

**MEMORANDUM CIRCULAR NO. 08**

Series of 2021

SUBJECT: GUIDELINES ON THE GRANT OF THE PERFORMANCE-BASED BONUS (PBB) FOR FISCAL YEAR (FY) 2021 PURSUANT TO MEMORANDUM CIRCULAR NOS. 2021-1 AND 2021-2

Section 1. BACKGROUND

The AO 25 Inter-Agency Task Force issued Memorandum Circular No. 2021-1 entitled "Guidelines on the Grant of the Performance-Based Bonus (PBB) for the Fiscal Year (FY) 2021 under Executive Order No. 80, S. 2012 and Executive Order No. 201, S. 2016" on June 3, 2021, prescribing the refined criteria and conditions on the grant of the Performance Based Bonus (PBB) for FY 2021 performance. In addition to this, the AO25 IATF also released Memorandum Circular No. 2021-2 entitled "Supplemental Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021 Under Executive Order No. 80, S. 2012 and Executive Order No. 201, S. 2016" on October 25, 2021, to provide clarifications and additional information on the requirements provided by the earlier MC No. 2021-1. The revised criteria and conditions aim to simplify the process, provide flexibility to agencies, and strengthen the role of agencies in ensuring accountability of units/individuals responsible.

In line with this, the PBB for FY 2021 have been categorized according to four (4) dimensions of accountability: Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results. Given the progress achieved in the Good Governance Conditions (GGCs), these shall no longer be included in the criteria to assess the overall eligibility of the agency for the PBB. However, the observance of these conditions shall still be used to determine the eligibility of delivery units and individuals.

Section 2. OBJECTIVES AND COVERAGE

The Memorandum Circular (MC) is issued by the DAR to set rules and procedures in granting the Performance-Based Bonus for officials and personnel of the DAR central, regional, provincial, and municipal offices consistent with the guidelines provided under MC 2021-1 issued by the AO25 Inter-Agency Task Force (IATF) pursuant to Executive Order No. 201 series of 2016 for FY 2021 and years thereafter.

Excluded from the coverage are individuals under contract of service and job order with no employer-employee relationship.

Section 3. ROLE OF THE COMMITTEE ON ANTI-RED TAPE

3.1 The Committee on Anti-Red Tape (CART) shall oversee the overall process of ensuring that the requirements of the AO25 IATF for granting of the PBB are accomplished by the Department. The members of CART and their technical and administrative staff shall:

- a. Directly oversee and observe the performance and compliance of all offices
- b. Adopt a communication strategy that engages employees in the process of understanding and meeting the targets and outputs of the Department under the current PBB Guidelines

- c. Set-up a mechanism to respond to PBB-related queries, comments, issues, and concerns
- d. Identify the eligibility of the delivery units to receive the PBB based on their contribution

3.2 The head of the CART shall oversee the progress and status of the compliance of the Department and will be responsible for determining the finalized and validated scores and subsequently report the same to the Secretary.

3.3 The Planning Service (PS) and the Financial Management Service (FMS) shall take charge of the assessment of the Performance Results and Financial Results, respectively. Both offices shall submit their outputs to the head of CART for final review and validation.

3.4 At the Regional Offices, the Assistant Regional Director for Support to Operations shall be considered as the Regional PBB Focal Person with the technical and administrative assistance of the Regional Chief Administrative Officer (RCAO). They shall:

- a. Ensure compliance and submission of regional and provincial offices to the PBB requirements and compliance reports within the prescribed timeline
- b. Attend all meetings and conferences regarding PBB concerns
- c. Disseminate all necessary PBB information to the regional, provincial, and municipal offices

3.5 The Regional CART shall oversee the progress and status of the compliance of the Regional and Provincial offices (including municipal offices). The head of the Regional CART will be responsible for responding to queries of the DARCO CART during finalization and validation of scores.

