

Republic of the Philippines
Department of Education
REGION IV-A CALABARZON



Personnel-RM-2023-548

14 September 2023

Regional Memorandum
No. 548, s. 2023

**FY 2023 PERFORMANCE BASED BONUS (PBB) GUIDELINES
AND FY 2022 PBB UPDATES**

To **Schools Division Superintendents**
School Heads
Functional Division Chiefs
All Others Concerned

1. Enclosed is a copy of the Memorandum DM-OUHROD-2023-1120 dated September 11, 2023 signed by USec GLORIA JUMAMIL-MERCADO, Undersecretary for Human Resource and Organizational Development, DepEd Central Office, which is self-explanatory, and for information.
2. Attention is invited to the 4th paragraph of said memorandum which states that for the Department to be eligible for the grant of the FY 2023 PBB, it must satisfy the following four (4) dimensions of accountability:
 - **Performance and Financial Results.** These two (2) dimensions 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.
 - **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.
 - **Citizen/Client Satisfaction Results.** This is being monitored by getting the citizen's feedback to ensure that the transacting public is satisfied with the delivery of public services.
3. Immediate dissemination of and compliance with this memorandum is desired.

LOIDA N. NIDEA

Schools Division Superintendent
Officer-In-Charge
Office of the Regional Director

Incl.: As stated
ROA/P1



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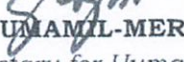
OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM

DM-OUHROD-2023- 1120

FOR: UNDERSECRETARIES
ASSISTANT SECRETARIES
BUREAU AND SERVICE DIRECTORS
REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
SCHOOL HEADS
HEADS OF OFFICES
ALL OTHERS CONCERNED

FROM: 
GLORIA JUMAMIL-MERCADO
Undersecretary for Human Resource and Organizational Development

SUBJECT: FY 2023 PERFORMANCE BASED BONUS (PBB) GUIDELINES AND
FY 2022 PBB UPDATES

DATE: 11 September 2023

The Performance-Based Bonus (PBB) is an incentive given to government employees following their performance and contribution in the accomplishment of their agency's overall targets and commitments.

For DepEd employees to receive this incentive, DepEd must pass the Agency Eligibility Requirements first before the individual PBB requirements can be processed. **Achieving these requirements is a shared responsibility of all offices across the DepEd Central, Regional, Schools Division Offices, and Schools.**

Memorandum Circular No. 2023-1 entitled "Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2023 under the Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016" **provides the criteria and conditions for the grant of the PBB for FY 2023 performance to be given in FY 2024.**

For the Department to be eligible for the grant of the FY 2023 PBB, it must satisfy the following four (4) dimensions of accountability:

- **Performance and Financial Results.** These two (2) dimensions 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.
- **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.

- **Citizen/Client Satisfaction Results.** This is being monitored by getting the citizen's feedback to ensure that the transacting public is satisfied with the delivery of public services.

1. ELIGIBILITY CRITERIA

The Department should **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 shown below:

Table 1: PBB SCORING SYSTEM						
Criteria and Conditions: Four Dimensions of Accountability	Weight	Performance Rating				
		1	2	3	4	5
1. 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)	5	5 pts	10 pts	15 pts	20 pts	25 pts
2. Process Results - refer to the achievements in ease of doing business/ease of transaction with the agency as a result of streamlining, standardization e.g., through the ISO-certified QMS or its equivalent, digitization, systems and procedures reengineering, and other related improvements There must 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)	5	5 pts	10 pts	15 pts	20 pts	25 pts
3. Financial Results - refer to the actual spending of the agency's budget allotment vis-a-vis the realization of the committed programs and projects based on the FY 2023 GAA	5	5 pts	10 pts	15 pts	20 pts	25 pts
4. Citizen/Client Satisfaction Results - refer to the achievements in satisfying the quality expectations of the transacting public/client	5	5 pts	10 pts	15 pts	20 pts	25 pts
TOTAL SCORE	MAXIMUM = 100 POINTS					

2. COMPARISON OF FY 2022 and FY 2023 SCORING SYSTEM

Rating Scale for Performance Results

	FY 2022	FY 2023
1	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met below 50% of performance indicators of the Congress-approved performance targets for FY 2023
2	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met 50% to less than 70% of performance indicators of the Congress-approved performance targets for FY 2023
3	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met 70% to less than 80% of performance indicators of the Congress-approved performance targets for FY 2023
4	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met 80% to less than 100% of performance indicators of the Congress-approved performance targets for FY 2023
5	Met each one of the Congress-approved performance targets for FY 2022 (all performance indicators)	Met each one or 100% of performance indicators of the Congress-approved performance targets for FY 2023 (all performance indicators)

