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Republic of the Philippines  
**Department of Education**  
REGION VIII - EASTERN VISAYAS

March 10, 2023

**REGIONAL MEMORANDUM**

No. **222**, s. 2023

**FY 2021 AND FY 2022 PERFORMANCE BASED BONUS UPDATES**

To: Schools Division Superintendents  
All Others Concerned

- Attached is a Memorandum OM-OUHROD-2023-0322 dated March 3, 2023 with the subject: **FY 2021 and FY 2022 Performance Based Bonus Updates.**
- Relative thereto, the Schools Division Superintendents are advised to ensure submission of the required Form 1.0: Report on Ranking of Offices/Delivery Units for the processing and release of FY 2021 PBB and compliance with the eligibility requirements for FY 2022 PBB.
- Immediate dissemination of and compliance with this Memorandum are desired.

  
**EVELYN R. FETALVERO, CESO IV**  
 Regional Director

Enclosure: As stated  
 Reference: As stated  
 To be indicated in the Perpetual Index  
 under the following subjects:  
 PERFORMANCE BASED BONUS  
 UPDATES

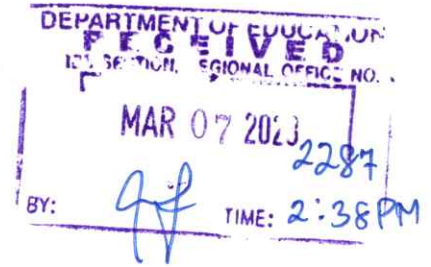
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Republika ng Pilipinas  
**Department of Education**

**OFFICE OF THE UNDERSECRETARY**  
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT



**MEMORANDUM**  
**OM-OUHROD-2023-0322**

**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 2021 AND FY 2022 PERFORMANCE BASED BONUS UPDATES**

**DATE: 3 March 2023**

This is to provide updates on the Performance-Based Bonus (PBB) of the Department for FY 2021 and FY 2022. The 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.

Pursuant to Memorandum Circular No. 2021 -1 entitled "Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2021 under the Executive Order (EO) No. 80, s. 2012 and EO No. 201, s. 2016" we reiterate the criteria, requirements, and timelines, to ensure full compliance of the Department for PBB.

For the Department to be eligible for the grant of the FY 2021 PBB, it must satisfy the following four (4) dimensions of accountability:

1. Performance Results,
2. Process Results,

3. Financial Results, and
4. Citizen/Client Satisfaction Results.

The Department should attain a total score of at least 70 points based on the PBB Scoring System shown below:

<b>Table 1: PBB SCORING SYSTEM</b>						
<b>Criteria and Conditions: Four Dimensions of Accountability</b>	<b>Weight</b>	<b>Performance Rating</b>				
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>1. Performance Results</b> - refer to the accomplishment of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the FY 2022 General Appropriations Act (GAA)	5	5 pts	10 pts	15 pts	20 pts	25 pts
<b>2. Process Results</b> - 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	5	5 pts	10 pts	15 pts	20 pts	25 pts
<b>3. Financial Results</b> - refer to the actual spending of the agency's budget allotment vis-a-vis the realization of the committed programs and projects 2 based on the FY 2022 GAA	5	5 pts	10 pts	15 pts	20 pts	25 pts
<b>4. Citizen/Client Satisfaction Results</b> - 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
<b>TOTAL SCORE</b>	<b>MAXIMUM = 100 POINTS</b>					

For other agency accountabilities, the offices shall continue to implement, monitor, and enforce compliance with the following requirements:

1. Updating of Transparency Seal
2. Compliance with the Freedom of Information (FOI) Program
3. Updating of Citizen's or Service Charter
4. Compliance to Audit Findings and Liquidation of Cash Advances
5. Submission and Review of SALN
6. PhilGEPS posting of all invitations to bids and awarded contracts
7. Undertaking of Early Procurement Activities
8. Procurement related Requirements:
  - a. Submission of Annual Procurement Plan-Common Use Supplies and Equipment (APP CSE)
  - b. Indicative APP
  - c. Results of Agency Procurement Compliance and Performance Indicators (APCPI) Systems
  - d. Non-Common Use Supplies and Equipment (APP-non CSE)

## I. UPDATES ON FY 2021 PBB

Last January 26, 2023, DepEd received the congratulatory letter from the AO 25 Interagency Taskforce Technical Working Group (IATF TWG), declaring that **DepEd is eligible for the grant of FY 2021 PBB**, as we attained a total score of **70 points for the criteria and conditions**. (Attached as **Annex A – Congratulatory letter**).