Section 4. DELIVERY UNITS

4.1 For the purposes of the PBB, the Department is composed of thirty-one (31) delivery units. This number consists of:

- a. Office of the Secretary - OSEC Proper, Offices of the 7 Undersecretaries, Offices of the 5 Assistant Secretaries, and Internal Audit Division
- b. DAR Adjudication Board - 3 Members and its Secretariat
- c. Presidential Agrarian Reform Council (PARC) Secretariat
- d. 10 Services
 - 1. Administrative Services (AdServ)
 - 2. Agrarian Reform Capacity Development Service (ARCDs)
 - 3. Planning Service
 - 4. Financial Management Service (FMS)
 - 5. Policy and Research Service (PRS)
 - 6. Management Information Systems Service (MISS)
 - 7. Project Management Service (PMS)
 - 8. Legal Service (LS)
 - 9. Public Assistance and Media Relations Service (PAMRS)
 - 10. External Affairs and Relations Service (EARS)
- e. 3 Bureaus
 - 1. Bureau of Agrarian Reform Beneficiaries Development (BARBD)
 - 2. Bureau of Agrarian Legal Assistance (BALA)
 - 3. Bureau of Land Tenure Improvement (BLTI)
- f. 15 DAR Regional Offices (including provincial and municipal offices within the jurisdiction of the region)

Section 5. ELIGIBILITY CRITERIA

To be eligible for the grant of the FY 2021 PBB, DAR must satisfy the criteria and conditions under the four dimensions of accountability and attain a total score of at least 70 points with a rating of at least 4 in three of the four eligibility criteria based on the PBB Scoring System.

The PBB scoring system uses a rating scale of 1 to 5 (where 5 is the highest) for accomplishments in each of the criteria. Each criterion has an assigned weight, as shown in Table 1. The maximum score that may be obtained by is 100 points.

TABLE 1: FY 2021 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5pts	10pts	15pts	20pts	25pts
Process Results	5	5pts	10pts	15pts	20pts	25pts
Financial Results	5	5pts	10pts	15pts	20pts	25pts
Citizen/Client Satisfaction Results	5	5pts	10pts	15pts	20pts	25pts
TOTAL SCORE				MAXIMUM = 100 POINTS		

In cases where applicable, the delivery unit most responsible for the criteria with a performance rating of below 4 will be isolated from the grant of the PBB.

The scoring system has been crafted with the aim of simplifying and making more transparent the eligibility assessment. However, the AO 25 Inter-Agency Task Force (AO 25 IATF) shall still determine the final eligibility of an agency.

5.1 Performance Results

The targets under Performance Results are based on the Congress-approved performance targets under the PIB of the FY 2021 GAA. The Performance Results shall be assessed and scored as indicated in Table 2:

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met each one of the Congress approved performance targets for FY 2021 (all performance indicators)

5.2 Process Results.

The target under Process Results is the greater ease of transaction of frontline services covering all government-to-citizens (G2C), government-to-businesses (G2B), and government-to-government (G2G) transactions. This may be achieved through streamlining especially of frontline services; standardization of frontline processes including those implemented at the Regional, Satellite, and Extension Offices; *digitization*, and other process improvements for faster and more efficient public service delivery. The target under Process Results is the greater ease of transaction of frontline services covering all government-to-citizens (G2C), government-to-business (G2B), and government-to-government (G2G) transactions. All implemented processes and process improvements must remain compliant with the administrative mandates such as the National Competition Policy.

The Process Results shall be assessed and scored as follows:

TABLE 3: RATING SCALE FOR PROCESS RESULTS AGENCY				
1	2	3	4	5
No demonstrated ease of transaction	Achieved targets to ease transaction (streamlining, digitization, standardization) only for non-frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in less than 80% of frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in at least 80% of frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in all frontline services

5.3 Financial Results.

Attainment of the FY 2021 Disbursement BURs is the main criteria for Financial Results. 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 2021.

