agency Accountabilities for updates and concerns.

## 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](mailto: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](http://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

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

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						

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					

	Delivery Unit 2					
Others	Delivery Unit 1					
	Delivery Unit 2					

Prepared by:

Approved by:

\_\_\_\_\_  
Head of HR Unit

\_\_\_\_\_  
Department/Agency Head

Date:

Date:

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			
<b>Grand Total</b>		<b>1</b>	<b>-</b>



Republika ng Pilipinas

## Department of Education


OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

### MEMORANDUM

DM-OUHROD-2023-0430

TO : UNDERSECRETARIES  
ASSISTANT SECRETARIES  
BUREAU AND SERVICE DIRECTORS  
REGIONAL DIRECTORS  
SCHOOLS DIVISION SUPERINTENDENTS  
ALL OTHERS CONCERNED

FROM :   
GLORIA JUMAMIL-MERCADO  
*Undersecretary for Human Resource and Organizational Development and  
DepEd CART Vice Chairperson*

SUBJECT : IMPLEMENTATION OF THE CLIENT SATISFACTION MEASUREMENT  
(CSM) FORM PRESCRIBED BY THE ANTI-RED TAPE AUTHORITY

DATE : 10 July 2023

Section 20 of Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* mandates government agencies to establish a feedback mechanism and incorporate its results to the annual agency report. Rule IV, Section 3(b) of the Implementing Rules and Regulations of the Law likewise requires that agencies embed feedback mechanism and client satisfaction measurement and report results based on guidelines issued by the Anti-Red Tape Authority (ARTA).

In the past years, the Department of Education (DepEd) was able to comply with the abovementioned requirements through the implementation of a DepEd-wide Citizen/Client Satisfaction Survey (CCSS) Form led by the Bureau of Human Resource and Organizational Development–Organization Effectiveness Division (BHROD-OED) and processing of feedback by the Public Affairs Service - Public Assistance Action Center (PAS-PAAC) and its counterparts in the field offices and schools.

However, the issuance of ARTA Memorandum Circular No. 2022-05 titled *Guidelines on the Harmonized Client Satisfaction Measurement* (Enclosure No. 1) **requires all agencies to convert its feedback mechanism to the ARTA-prescribed Client Satisfaction Measurement (CSM) Form for uniform reporting.** The harmonized CSM is a survey tool that assesses overall satisfaction and perception after a client avails an external (frontline) or internal service.

In this regard, this Memorandum is being issued to **immediately implement the CSM Form at all governance levels in the Department.** The ARTA provided the CSM Form in two formats: printed copy and online.



The ARTA CSM Form printed copy (Enclosure No. 2) is print-ready but may be resized before printing. Translation to the local language is highly encouraged; other than that, no other modification is allowed. Enclosure No. 3 contains the Guide to the Dissemination and Use of the DepEd CSM Form.


On the other hand, the online CSM Form template from ARTA was converted into an MS Teams Form by the BHROD-OED, with one online form each for schools, Schools Division Offices (SDOs) and Regional Offices (ROs). The Information Technology Officer (ITO) in ROs and SDOs and ICT Coordinator/personnel in-charge in schools shall be responsible for duplicating and sustaining the online Form at their governance level without affecting the content and conditional logic of the CSM Form template. The schools, SDOs, and ROs may use Google Forms, Microsoft Forms, or any other platform for their online CSM.

For units in the Central Office (CO), the link to the online CSM Forms shall be emailed to your respective offices; with each Form expected to be adopted and maintained by each unit.

The action needed and link to the online CSM Form template per governance level is specified in Table 1 below.

Table 1: Client Satisfaction Measurement per DepEd Governance Level

Governance Level	Action Needed	CSM Form (Online) for duplication and implementation
School	<p>ICT Coordinator / admin in-charge</p> <ol style="list-style-type: none"> <li>collaborate with the ITO on the use and maintenance of the School CSM Form; ensure setting on Form shows "Accept Responses"</li> <li>generate QR code/link for posting in conspicuous places in the school and inclusion in documents, emails, and IEC materials</li> <li>maintain School CSM Form</li> <li>generate School CSM Report/s and forward to concerned office/s</li> <li>submit School CSM results to the Central Office upon request</li> </ol>	<p><a href="https://bit.ly/SchoolCSM">https://bit.ly/SchoolCSM</a></p> 
Schools Division Office	<p>IT Officer in SDO to</p> <ol style="list-style-type: none"> <li>duplicate RO CSM Form and save on SDO drive and change setting to "Accept Responses"</li> <li>generate QR code/link for posting in conspicuous places in the SDO and inclusion in documents, emails, and IEC materials</li> <li>maintain SDO CSM Form</li> <li>generate SDO CSM Report/s and forward to concerned office/s</li> <li>submit SDO CSM results to the Central Office upon request</li> <li>disseminate School CSM Form to schools and assist them in the use and maintenance of said Form</li> </ol>	<p><a href="https://bit.ly/SDOCSM">https://bit.ly/SDOCSM</a></p> 
Regional Office	<p>IT Officer in RO to</p> <ol style="list-style-type: none"> <li>duplicate CSM Form and save on RO drive and change setting to "Accept Responses"</li> <li>generate QR code/link for posting in conspicuous places in the RO and</li> </ol>	<p><a href="https://bit.ly/ROCSM">https://bit.ly/ROCSM</a></p>

	<p>inclusion in documents, emails, and IEC materials</p> <ol style="list-style-type: none"> <li>3. maintain RO CSM Form</li> <li>4. generate RO CSM Report/s and forward to concerned office/s</li> <li>5. submit RO CSM results to the Central Office upon request</li> <li>6. collaborate with SDOs in using and maintaining their CSM Form</li> </ol>	
Central Office	<p>DepEd CART representative / designated staff per office to</p> <ol style="list-style-type: none"> <li>1. generate QR code/link for posting in conspicuous places in the CO and inclusion in documents, emails, and IEC materials</li> <li>2. maintain CSM Form</li> <li>3. generate CSM Report/s and forward to concerned office/s</li> <li>4. submit CSM results to the PAAC upon request</li> </ol>	<p>Link and QR code to be emailed separately per CO office. In the meantime, offices may start using the hard copy of the CSM Form.</p>

While the **removal/addition of services and other revisions are not allowed**, all governance levels are enjoined to include a translation to the local language of the template provided. The inclusion or posting of a link/QR code to the online form in email, snail mail, IEC materials are also highly encouraged to ensure wide dissemination of said form.

All schools, SDOs, ROs, and CO units shall gather a minimum number of CSM responses based on the ARTA Sample Size Calculator at <https://tinurl.com/CSMsamplesize>. Annual CSM results shall be submitted to the PAS-PAAC (not directly to ARTA) who shall then consolidate the results for the DepEd-wide report in compliance to RA 11032 and to the Performance-Based Bonus eligibility requirements. The agency-wide report is due on the last working day of January of every year.

Implementation of this Memorandum is effective immediately.

For more information, please contact the BHRD-OED through email at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph).

Enclosures: As stated