Below is the summary of the eligibility criteria and score:

ELIGIBILITY CRITERIA	ACCOMPLISHMENT	SCORE	POINTS	REMARKS
<b>1. Performance Results</b>	Met 58.82% (10 out of 17) of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors.	2	10	With Isolation
<b>2. Process Results</b>  *Attached as <b>Annex B</b> is the DepEd Report for FY 2021 PBB Process Results	Achieved targets to ease transaction for 83.87% (26 out of 31) of its frontline services.	4	20	
<b>3. Financial Results</b>	Attained 93.32% Disbursement BUR	5	25	
<b>4. Citizen/Client Satisfaction Result</b>	Achieved 4.59 satisfaction rating with 100% #888/CCB complaints resolved	3	15	With Isolation
<b>Total Agency Score</b>			<b>70 points</b>	

Source: AO 25 Secretariat, DepEd Final Validation Results PBB 2021

On the other Agency Accountabilities, we have three (3) non compliances, detailed as follows:

Other Agency Accountabilities		Final Validation Results	Remarks
Updating of Transparency Seal		Compliant	
Compliance with the Freedom of Information (FOI) Program		Compliant	
Updating of Citizen's or Service Charter		Compliant	
Compliance to Audit Findings and Liquidation of Cash Advances		Compliant	
Submission and Review of SALN		Compliant	
Procurement related Requirements:	Submission of FY 2022 Annual Procurement Plan-Common Use Supplies and Equipment (APP CSE)	Compliant	

	Indicative FY 2022 APP	Compliant	
	Results of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI) Systems	Compliant	
	FY 2021 Non-Common Use Supplies and Equipment (APP-non CSE)	Non-compliant	With isolation
	PhilGEPS posting of all invitations to bids and awarded contracts	Non-compliant	With isolation
	Undertaking of Early Procurement Activities covering 2022 Procurement Projects	Non-compliant	With isolation

Source: AO 25 Secretariat, DepEd Final Validation Results PBB 2021

The complete list of offices which are non-compliant is Attached as **Annex C**.

As an agency, we will be appealing the three non-compliances cited above. Please refer to the list of requirements below to be submitted to this email address **pbb.monitoring@deped.gov.ph** on or before **March 3, 2023**, please note that **we will no longer accept late submission**, for us to expedite the submission of the letter of appeal to AO 25 Secretariat and validating agencies concerned:

<b>PBB Requirements</b>	<b>Requirements/Proof</b>
Certificate on the conduct of Early Procurement Activities (EPA) for FY 2022	<ol style="list-style-type: none"> <li>1. EPA Certificate is submitted using the applicable prescribed template relative to the following: <ol style="list-style-type: none"> <li>a. If PE receives budgetary support from the National Government and</li> <li>b. If Eligible Procurement Projects (EPPs) are reflected in the PE's indicative Annual Procurement Plan based on the National Expenditure Program (NEP);</li> </ol> </li> <li>2. Submitted applicable EPA Certificate is signed by the HoPE or his/her duly authorized official;</li> <li>3. Submitted applicable EPA Certificate is duly notarized;</li> <li>4. EPA Certificate is sent to <a href="mailto:earlyprocurement@gppb.gov.ph">earlyprocurement@gppb.gov.ph</a>; and 5. EPA Certificate is submitted on or before 31st of January of the fiscal year.</li> <li>5. Justification letter</li> </ol>
Annual Procurement Plan – Non-common Use Supplies and Equipment (APP –	<ol style="list-style-type: none"> <li>1. APP is compliant with the GPPB prescribed format.</li> <li>2. APP is duly approved and signed by Head of the Procuring Entity or his/her duly designated second ranking official.</li> </ol>

Non CSE) for Fiscal Year (FY) 2021	<p>3. APP mandatory electronic submission is through electronic mail contained in both Microsoft Excel and Portable Document Format (PDF) file.</p> <p>4. APP includes a Posting Certification attesting that the document submitted is posted on the agency's website or in absence of website, in a conspicuous place within the agency's premises.</p> <p>5. APP has been submitted on or before the set deadline.</p> <p>6. Justification letter</p>
PhilGEPS	<p>1.Updated and Posting of all invitations to bids and awarded contracts</p> <p>2.Justification letter</p>

The list of positions to be isolated is yet to be discussed with the National Performance Management Team (NPMT). Thus, all concerned offices are required to fast track the **submission of Form 1.0** to BHROD-Personnel Division at email address: [pbb.secretariat@deped.gov.ph](mailto:pbb.secretariat@deped.gov.ph).

