



**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

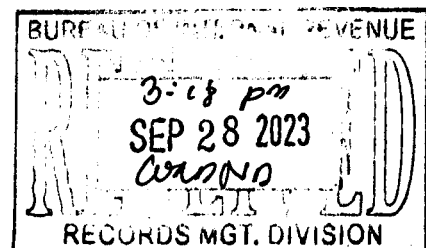
**TO : ALL HEADS OF DEPARTMENTS, BUREAUS, OFFICES AND OTHER AGENCIES OF THE NATIONAL GOVERNMENT, INCLUDING CONSTITUTIONAL COMMISSIONS, OTHER EXECUTIVE OFFICES, CONGRESS, THE JUDICIARY, STATE UNIVERSITIES AND COLLEGES, GOVERNMENT-OWNED OR-CONTROLLED CORPORATIONS, LOCAL WATER DISTRICTS, AND LOCAL GOVERNMENT 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:

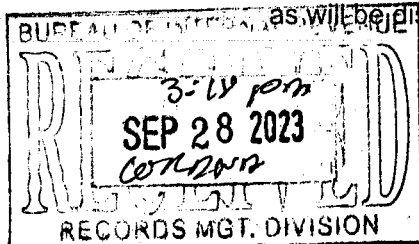
- a. Department of Budget and Management (DBM) for the Departments and attached agencies;
- b. Office of the President-Office of the Executive Secretary (OP-OES), DBM for OEOs, including the OP-attached agencies and the GOCCs covered by the DBM;
- c. Commission on Higher Education (CHED) for SUCs;
- 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**

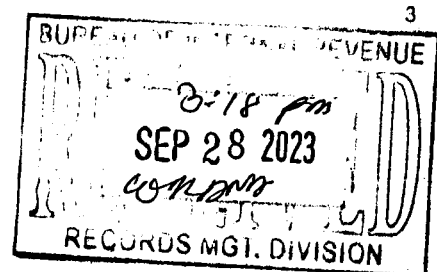
The agency's accomplishments for each of the criteria shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight, as shown in Table 1. The maximum score that may be obtained by the agency is 100 points. To be eligible for the FY 2023 PBB, the agency must attain 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.

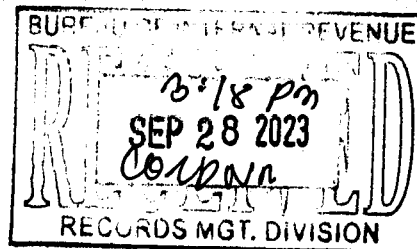
BFARs will be used to monitor and validate agency accomplishments. For deficiencies or non-attainment of FY 2023 targets, justifications must be submitted together with the prescribed BFAR forms to the Commission on Audit (COA), the DBM, and the Bureau of the Treasury (BTr), as applicable through the 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.

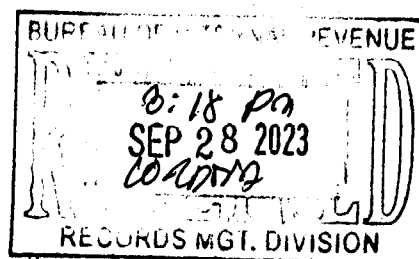
Agencies may declare the critical services previously reported in FY 2022 Process Results Report, **provided that there are new improvements introduced with verifiable results** (number or percentage of reduction in total processing time, steps, requirements, costs, etc.)

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 s., 2019 Guidelines on the Implementation of the Citizen's Charter in Compliance with RA No. 11032

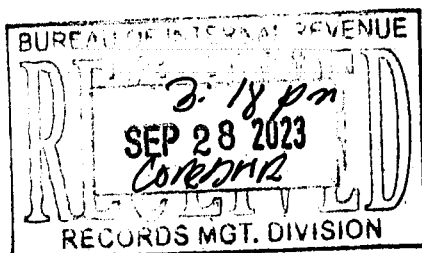


4.2.2 In selecting the critical services to be prioritized by the agency (and which will be validated later by the ARTA for purposes of determining eligibility for the PBB), agencies shall consider the selection of the services based on any of the following factors, or a combination thereof. **The selected 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 prescribed processing time as declared in the agency's Citizen's Charter.
- d. A **service that generates income/revenue** for the government.
- e. A **service attributable to the PREXC/Programs** of agencies.
- 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



- f. **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:

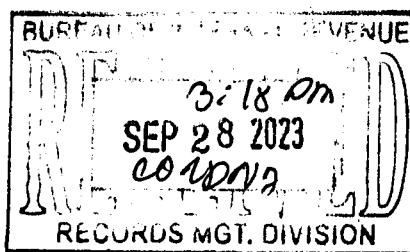
TABLE 3: RATING SCALE FOR PROCESS RESULTS (Agencies and SUCs)				
1	2	3	4	5
No substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvements to ease transactions in internal service	Achieved substantial improvements to ease transactions in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

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

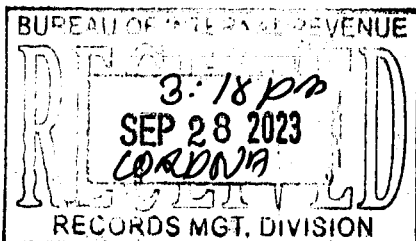
For agencies that do not receive budgetary support from the national government and GOCCs covered by the DBM, reporting of Performance Results shall be supported by the following documents to be submitted to the AO25 Secretariat, duly signed by the Head of the Agency or designated official:

- 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:

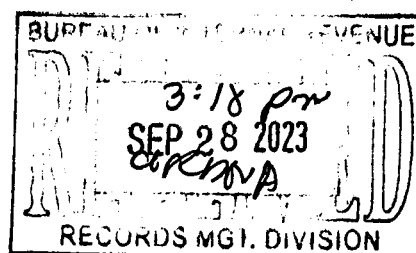
TABLE 4: FY 2023 RATING SCALE FOR FINANCIAL RESULTS				
1	2	3	4	5
Below 40% Disbursements BUR	40%-55% Disbursements BUR	55%-70% Disbursements BUR	70%-85% Disbursements BUR	85%-100% Disbursements BUR

**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>

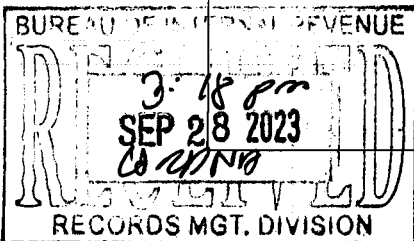


TABLE 6: AGENCY ACCOUNTABILITIES	
	k. Designation of the Agency's Committee on Anti-Red Tape (CART) l. Compliance with the National Competition Policy (NCP) ( <i>Annex 5 to 5.4</i> )
New Agency Accountabilities beginning FY 2023 PBB	m. For departments/agencies, SUCs, and GOCCs (DBM), continuing ISO-QMS certification or equivalent certification of at least one (1) critical frontline service or core process. ( <i>Annex 3</i> ) n. Administered Client Satisfaction Measurement (CSM) o. Report on the digitalization initiatives or digital transformation of external and internal services

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.

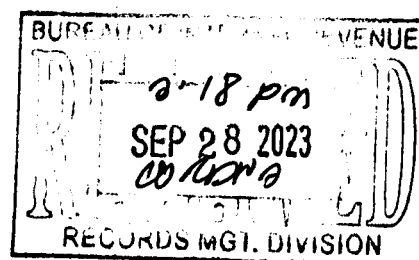
6.1.1 Based on Table 1, to be eligible for the FY 2023 PBB, the agency must attain a total score of at least 70 points and achieve at least a rating of 4 for at least three (3) in the four (4) accountability dimensions. To be able to attain at least 70 points, the agency should achieve a performance 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:

TABLE 7: LENGTH OF SERVICE AND PERCENTAGE OF PBB	
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%

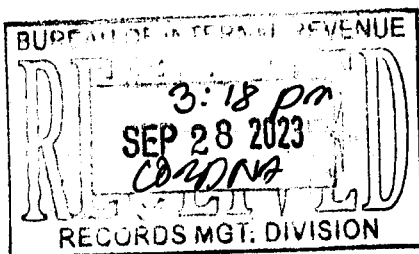


TABLE 7: LENGTH OF SERVICE AND PERCENTAGE OF PBB	
4 months but less than 5 months	50%
3 months but less than 4 months	40%

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.