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

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

5.4 Citizen/Client Satisfaction Results.

The Citizen/Client Satisfaction targets are as follows:

- Accomplishment on the Citizen/Client Satisfaction Survey (CCSS)
- Resolution of all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB)

The requirements under the Citizen/Client Satisfaction Results shall be scored as follows:

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
No submission/ Did not conduct CCSS	Average to low satisfaction rate with unresolved #8888/CCB complaints	Average satisfaction rate with 100% #8888/CCB complaints resolved	High satisfaction rate with 100% #8888/CCB complaints resolved	High satisfaction rate without #8888/CCB complaints

Section 6. RATING OF DELIVERY UNITS

6.1 Rating of the Performance Results

a. The agency performance in the achievement of the Approved FY2021 targets shall be closely monitored using the submitted Unified Reporting System (URS) Budget and Financial Accountability Reports (BFARs) to indicate the progress towards the accomplishment of broader sectoral and societal outcomes targeted by the agency for improving the lives of Filipinos.

b. The quarterly BFARs of the agencies, as uploaded in the DBM URS, shall be submitted in a timely manner, i.e., within thirty (30) days after the end of each quarter, as provided under Item 3.15.2 of National Budget Circular No. 583, pursuant to Section 90, General Provisions of Republic Act No. 11518 (FY 2021 GAA). BFARs will be used to monitor and validate agency accomplishments.

c. Rating of the Performance Indicators on the Land Tenure Security Program (LTSP)

- a. For LTSP performance indicators, the rate of accomplishment versus the targets is the basic consideration in rating each delivery unit
- b. The performance indicators considered for ranking for LTSP are as follows:
 1. Percentage of farmers actually installed in awarded lands
 2. Number of hectares with completed claim folders documentation
 3. Number of hectares (gross area) with EP/CLOA registration
 4. Number of hectares actually distributed to agrarian reform beneficiaries (ARBs)

d. Rating of the Performance Indicators under the Agrarian Justice Delivery Program (AJDP)

- a. Under AJDP performance indicators, the basis for the rating is the rate of accomplishment and its share in the national accomplishment
- b. The performance indicators considered for AJDP are as follows:
 1. Percentage reduction of pending cases
 2. Resolution rate of agrarian-related cases (DARAB and ALI cases)
 3. Percentage of cases handled with agrarian legal assistance in judicial and quasi-judicial courts

e. Rating of the Performance Indicators under the Agrarian Reform Beneficiaries Development and Sustainability Program (ARBDSP)

- a. Under ARBDSP performance indicators, the basis for the rating is the rate of accomplishment and its share in the national accomplishment
- b. The performance indicators considered for ARBDSP are as follows:
 1. Percentage of ARBOs managing profitable business enterprise

2. Percentage increase in crop yield above the baseline
3. Number of agrarian reform beneficiaries (ARBs) with access to credit and microfinance services
4. Number of ARBs trained
5. Number of ARBOs provided with technical, enterprise and farm productivity support, and physical infrastructures

6.2 Rating of the Process Results

The rating for process results will be based on improvements in number of steps, turnaround time, number of signatures, number of documents required, transaction costs, substantive compliance costs resulting from streamlining, standardization, and digitization efforts.

The list of frontline services is in *Annex 1: DAR Frontline Services*. Offices which do not have frontline services are encouraged to undertake improvement efforts on their services.

All delivery units are to report process results in their respective areas of jurisdiction using *Annex 2: Process Results of Delivery Units*. When applicable, delivery units must also submit valid certification (ISO-QMS or equivalent) of the frontline and non-frontline services under their jurisdiction as of December 31, 2021. Submitted certificates must indicate the valid scope and coverage of said certification.