Also, please note that the **release of FY 2021 PBB payout is subject to availability of funds.**

## II. UPDATES ON FY 2022 PBB

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

AGENCY REQUIREMENT	VALIDATING AGENCY	STATUS	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.  Note: Early Procurement Activities should be conducted in FY 2022	GPPB-TSO	Ongoing validation	Before January 31 <sup>st</sup> of the fiscal year
Submit FY 2022 APP-non CSE to GPPB-TSO	GPPB-TSO	Ongoing validation	March 31, 2022
Submit Results of the APCPI system for FY 2021 Procurement Transactions to GPPB-TSO.	GPPB-TSO	Ongoing validation	June 30, 2022



Posting of Indicative FY 2023 APP-non CSE in the agency's Transparency Seal webpage.	DBM-OCIO	Ongoing validation	September 30, 2022
Submit the FY 2023 APP-CSE thru the PhilGEPS Virtual Store.	PS-DBM	Ongoing validation	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	Ongoing validation	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	Ongoing validation	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	Ongoing validation	December 31, 2022
Update all procurement requirements for transactions above 1 million from January 1, 2022 to December 31, 2022 in the PhilGEPS.	PhilGEPS	Ongoing validation	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)	Ongoing validation	January 30, 2023

<ul style="list-style-type: none"> <li>d. Link to the agency's dashboard in the electronic FOI (eFOI) portal (<a href="http://www.foi.gov.ph">www.foi.gov.ph</a>)</li> <li>e. Updated AID-FOI Tool</li> <li>f. FOI Client/Customer Satisfaction Report</li> </ul>			
<p>Designation of the Agency's Committee on Anti-Red Tape (CART)</p> <p>Compliance and submission of requirements to ARTA pertaining to the agency's CART as stated in ARTA MC No. 2020-007</p>	<p>Anti-Red Tape Authority (ARTA)</p>	<p>Submitted, December 2022</p>	<p>February 28, 2023</p>

For clarifications, your office may contact **Ms. Maricarl B. Fabian** or **Ms. Hannah Hasmin Cafia** of the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) through email at [pbb.monitoring@deped.gov.ph](mailto:pbb.monitoring@deped.gov.ph).

For your information and guidance.

*BHROD-OED / MBFabian*



**Annex B- DepEd Report for FY 2021 PBB Process Results**

FY 2021 Improvements <i>(Ease of Transaction, Digitization, Simplification)</i>				
List of Frontline Service/s	Responsible Unit/s			FY 2021 Results <i>(Evidence)</i>
<b>DepEd Schools</b>				
1	Borrowing of Learning Materials from the School Library/Learning Resource Center	School	Ease of transaction Digitization	<ul style="list-style-type: none"> <li>• Lab at home c/o Garita Elementary School, Cavite City</li> <li>• Library on FB c/o Olongapo City National High School</li> </ul>
2	Distribution of Printed Self Learning Modules in Distance Learning Modality	School	Ease of transaction Digitization	<ul style="list-style-type: none"> <li>• LR on WHEeLS c/o Alegria Central Elementary School, Sarangani</li> <li>• SLM Digitization and Purok Center distribution c/o New Lambunao Integrated School, South Cotabato</li> <li>• Disinfection and delivery of SLMs c/o Matagbak Elementary School, Pililla, Rizal</li> <li>• QR Codes c/o Estansuela Elementary School, Cavite City</li> <li>• RBI Plug &amp; Play c/o D. Masalon Y Recto Elementary School, Sarangani</li> </ul>
3	Enrollment (walk-in)	School	Ease of transaction	<ul style="list-style-type: none"> <li>• Enrollment per purok c/o Alegria Central Elementary School, Sarangani</li> <li>• Drop booths c/o Angono Elementary School, Rizal</li> <li>• Enrollment via SMS and dropbox c/o New Lambunao Integrated School, South Cotabato</li> </ul>
4	Enrollment (online)	School	Digitization	<ul style="list-style-type: none"> <li>• Enrollment via Google Form and FB Messenger c/o Kisoy National High School, Sarangani</li> <li>• Enrollment via Google Form and QR Code c/o Bagumbayan Elementary School, Quezon City</li> </ul>
5	Issuance of Requested Documents in CTC and Photocopy (walk-in)	School	Digitization	<ul style="list-style-type: none"> <li>• Online Request Form c/o Sangley Point Junior High School, Cavite City</li> <li>• Google Form c/o Bukal Elementary School, Davao de Oro</li> </ul>
6	Issuance of Requested Documents in CTC and Photocopy (online)	School	Digitization	<ul style="list-style-type: none"> <li>• Online Request Form c/o Sangley Point Junior High School, Cavite City</li> <li>• Google Form c/o Bukal Elementary School, Davao de Oro</li> </ul>
7	Issuance of School Clearance for different purposes	School	Ease of transaction Digitization	<ul style="list-style-type: none"> <li>• Google Link c/o Cagayan National High School, Tuguegarao City</li> <li>• Online clearance c/o Olongapo City National High School, Zambales</li> <li>• FB processing c/o San Lorenzo Ruiz Elementary School, Cavite City</li> </ul>
8	Issuance of School Forms, Certifications, and other School Permanent Records	School	Digitization	<ul style="list-style-type: none"> <li>• Project NEXUS c/o Sangley Point Senior High School, Cavite City</li> <li>• Contact Form c/o Pines City National High School, Bagulo</li> <li>• Free courier service c/o Julian R. Felipe Elementary School, Cavite City</li> </ul>
9	Public Assistance (walk-in/ phone call)	School	Ease of Transaction	<ul style="list-style-type: none"> <li>• Public Assistance Command Center c/o Tacurong National High School, Sultan Kudarat</li> <li>• Mobile numbers c/o Doña Justa Guido Memorial School, Angono, Rizal</li> </ul>
10	Public Assistance (email/ social media)	School	Digitization	<ul style="list-style-type: none"> <li>• Different contact channels/online platforms c/o Labangal National High School, General Santos</li> </ul>
11	Request for Personnel Records for Teaching/Non-Teaching Personnel	School	Digitization	<ul style="list-style-type: none"> <li>• Online Request Form c/o Heracleo Casco Memorial National High School, Davao Occidental</li> </ul>