TABLE 8: 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

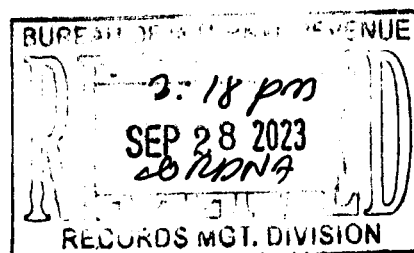


TABLE 8: RATES OF THE PBB	
TOTAL SCORE	PBB RATES
85 points	55.25% 85% of the 65% monthly basic salary
80 points	52% 80% of the 65% monthly basic salary
75 points	48.75% 75% of the 65% monthly basic salary
70 points	45.5% 70% of the 65% monthly basic salary

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.

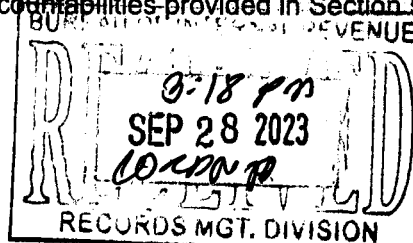
8.2 All agencies should submit evidence of accomplishments of Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results (as provided in Section 4.0) on or before **February 29, 2024**, through an electronic submission (scanned or digital copy of the official submission 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

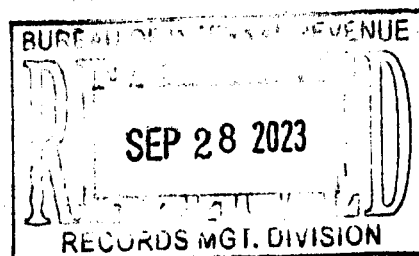
A Department/Agency/SUC/GOCC/LWD/LGU, which, after due process by the oversight agency has been determined to have committed a prohibited act, shall be disqualified from the PBB in the succeeding year of its implementation.

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.

<sup>2</sup> Monthly Updating of the Personal Services Itemization and Plantilla of Personnel (PSIPOP) Under the Web-based Application System dated October 21, 2013.



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)

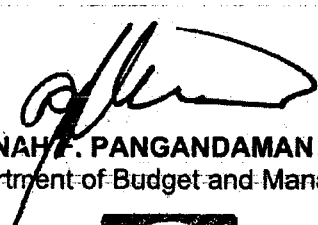
#### 11.0 APPLICABILITY TO THE CONSTITUTIONAL BODIES, LEGISLATIVE AND JUDICIAL BRANCHES

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

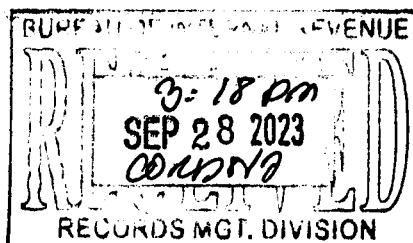
#### 12.0 EFFECTIVITY CLAUSE

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





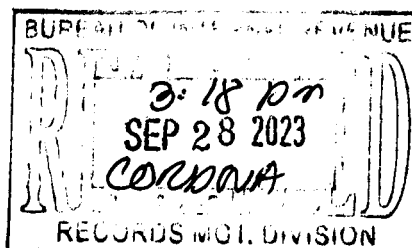
**MODIFIED FORM A – DEPARTMENT/AGENCY PROCESS RESULTS REPORT**

AGENCY NAME: \_\_\_\_\_

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

Prepared by: \_\_\_\_\_  
Name of Officer / Designation / Date

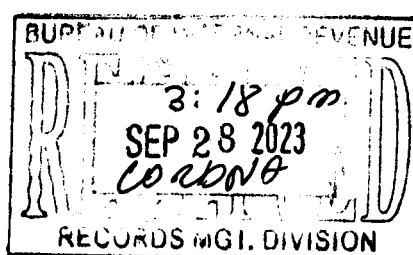
Approved by: \_\_\_\_\_  
Department Secretary/Agency Head/ Date



### 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 on the TS webpage the copy/ies of ISO QMS certification/recertification or equivalent certification.</b></p>	<p>QMC-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>
		LWUA for LWDs
January 31, 2024	<p><b>Update all procurement requirements for transactions above 1 million from January 1, 2023 to December 31, 2023 in the PhilGEPS.</b></p>	PS-PhilGEPS
January 31, 2024	<p><b>Submit the following Freedom of Information (FOI) Program requirements to PCOO:</b></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

BUREAU OF INTERNAL REVENUE

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**SEP 28 2023**

*CONORA*

RECORDS MGT. DIVISION

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.