6.3 Rating of the Financial Results

- a. The **Disbursements BUR** is measured by the ratio of total disbursements (cash and non-cash, excluding PS) to the total obligations for MOOE and CO made in 2021, net of goods and services obligated by December 31, 2020, but paid only in 2021.
- b. The total obligations for MOOE and CO shall refer to those made from the FY 2021 GAA, FY 2020 GAA, and Bayanihan II appropriations due to their extension under RA No. 115191 and RA No. 115202.
- c. The objective is to measure the disbursements for the obligations for MOOE and CO made in 2021 from all valid appropriations. These shall be net of transfers to the Procurement Service (PS), the Philippine International Trading Corporation (PITC), and other implementing agencies and units that have yet to implement and deliver outputs.

6.4 Rating of the Citizen/Client Satisfaction

The Citizen/Client Satisfaction Survey shall capture the 8 Service Quality Dimensions: Responsiveness, Reliability (Quality), Access and Facilities, Communication, Costs, Integrity, Assurance, and Outcome. The rating on Citizen/Client Satisfaction will be based on Annex 3: Citizen/Client Satisfaction Survey Report.

The validation shall be complemented with reports and collected data on feedback and complaints from citizens/clients gathered by the OP, PMS, CSC, and PCOO from Hotline #8888 and CCB databases, as well as the FOI portals.

Section 7. AGENCY ACCOUNTABILITIES

To sustain the institutionalization of compliance to existing government-mandated laws and standards, implementation, monitoring, and enforcement of compliance to the following shall be continued:

- a. Updating of Transparency Seal
- b. Compliance with the Freedom of Information (FOI) Program
- c. Updating of Citizen's or Service Charter
- d. Compliance to Audit Findings and Liquidation of Cash Advances
- e. Submission and Review of SALN
- f. PhilGEPS posting of all invitations to bids and awarded contracts Information
- g. Submission of Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE), Non-Common Use Supplies and Equipment (APP-non CSE), Indicative APP, and the results of the most recent Agency Procurement Compliance and Performance Indicators (APCPI) System
- h. Undertaking of Early Procurement Activities covering the incoming year's Procurement Projects

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 in determining the eligibility of responsible units and individuals. Agencies should submit these legal requirements directly to the appropriate oversight agencies.

Section 8. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

8.1 The delivery units (DUs) shall no longer be ranked. However, the unit/s most responsible for deficiencies shall be isolated.

- a. While the agency will be eligible, 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 PBB.
- b. The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided will also be isolated from the grant of the PBB.

8.2 Eligible DUs shall be granted the 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.

8.3 The Department Secretary is eligible only if the Department is eligible. If eligible, their PBB rate shall be equivalent to the rates as stated in the section on PBB rates and shall be based on their monthly basic salary (MBS) as of December 31 of the year being rated.

8.4 To be eligible for the PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.

8.5 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.

8.6 Personnel who transferred from one government agency to another agency shall be included by the agency where they served the longest. If equal months were served for each agency, they will be included in the recipient agency.

8.7 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 they 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.

8.8 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.

8.9 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:

LENGTH OF SERVICE	% OF PBB
8 months but less than 9 months	90%
7 months but less than 8 months	80%
6 months but less than 7 months	70%
5 months but less than 6 months	60%
4 months but less than 5 months	50%
3 months but less than 4 months	40%

The following are the valid 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.

8.10 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.

8.11 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2021 shall not be entitled to the PBB. If the penalty meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.

8.12 Officials and employees who failed to submit their SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015; or those who are responsible for the non-compliance with the establishment and conduct of the review and compliance procedure of SALN, shall not be entitled to the PBB.

8.13 Officials and employees who failed to liquidate all cash advances received during the year within the acceptable 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 PBB.