FY 2021 Improvements				
List of Frontline Service/s	Responsible Unit/s			FY 2021 Results
<b>DepEd Schools Division Offices</b>				
1	Request for Correction of Entries in School Records	Legal Unit	Digitization	<ul style="list-style-type: none"> <li>• Google Form c/o SDO Tuguegarao City</li> <li>• Online Helpdesk c/o SDO Ilocos Sur</li> </ul>
2	Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment	Property and Supply	Ease of transaction Digitization	<ul style="list-style-type: none"> <li>• Virtual meetings c/o SDO Calamba City</li> <li>• School deliveries c/o SDO Koronadal City</li> </ul>
3	Issuance of Requested Documents (Non-CTC)	Records Unit	Digitization	<ul style="list-style-type: none"> <li>• Google and QR Code c/o SDO Cavite City</li> <li>• Google Meet c/o SDO Aklan</li> </ul>
4	Issuance of Requested Documents (CTC and Photocopy of Documents)	Records Unit	Digitization	<ul style="list-style-type: none"> <li>• Google and QR Code c/o SDO Cavite City</li> <li>• Google Meet c/o SDO Aklan</li> </ul>
5	Certification, Authentication, Verification (CAV)	Records Unit	Digitization	vProject DREAMS c/o SDO Davao Occidental
6	Receiving of Complaints against Non-Teaching Personnel	Records Unit	Digitization	<ul style="list-style-type: none"> <li>• Google Form c/o SDO Mountain Province</li> <li>• OLA Request Form c/o SDO Santa Rosa, Laguna</li> <li>• CCAp c/o SDO Baguio City</li> </ul>
7	Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	Records Unit	Digitization	<ul style="list-style-type: none"> <li>• Google Form c/o SDO Mountain Province</li> <li>• OLA Request Form c/o SDO Santa Rosa, Laguna</li> <li>• CCAp c/o SDO Baguio City</li> </ul>
8	Accessing Available Learning Resources from LRMS Portal	Curriculum Implementation Division (CID)	Digitization	<ul style="list-style-type: none"> <li>• CRYSTAL c/o SDO Ozamiz City</li> <li>• e-LMS c/o SDO Rizal Province</li> </ul>
9	Borrowing of Learning Materials from Libraries	CID	Ease of transaction Digitization	<ul style="list-style-type: none"> <li>• Library Hub c/o SDO General Santos City</li> <li>• e-Library c/o SDO Vigan City</li> <li>• Online Library Request Form c/o SDO Navotas</li> </ul>
10	Alternative Learning System (ALS) Enrollment	CID	Ease of transaction Digitization	<ul style="list-style-type: none"> <li>• ALS Registration Link c/o SDO Cavite City</li> <li>• ALS Kar-bihlasan c/o SDO Davao Occidental</li> <li>• FB video clip c/o SDO Masbate City</li> </ul>
11	Request for Basic Education Data (External Stakeholders)	School Governance and Operation Division (SGOD) - Planning and Research Section	Digitization	<ul style="list-style-type: none"> <li>• FB and Radyo Calambefio c/o SDO Calamba City</li> <li>• Google Form c/o SDO Tuguegarao City</li> <li>• SDO Gapo TV c/o SDO Olongapo City</li> </ul>
12	Issuance of Government Permit, Renewal, Recognition of Private Schools	SGOD-School Management, Monitoring and Evaluation Section (SMME)	Digitization	<ul style="list-style-type: none"> <li>• TA for Private Schools c/o SDO Bulacan</li> <li>• Autocrat Mail System c/o SDO Batangas</li> <li>• Virtual inspection c/o SDO Vigan City</li> </ul>
13	Issuance of Special Orders for Graduation of Private School Learners	SGOD-SMME	Digitization	• TA for Private Schools c/o SDO Bulacan
14	Application for Senior High School (SHS) Additional Track/Strand	SGOD-SMME	Digitization	• TA for Private Schools c/o SDO Bulacan
15	Application of Summer Permit for Private Schools	SGOD-SMME	Digitization	• TA for Private Schools c/o SDO Bulacan
16	Application for No Increase in Tuition Fee	SGOD-SMME	Digitization	<ul style="list-style-type: none"> <li>• TA for Private Schools c/o SDO Bulacan</li> <li>• FB Chat c/o SDO Calamba City</li> </ul>
17	Application for Increase in Tuition Fee	SGOD-SMME	Digitization	<ul style="list-style-type: none"> <li>• TA for Private Schools c/o SDO Bulacan</li> <li>• FB Chat c/o SDO Calamba City</li> </ul>