Rating Scale for Process Results

	FY 2022	FY 2023
1	No substantial improvement in ease of transaction in both external core and internal services	
2	Achieved substantial improvements to ease transactions in internal service	
3	Achieved substantial improvements to ease transactions in external service only	
4	Achieved substantial improvements to ease transactions in external but non-priority core service and internal service	
5	Achieved substantial improvements to ease transactions in priority core service (external) and internal service	

Rating Scale for Financial Results

	FY 2022	FY 2023
1	1%-19% Disbursements BUR	Below 40% Disbursements BUR
2	20%-39% Disbursements BUR	40%-55% Disbursements BUR
3	40%-59% Disbursements BUR	55%-70% Disbursements BUR
4	60%-79% Disbursements BUR	70%-85% Disbursements BUR
5	80%-100% Disbursements BUR	85%-100% Disbursements BUR

Rating Scale for Client/Citizen Satisfaction Results

	FY 2022	FY 2023
1	No submission / Did not conduct CCSS	0% resolution and compliance rate to #8888/CCB complaints
2	Average satisfaction rate with unresolved complaints and at least 30% compliance rate to #8888 and CCB	At least 1% resolution and compliance rate to #8888/CCB complaints
3	More than average rate with unresolved complaints and at least 50% compliance rate to #8888 and CCB	At least 50% resolution and compliance rate to #8888/CCB complaints
4	High satisfaction rate with 100% complaints resolved and at least 80% compliance rate to #8888 and CCB	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 if there are 250 or less tickets to #8888/CCB complaints
5	High satisfaction rate with 100% complaints and compliance rate to #8888 and CCB	100% resolution and compliance to #8888/CCB complaints

3. COMPARISON OF FY 2022 and FY 2023 OTHER AGENCY ACCOUNTABILITIES

FY 2022	FY 2023 *new agency accountabilities beginning FY2023 PBB
1. Updating of Transparency Seal	1. Updating of Transparency Seal
2. Compliance to Audit Findings and Liquidation of Cash Advances	2. Compliance to Audit Findings and Liquidation of Cash Advances
3. Compliance with the Freedom of Information (FOI) Program	3. Compliance with the Freedom of Information (FOI) Program
4. Submission and Review of Statement of Assets, Liabilities, and Net Worth (SALN)	4. Submission and Review of Statement of Assets, Liabilities, and Net Worth (SALN)
5. PhilGEPS posting of all invitations to bids and awarded contracts	5. PhilGEPS posting of all invitations to bids and awarded contracts
6. FY2022 Non-Common Use Supplies and Equipment (APP-non CSE)	6. FY2022 Non-Common Use Supplies and Equipment (APP-non CSE)
7. Posting of Indicative FY 2023 APP-non CSE	7. Posting of Indicative FY 2023 APP-non CSE
8. FY2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	8. FY2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)
9. Results of FY2021 Agency Procurement Compliance and Performance Indicators (APCPI) System	9. Results of FY2021 Agency Procurement Compliance and Performance Indicators (APCPI) System
10. Undertaking of Early Procurement Activities covering FY2023 Procurement Projects	10. Undertaking of Early Procurement Activities covering FY2023 Procurement Projects
11. Designation of the Agency's Committee on Anti-red Tape (CART)	11. Designation of the Agency's Committee on Anti-red Tape (CART)
12. Compliance with the National Competition Policy (NCP)	12. Compliance with the National Competition Policy (NCP)
	13. Continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process*
	14. Administered Client Satisfaction Measurement (CSM)*
	15. Report on the digitalization initiatives or digital transformation of external and internal services*

4. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

- a) Similar to FY 2022 PBB, the delivery units of eligible agencies shall no longer be ranked for the FY 2023 PBB. However, the unit/s most responsible for deficiencies shall be isolated.
- To be able to attain at least 70 points, the agency should achieve a performance rating of 4 in at least 3 criteria, as stated in Table 1: PBB Scoring System mentioned above. In case the agency fails to meet a rating of 4 in at least 3 criteria, the unit/s most responsible (including its head) for the criteria stated in Table 1 with a performance rating of below 4 will be isolated from the grant of the FY 2023 PBB.
 - The unit/s most responsible (including its head) for the non-compliance with the Other Agency Accountabilities (Sec. 3 above) shall also be isolated from the grant of FY 2023 PBB.