Section 9. RATES OF THE PBB

The total score shall be the basis in 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% monthly

basic salary (MBS) of an individual as of December 31, 2021. Table 6 illustrates the computation of PBB rates:

TABLE 6: RATES OF THE PBB TOTAL SCORE PBB RATES	
100 points	65% (100% of the 65% monthly basic salary)
95 points	61.75% (95% of the 65% monthly basic salary)
90 points	58.5% (90% of the 65% monthly basic salary)
85 points	55.25% (85% of the 65% monthly basic salary)
80 points	52% (80% of the 65% monthly basic salary)
75 points	48.75% (75% of the 65% monthly basic salary)
70 points	45.5% (70% of the 65% monthly basic salary)

Section 10. TIMELINES AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

10.1 The quarterly BFARs of the agencies, as uploaded in the DBM URS, shall be submitted in a timely manner, i.e., within thirty (30) days after the end of each quarter, as provided under Item 3.15.2 of National Budget Circular No. 583, pursuant to Section 90, General Provisions of Republic Act No. 11518. BFARs will be used to assess and validate Performance Results.

10.2 Delivery Units should submit evidence of accomplishments for the four (4) dimensions and provide information on compliance with the Agency Accountabilities provided in Section 6 on or before the respective deadlines as prescribed in *Annex 4: Schedule of Compliance to 2021 PBB Requirements*.

10.3 Divisions/Offices are to ensure that submissions for use of the AO 25 Secretariat are electronic (scanned copy of the official submission and editable MS Word or Excel files). Delivery Units shall also ensure that all explanations and justifications for deficiencies are already attached in their submission.

10.4 Committees and offices in charge of assessment and revision should submit their finished scorecard output to the head of CART for final review on or before January 31, 2022.

10.5 The head of CART shall finalize and submit the compiled scorecard for the Department and all the necessary supporting documents to the DBM on or before the stated deadline of February 15, 2022.

Section 11. EFFECTIVITY CLAUSE

This Memorandum Circular shall take effect immediately and supersedes all other circulars/issuances inconsistent herewith.

NOV 02 2021

Diliman, Quezon City

BERNIE F. CRUZ
Acting Secretary

Department of Agrarian Reform

Office of the Secretary



A21-112200648

COVID19-OSEC-M.C.

Annex 1

DAR FRONTLINE SERVICES

Central/Head Office (External)

1. Assistance and Handling of Queries or Complaints as Provided by the Public Assistance and Information Center (PAIC)
2. Issuance of Certification as to Case Status (Pending/No Pending)
3. Issuance of Entry of Judgment/Certificate of Finality
4. Issuance of Certified Copies of Documents and/or Photocopies of Documents and/or Transcript of Stenographic Notes (TSN)
5. Issuance of Certificate of Finality of Secretary's Order
6. Issuance of Certificate of No Pending Appeal
7. Issuance of Certification and/or Certified True Copy of the Records of the Issued Certificate of Land Transfer (CLT) and Facilitation of Certification on Issued Emancipation Patent (EP)/Certificate of Land Ownership Award (CLOA) Titles at Management Information System Services (MISS)
8. Issuance of Certification on Motion for Reconsideration/Appeal Filed on ALI Case/s
9. Issuance of Certified True Copies (CTC) of Orders/Documents
10. Issuance of Certified True Copies (CTC) of DAR Issuances
11. Payment to Service Providers (Processing of Disbursement Vouchers) (Goods, Services, and other claims)
12. Provision of Data/Information to Clients
13. Provision of CARP-Related Data to Requesting Legislator/Office of the President/Judiciary
14. Drafting of DAR's Position Paper on Proposed CARP-Related Legislative Measures
15. Provision of Legal Assistance to Farmer Beneficiaries and Other Farm Workers
16. Provision of Position on Policy Concerns
17. Provision to Access over DAR completed research studies and other available research materials
18. Conduct of Legal Counselling
19. Legal Assistance to AR Stakeholders - ARBS, NGOs/POs, and Landowners
20. Rental of DAR Gymnasium, Dormitories, and HRD

Central/Head Office (Internal)