<b>FY 2021</b>				
<b>List of Frontline Service/s</b>	<b>Responsible Unit/s</b>	<b>Improvements</b> <i>(ease of transaction, digitization, standardization)</i>	<b>FY 2021 Results</b> <i>(evidence)</i>	
<b>DepEd Regional Offices</b>				
1	Legal Assistance to Walk-in Clients	Legal Unit	Digitization	• Online legal assistance c/o RO Cordillera Administrative Region
2	Request for Correction of Entries in School Record	Legal Unit	Digitization	• Online legal assistance c/o RO Cordillera Administrative Region
3	Public assistance (email)	Public Affairs Unit (PAU)	Digitization	• Smart Infocast c/o RO III • Stop Red Tape c/o RO X
4	Public assistance (Hotline and Walk-in)	PAU	Ease of transaction	• RO on Wheels c/o Cordillera Administrative Region
5	Standard Freedom of Information (FOI) Request through Walk-In Facility and Mail	PAU	Digitization	• FOI Request Form c/o RO III
6	Application for the Opening/Additional Offering of SHS Program for Private Schools	Quality Assurance Division (QAD)	Digitization	• DepEd E-APS RM c/o RO I
7	Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	QAD	Digitization	• DepEd E-APS RM c/o RO I
8	Issuance of special orders for graduation of private school learners	QAD	Digitization	• DepEd E-APS RM c/o RO I
9	Certification, Authentication, Verification (CAV)	Records Section	Digitization	• FB Auto-reponse c/o RO IV-A
10	Issuance of Requested Documents (CTC and Photocopy of Documents)	Records Section	Digitization	• Smart Infocast c/o RO III • Online Helpdesk c/o Cordillera Administrative Region
11	Issuance of Requested Documents (Non-CTC)	Records Section	Digitization	• Smart Infocast c/o RO III • Online Helpdesk c/o Cordillera Administrative Region
12	Receiving of Complaints	Records Section	Digitization	• Smart Infocast c/o RO III • Online Helpdesk c/o Cordillera Administrative Region