- b) Eligible delivery units 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 below:

Agency Total Score	Individual PBB Rates
100 points	65% (100% of the 65% monthly basic salary)
95 points	61.75% (95% of the 65% monthly basic salary)
90 points	58.5% (90% of the 65% monthly basic salary)
85 points	55.25% (85% of the 65% monthly basic salary)
80 points	52% (80% of the 65% monthly basic salary)
75 points	48.75% (75% of the 65% monthly basic salary)
70 points	45.5% (70% of the 65% monthly basic salary)

- c) 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 complete PBB requirements on time.

5. TIMELINES AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

- a) The **quarterly Budget and Financial Accountability Reports (BFARS)** of the agency shall be submitted through the Department of Budget and Management (DBM) Unified Reporting System (URS) and/or Integrated Public Financial Management System (IFMIS) **within thirty (30) days after the end of each quarter** as provided in item 3.19.2 of NBC 587 pursuant to Sec. 99 of FY 2023 GAA.
- b) Evidence of accomplishment of Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Result shall be submitted **on or before February 29, 2024**.
Submission of accomplishment reports shall be fully online through the Government Executive Information System (GEIS) platform. Further details on the use of GEIS shall be disseminated through a separate communication.
- c) All explanations and justification shall be attached to the online submission.
- d) The AO 25 IATF shall conduct spot checks to validate claims and certifications made by the agency on their submitted/posted reports and/or requirements.

6. UPDATES ON FY 2022 PBB

ELIGIBILITY CRITERIA	Status	Deadline
1. Performance Results	Submitted, February 1, 2023	February 28, 2023
2. Process Results	Submitted, February 28, 2023	
3. Financial Results	Submitted, January 30, 2023	
4. Citizen/Client Satisfaction Result	Submitted, February 28, 2023	

AGENCY REQUIREMENT	VALIDATING AGENCY	STATUS as of April 12, 2023	DEADLINE
Submit Certificate of Compliance that the agency conducted Early Procurement Activities for at least 50% of the Total Value of the FY 2022 Procurement Projects to the GPPB-TSO.	GPPB-TSO	Compliant	Before January 31 st of the fiscal year

AGENCY REQUIREMENT	VALIDATING AGENCY	STATUS as of April 12, 2023	DEADLINE
Note: Early Procurement Activities should be conducted in FY 2022			
Submit FY 2022 APP-non CSE to GPPB-TSO	GPPB-TSO	Non-compliant	March 31, 2022
Submit Results of the APCPI system for FY 2021 Procurement Transactions to GPPB-TSO.	GPPB-TSO	Compliant	June 30, 2022
Posting of Indicative FY 2023 APP-non CSE in the agency's Transparency Seal webpage.	DBM-OCIO	Compliant	September 30, 2022
Submit the FY 2023 APP-CSE thru the PhilGEPS Virtual Store.	PS-DBM	Non-compliant	September 30, 2022
Maintain/Update the agency Transparency Seal (TS) under Section 102 of the General Provisions of the FY 2022 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page.	DBM-OCIO	Compliant	October 1, 2022
Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the agency Transparency Seal for FY 2022.	CSC	Compliant	October 1, 2022
Sustained Compliance w/ Audit Findings Fully implement 30% of the prior years' audit recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendations. These recommendations will exclude the Property, Plant, and Equipment (PPE)-related items of the Annual Audit Report (AAR). Audit findings closed since FY 2020 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 2022.	COA	Compliant	December 31, 2022
Update all procurement requirements for transactions above 1 million from January 1, 2022 to December 31, 2022 in the PhilGEPS.	PhilGEPS	Non-compliant	January 30, 2023
Submit the following Freedom of Information (FOI) Program requirements to PCOO: a. Updated People's FOI Manual b. Updated one-page FOI Manual c. FOI reports: Agency Information Inventory, 2022 FOI Registry, and 2022 FOI Summary Report	Presidential Communications Operations Office (PCOO)	Compliant	January 30, 2023

AGENCY REQUIREMENT	VALIDATING AGENCY	STATUS as of April 12, 2023	DEADLINE
d. Link to the agency's dashboard in the electronic FOI (eFOI) portal (www.foi.gov.ph) e. Updated AID-FOI Tool f. FOI Client/Customer Satisfaction Report			
Designation of the Agency's Committee on Anti-Red Tape (CART) Compliance and submission of requirements to ARTA pertaining to the agency's CART as stated in ARTA MC No. 2020-007	Anti-Red Tape Authority (ARTA)	Submitted, December 2022	February 28, 2023

For the list of the non-compliant offices on the PhilGEPS requirements, you may access this link: https://bit.ly/PBB2022_AgencyDeficiency_PhilGEPS.

For clarifications, please contact **Ms. Diane-Joyce Perez** or **Ms. Hannah Hasmin Caña** of the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) through email at pbb.monitoring@deped.gov.ph.

For your information and guidance.

BHROD-OED