1. Collating/Consolidating/Finalizing DAR's Position Paper on Proposed CARP-Related Legislative Measures and other Agrarian-Related Documents
2. Payment of Salary
3. Issuance of Personnel Records
4. Administration of Leave
5. Payment of Terminal Leave
6. Issuance of Certificate of Remittances and Premiums (GSIS, HDMF, BIR, PHILHEALTH)
7. Certification as to Pendency of Administrative Case
8. Request for Inclusion in the Availment of Foreign/Local Scholarship
9. Provision of Office Inventory Items and Equipment
10. Request for Repair and Maintenance of Property, Plant, and Equipment (PPE)
11. Cancellation of Property Accountability
12. Legal Review of Contracts, Agreements, and Undertakings of the Department
13. Legal Opinion and/or Position Paper on Policies, Guidelines, Bills filed at Congress that affect Agrarian Reform Law Implementation

Annex 1

Region/Field Office (External)

1. Public Assistance and Complaints Coordinating Unit (PACCU)
2. Issuance of Certificate of No Pending Case
3. Issuance of Certificate of Finality / Entry of Judgment
4. Issuance of Certified Copies of Documents (Case Records, Resolution, Decision, Orders)
5. Issuance of Certified Copies of Transcript of Stenographic Notes (TSN)
6. Resolution of Land Use Conversion Cases (involving 5 hectares and below)
7. Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Law Implementation (ALI) Case/s
8. Issuance of Certified True Copies (CTC) of Orders/Documents
9. Issuance of Certified True Copies (CTC) of DAR Issuances
10. Payment of Claims to Service Providers
11. Transfer of Awarded Lands (A.O. 8. S. 1995)
12. Provision of Data/Information to Clients
13. Legal Counselling
14. Conduct of Mediation
15. Issuance of Cease and Desist Order and Show Cause Order in ALI Cases (Regular and Special)
16. Issuance of Official Receipt for Payment of Bidding Documents
17. Issuance of Official Receipt for Payment of DAR Clearance

Region/Field Office (Internal)

1. Provision of ICT related services
2. Provision of Data and Information From EP/CLOA Database
3. Provision of Information and Communication Technology (ICT) Hardware and Software Repair/Maintenance to Requesting Employees
4. Procurement of Goods and Services Thru Competitive Bidding
5. Procurement of Goods and Services (Small Value)
6. Certification of Funds Availability
7. Payment of Premium & Remittances (GSIS, Pag-ibig, PHILHEALTH)
8. Payment of Travelling and Other Claims of Employees
9. Issuance of Certificate of Last Payment Received
10. Leave Administration

Annex 1

Provincial Office (External)

1. Public Assistance /Handling Queries or Complaints/QRO/PACCU
2. Issuance of Certificate of No Pending Case
3. Issuance of Certificate of Finality/Entry of Judgment
4. Issuance of Certified Copies of Documents (Case Records, Decisions, Resolutions, Orders)
5. Issuance of Certified Copies of Transcript of Stenographic Notes (TSN)
6. Processing of DAR Clearance (A.O. 1 s. 1989)
7. Payment to Service Providers
8. Transfer of Awarded Lands from ARBs Pursuant to PD 27, EO 228 and RA 6657 (DAR AO 8, s. 1995, Joint DAR-LRA MC 09-06)
9. Issuance of Certification on Motion for Reconsideration/Appeal filed on Agrarian Reform Implementation (ALI) Case/s
10. Issuance of Certified True Copies (CTC) of DAR Issuances
11. Issuance of Certified True Copies (CTC) of Orders/Documents
12. Processing of Application for Vacant Positions
13. Conduct of Dialogue
14. Request for Certification for the Annotation of Certificate of Full Payment and Release of Real Estate Mortgage (CFP and ROREM)
15. Request for the issuance of Certification that the EP/CLOA has no pending case, not subject to protest, and petition for retention

Provincial Office (Internal)

1. Provision of Data/Information to clients
3. Issuance of Personnel Records
4. Retirement/Separation Benefits
5. Leave Administration
6. Payment of Salaries
7. Provision to Internal Clients Data and Information from EP/CLOA Database
8. Provision of conducting Information and Communication Technology (ICT) hardware and software repair/maintenance to requesting employees
9. Facilitation to Access Agricultural and Enterprise/ Livelihood Credit to ARBO members
10. Provision of Appropriate Trainings to ARB Organizations