List of Frontline Services		Responsible Divisions	FY 2021 Improvements	FY 2021 Results
<b>DepEd Central Office</b>				
1	Application for Philippine Educational Test (PEPT) for Walk-In Examinee	BEA-EAD	Pilot Implementation of the Computer-based PEPT.	All documents are sent via google forms through this link <a href="http://bit.ly/PEPTForm">http://bit.ly/PEPTForm</a> and sent to <a href="http://bit.ly/PEPTOnlineReg">http://bit.ly/PEPTOnlineReg</a> . BEA-EAD separates the registration (onsite & online), examination day, and claiming the ODR processes in the Citizen's Charter as they are different services.
2	Filing of Appeal	Legal Service	Number of Steps are streamlined to 6 steps. TAT is 2 hours and 5 min. Minimum number of steps, TAT, signature to process the service.	Please refer to DepEd Citizens Charter for FY2021 <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>
3	Filing of Complaint	Legal Service	Number of Steps are streamlined to 4 steps. TAT is 2 hours and 5 min. Minimum number of steps, TAT, signature to process the service.	Please refer to DepEd Citizens Charter for FY2021 <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>
4	Filing of Motion for Reconsideration	Legal Service	Number of Steps are streamlined to 5 steps. TAT is 2 hours and 5 min. Minimum number of steps, TAT, signature to process the service.	Please refer to DepEd Citizens Charter for FY2021 <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>
5	Endorsement or Recommendation for Duty-Free Tax Exemptions of Private Schools	Legal Service	Number of Steps are streamlined to 6 steps. TAT is 5 days, 4 hours and 30 mins. Minimum number of steps, TAT, signature to process the service.	Please refer to DepEd Citizens Charter for FY2021 <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a>
6	Provision of ALS Learning Resources in DepEd Commons	OASALS	ALS Learning Resources in DepEd Commons was linked to DepEd Learning Management System (LMS) where Learners, Teachers, Non-Teaching Personnel and "uploader/approver/guest" can access the Resources Materials. Development includes accessing ALS DepEd Commons using different accounts such as Google and Microsoft accounts.	Sustaining DepEd Commons is very helpful to DepEd Stakeholders particularly learners, teachers, and parents. Here's the link of the DepEd Commons Portal: <a href="https://commons.deped.gov.ph/">https://commons.deped.gov.ph/</a> Here's the link to DepEd LMS Portal: <a href="https://ncr1.lms.deped.gov.ph/moodle/index.php">https://ncr1.lms.deped.gov.ph/moodle/index.php</a> *to access the LMS, may log-in as guest.
7	Hotline and Walk-in Facilities	PAAC	Clients can call the following PAAC hotlines: (02) 8636-1663; (02) 8633-1942; (02) 8638-8641; (02) 8634-0222; (02) 8635-9817; and (02) 86368-7529. During Balik Eskwela, several inquiries received by PAAC through Oplan Balik Eskwela Information System (OBEIS)	The Oplan Balik Eskwela Information System (OBEIS) was developed by the ICTS for the OBE. Every year, PAS and ICTS meet to improve the system for the OBE. PAAC has its own in-house database system for monitoring and tracking concerns which is accessible only in DepEd CEO for PAAC staff. The OBEIS is accessible nationwide for all action officers in the field for the purpose of OBE, though they can use it year-round. The PAAC can generate the data encoded nationwide thru the OBEIS.
8	Issuance of DepEd Memorandum and DepEd Order signed by the Secretary	Public Affairs Service-Publications Division (PAS-PD)	Ease of transaction	To minimize contact with physical documents and avoid the spread of the virus, PAS-PD started processing requests via email at <a href="mailto:pas.pd@deped.gov.ph">pas.pd@deped.gov.ph</a> . For DepEd clients, streamlining such as lesser number of reviewees/ signatories, electronic routing slips, online sequence numbering (versus the usual self-linking stamps), and digital signature/QR code (authdeped link). Instead of keeping files in the office service computer, files have also been transferred to a Google Drive so staff can access them even while working from home.
9	Issuance of Advisory			
10	Provision of Copies of DepEd Issuances	Publications Division	Compliant with RA11032. Service is done online as requested by client.	Client may email the Publication Division through <a href="mailto:pas.pd@deped.gov.ph">pas.pd@deped.gov.ph</a> . DepEd issuances such as Advisories, Memoranda, and Orders are available in the website <a href="https://www.deped.gov.ph/category/issuances/deped-orders/">https://www.deped.gov.ph/category/issuances/deped-orders/</a>
11	Authorization and Recognition Online Orientation for Learning Service Providers	National Educators Academy of the Philippines - Quality Assurance Division (NEAP-QAD)	Standardization and digitization for the service as the tools, templates and forms can be accessed online. Requirements and transaction are processed online through email. Sustains compliant with Ease of Doing Business Act	Templates, forms, and other tools can be accessed at <a href="http://bit.ly/eLSPForms">bit.ly/eLSPForms</a> Requirements are emailed through <a href="mailto:askneap@deped.gov.ph">askneap@deped.gov.ph</a> . Authorized LSPs, posted in the NEAP Website: <a href="https://www.deped.gov.ph/neap/lsp-list.html">https://www.deped.gov.ph/neap/lsp-list.html</a>
12	Authorization of Learning Service Providers	NEAP-QAD	Standardization and digitization for the service as the tools, templates and forms can be accessed online. Requirements and transaction are processed online through email. Sustains compliant with Ease of Doing Business Act	Templates, forms, and other tools can be accessed at <a href="http://bit.ly/eLSPForms">bit.ly/eLSPForms</a> Requirements are emailed through <a href="mailto:askneap@deped.gov.ph">askneap@deped.gov.ph</a> . Authorized LSPs, posted in the NEAP Website: <a href="https://www.deped.gov.ph/neap/lsp-list.html">https://www.deped.gov.ph/neap/lsp-list.html</a>
13	Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy of Documents - online	Records Division	Records Division created an online platform for Issuance of Requested Documents. Services are posted in DepEd <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a> Request can be done through email and google forms.	Here's the link for the request of documents: • Request for Legal and Personnel Documents - <a href="https://bit.ly/ORF-LegalandPersonnelFiles">https://bit.ly/ORF-LegalandPersonnelFiles</a> • Request for documents except Legal and Personnel - <a href="https://bit.ly/ORFGeneralFiles">https://bit.ly/ORFGeneralFiles</a>
14	Processing of Learner Information System requests from end-users	User Support Division	Compliant with RA 11032 through the Citizen's Charter 2021 version posted at <a href="https://www.deped.gov.ph/about-deped/citizenscharter/">https://www.deped.gov.ph/about-deped/citizenscharter/</a> Processing of request escalated from Field Offices is a Highly Technical transaction depending on the complexity of technical request. Ticket request was digitally created for faster tracking of several requests from RO, SDO and Schools.	ICTS- USD Helpdesk Ticketing System can be accessed through this link: <a href="http://bit.ly/HelpdeskTicket2">http://bit.ly/HelpdeskTicket2</a> Escalation of LIS Request from Field offices complies with the standard Procedure .as each governance level (RO, SDO and Schools) has its own ICT Coordinator to address each issue/concern.



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

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January 26, 2023

**VICE PRESIDENT SARA Z. DUTERTE**

Secretary

Department of Education – Office of the Secretary

DepEd Complex, Meralco Ave., 1604 Pasig City

ATTENTION: Undersecretary Gloria Jumamil-Mercado  
PBB Focal Person

Dear Vice President Duterte:

We are pleased to inform you that the Department of Education – Office of the Secretary (DepEd-OSEC) is **eligible** for the grant of the FY 2021 Performance-Based Bonus (PBB), as the agency obtained **70 points** for the PBB Criteria and Conditions as provided in Section 4.0 of the AO25 Inter-Agency Task Force Memorandum Circular No. 2021-1. The FY 2021 Final Eligibility Assessment is attached for your reference.

Since the agency achieved a performance rating of below 4 in two (2) out of four (4) PBB Criteria and Conditions and was found non-compliant in three (3) of the Agency Accountabilities under Section 5.0, the unit/s most responsible (including its head) for the non-compliances will be isolated from the grant of the FY 2021 PBB. Further, to be eligible for FY 2021 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's Strategic Performance Management System approved by the Civil Service Commission, or the requirement prescribed by the Career Executive Service Board.

To complete the PBB process, may we remind your office to publish the **FY 2021 Agency Scorecard** on your website or official publication. The agency is given thirty (30) working days to submit **Annex 2 (Form 1.0: Report on Ranking of Offices/Delivery Units)** for the processing and release of your agency's FY 2021 PBB.

Again, we commend the DepEd-OSEC management and staff, and we hope for your continued participation and support of the PBB implementation. Thank you very much.