PROCESS RESULTS OF DELIVERY UNITS¹

(1) Name of Department/Agency:

REGION/PROVINCE:

(2) Name of Service:

(3) Responsible Delivery Units / Processing Units:

(4) Identified Client/Customer(s)	(5) Number of clients served in 2021	(6) Volume of Transactions in 2021

(Note: can be provided in a separate sheet)

CRITERIA	STATUS AS OF FY 2020 (7)	TARGET IN FY 2021 (8)	FY 2021 STATUS OF STREAMLINING EFFORTS (9)	REMARKS (10)
1. Number of Steps				
2. Turnaround Time (TAT) ²				
3. Number of signatures ³				
4. Number of required documents ⁴				
5. Transaction Costs				
5.1 Primary transaction costs/fees				
5.2 Other transaction costs				
6. Substantive Compliance Costs				
7. Client/Citizen Satisfaction Result				

Prepared by: _____

Name of Officer / Designation / Date

Approved by: _____

Head of Office/ Date

¹ Delivery Units may reproduce this sheet for each critical service as needed.

² Follow R.A. 1032 - 3 days (simple), 7 (complex), and 20 (highly technical) and/or lower than the FY 2019 status.

³ Follow R.A. 1032 - reduce to three (3) signatures, including initials.

⁴ Reduction of required documents, OR simplification of forms.

Annex 3

LIST OF FY 2021 DIGITIZATION INITIATIVES

Delivery Units: _____

Total Number of Services with Digitization Initiatives	
Frontline Services	
Non-Frontline Services	

Type (Frontline or Non-Frontline)	Title of Service/s	Digitization Initiative/s

Prepared by:

Approved by:

Name of Officer/Designation/Date

Head of Office/Date

Annex 4

Citizen/Client Satisfaction Survey Report

A. Description of the Methodology of the CCSS used for each service:

1. Respondents Criteria
2. Survey Sampling Coverage
3. Sampling Procedure
4. Survey Instrument/Questionnaire

B. Results of the CCSS for FY 2021 *(include sample of the feedback/survey form used)*

The results of the survey shall be analyzed by service, and by applicable service quality dimensions. Delivery Units shall also report the overall rating in the service quality dimensions and the overall citizen/client satisfaction rating.

Service Quality Dimension	Rating by Frontline Service <i>(Please Specify Title of the Services)</i>					Rating in All Services
	Service 1	Service 2	Service 3	Service 4	Service 5	
Responsiveness						
Reliability (quality)						
Access & Facilities						
Communication						
Costs						
Integrity						
Assurance						
Outcome						
Overall Rating						

Included also in the analysis are *(Please use graphical presentation)*:

1. Type of citizen/client served:

- Farmer
- People's Organization (PO) / NGOs / CSOs
- Landowner
- Legal Counsel/Representative
- Student / Researchers
- Others

2. Respondent Profile

- Gender (Male and Female)
- Age Group

C. Results of the Agency Action Plan reported in FY 2020 PBB

Results of the CY 2021 survey should be compared to the CCSS results of CY 2020.

D. Continuous Improvement Plan for FY 2022

Prepared by:

Name of Officer/Position/Date

Approved by:

Name of Official/Position/Date

Annex 5

Schedule of Compliance to 2021 PBB Requirements

Requirements	Deadline	Office Responsible	Where to Submit
1. Submission of Report on the Ranking of Offices/Delivery Units	January 15, 2022	Regional Office/Personnel Division (DARCO)	CART (via artapbb.arcds@gmail.com)
Four (4) Dimensions			
1. Performance Results <ul style="list-style-type: none"> - Per Office Accomplishment (from Region to Planning Service) - DARCO to CART - Official Accomplishment from Planning Service to CART 	January 15, 2022 January 31, 2022	All Delivery Units Planning Service	CART (via artapbb.arcds@gmail.com)
2. Process Results <ul style="list-style-type: none"> - Annex 2: Process Results of Delivery Units 	January 15, 2022	All Delivery Units with Frontline Services	CART (via artapbb.arcds@gmail.com)
3. Financial Results <ul style="list-style-type: none"> - Disbursement BUR (overall and per Office) 	January 31, 2022	FMS	CART (via artapbb.arcds@gmail.com)
4. Citizen/Client Satisfaction Results <ul style="list-style-type: none"> - Annex 3: Citizen/Client Satisfaction Report 	January 15, 2022	All Delivery Units	CART (via artapbb.arcds@gmail.com)
Other Requirements			
Agency Accountabilities			
1. 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	Within thirty (30) days after the approval of the FY2022 GAA	DARROs, DARPOs, Procurement Division-Admin	GPPB-TSO
2. Submit FY 2021 APP-non CSE to GPPB-TSO	March 31, 2021		GPPB-TSO
3. Results of the APCPI system for FY 2020 Procurement Transactions to GPPB-TSO	June 30, 2021	Procurement Division-Admin Service	GPPB-TSO
4. FY 2022 APP-CSE thru the PhilGEPS Virtual Store	August 31, 2021	DARROs, DARPOs,	PhilGEPS Virtual Store

Requirements	Deadline	Office Responsible	Where to Submit
		Procurement Division-Admin	
5. Indicative FY 2022 APP-non CSE in the agency's Transparency Seal webpage	September 30, 2021	Procurement Division- Admin Service in coordination with MISS for the Posting in the TS	
6. Maintain/Update the agency Transparency Seal (TS) under Section 96 of the General Provisions of the FY 2021 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page	October 01, 2021	FMS, PAMRS, Procurement Division, Personnel Division, ARCDs, Information Officers at the Field Offices in coordination with MISS for the Posting in the TS	
7. Most current and updated Citizen's or Service Charter, reflecting the agency's improved and streamlined/re-engineered system and procedure for all its government services to citizens, businesses, and government agencies. Certificates of Compliance (CoC) to the Anti-Red Tape Authority (ARTA) at compliance@arta.gov.ph on or before December 04, 2021.	December 04, 2021	CART in coordination with MISS for the Posting in the TS	Anti-Red Tape Authority (ARTA) at compliance@arta.gov.ph
8. ISO QMS Certification of agencies should be valid until December 31, 2021. The ISO 9001:2015 certification(s)/recertification(s) must be valid as of December 31, 2021, and must be posted on the agency TS webpage not later than December 31, 2021	December 31, 2021 (validity of certificate)	ISO Certified Offices to furnish ARCDs copy of the Certification	DBM-SPIB
9. Sustained Compliance w/ Audit Findings Fully implement 30% of the prior years' audit	December 31, 2021	FMS	COA

Requirements	Deadline	Office Responsible	Where to Submit
recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendations.			
10. Update all procurement requirements for transactions above 1 million from January 1, 2021 to December 31, 2021 in the PhilGEPS	January 29, 2022	Procurement Division-Admin Service; DARROs, DARPOs	PS-PhilGEPS
11. 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 2021	October 1, 2021	Personnel Division-Admin Service in coordination with MISS	To be validated by the CSC
12. Submit the following Freedom of Information (FOI) Program requirements to PCOO: a. Updated People's FOI manual b. FOI reports: Agency Information Inventory, 2021 FOI Registry, and 2021 FOI Summary Report c. Modified One-page FOI Manual d. Screenshot of agency's home page	January 29, 2022	CRD-BALA	PCOO
13. SPMS Summary of Rating for 1 st & 2 nd semesters 2021	January 31, 2022	Personnel Division, DARROs, DARPOs	CART (via artapbb.arcds@gmail.com)
14. SALN Compliance as of December 2020	January 31, 2022	Personnel Division, DARROs, DARPOs	CART (via artapbb.arcds@gmail.com)