Sincerely yours,

**ACHILLES GERARD C. BRAVO**

Assistant Secretary, DBM and  
Chair, AO25 IATF TWG



**development academy  
of the philippines**

Technical Secretariat and Resource Institution



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INTER-AGENCY TASK FORCE ON THE HARMONIZATION OF  
NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND REPORTING SYSTEMS  
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# FY 2021 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT

DEPARTMENT OF EDUCATION –  
OFFICE OF THE SECRETARY



development academy  
of the philippines  
Technical Secretariat and Resource Institution

**FY 2021 PERFORMANCE-BASED BONUS ELIGIBILITY CRITERIA AND CONDITIONS**  
per the AO 25 Memorandum Circular (MC) No. 2021-1 and 2021-2

To be eligible for the FY 2021 PBB, the agency must attain a total score of at least 70 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
<b>TOTAL SCORE</b>	<b>MAXIMUM = 100 POINTS</b>					

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 uncontrollable 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)

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
<b>a. For departments/agencies and GOCCs covered by the DBM</b>				
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
<b>b. For SUCs</b>				
No demonstrated standardization/quality assurance	Achieved ISO-certification or its equivalent certification only for non-frontline services	Achieved ISO-certification or its equivalent certification for less than 80% of frontline services	Achieved ISO-certification or its equivalent certification for at least 80% of frontline services	Achieved ISO-certification or its equivalent certification for all frontline services

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

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
No submission/Did not conduct CCSS	Low satisfaction rate with unresolved #8888/CCB complaints	Average to high 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



**FINAL ELIGIBILITY ASSESSMENT FOR FY 2021 PERFORMANCE-BASED BONUS**

**DEPARTMENT OF EDUCATION – OFFICE OF THE SECRETARY**

**Overall Assessment:** The Department of Education – Office of the Secretary (DepEd-OSEC) achieved 70 points and is eligible for the grant of FY 2021 PBB.

**A. Physical Accomplishments**

Criteria	Score	Points	Remarks
<p><b>1. Performance Results</b></p> <p>Achieved 58.82% (10 out of 17) of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors.</p>	2	10	<p>Based on the Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-F Agency Performance Review (APR) report dated December 6, 2022, the DepEd-OSEC did not meet seven (7) targets due to uncontrollable factors (i.e., delayed procurement and implementation of programs due to the limitations and adjustments to cope with the COVID-19 pandemic).</p> <ol style="list-style-type: none"> <li>1. Number of education researches completed;</li> <li>2. Percentage of public schools meeting the standard ratio for classrooms (Grades 1 - 10);</li> <li>3. New classrooms constructed;</li> <li>4. Completion Rate (Elementary);</li> <li>5. Completion Rate (Secondary Grades 7 - 12);</li> <li>6. Number of Grantees (Education Service Contracting); and</li> <li>7. Number of Grantees (Senior High School Voucher).</li> </ol>
<p><b>2. Process Results</b></p> <p>Achieved ease of transaction for 83.87% (26 out of 31) of its frontline services.</p>	4	20	<p>The DepEd-OSEC achieved ease of transaction for its services through the implementation of several digitization initiatives such as online access to the DepEd guidelines, communications to schools, and teaching materials; conduct of virtual meetings, and provision of various social media channels to gather feedback from its clients.</p> <p>For fifteen (15) services, the DepEd-OSEC reported specific initiatives from five (5) Regional Offices (ROs), eight (8) Schools Division Offices (SDOs), and twelve (12) schools. These independent initiatives are commendable efforts that the DepEd-OSEC may upscale or adopt for further study, and in the course of time, implement a department-wide digitalization of services.</p> <p><b>DepEd Regional Offices</b></p> <ol style="list-style-type: none"> <li>1. RO-1</li> <li>2. RO-CAR</li> <li>3. RO-3</li> <li>4. RO-4A</li> <li>5. RO-10</li> </ol> <p><b>DepEd Schools Division Offices</b></p> <ol style="list-style-type: none"> <li>1. SDO Vigan City</li> <li>2. SDO Ilocos Sur</li> <li>3. SDO Tuguegarao City</li> <li>4. SDO Bulacan</li> <li>5. SDO Cavite City</li> <li>6. SDO Batangas</li> </ol>

<b>A. Physical Accomplishments</b>			
<b>Criteria</b>	<b>Score</b>	<b>Points</b>	<b>Remarks</b>
			<p>7. SDO Masbate City 8. SDO Davao Occidental</p> <p><b>DepEd Schools</b></p> <ol style="list-style-type: none"> <li>1. Bagumbayan Elementary School, Quezon City</li> <li>2. Pines City National High School, Baguio</li> <li>3. Cagayan National High School, Tuguegarao City</li> <li>4. Olongapo City National High School, Zambales</li> <li>5. Garita Elementary School, Cavite City</li> <li>6. Julian R. Felipe Elementary School, Cavite City</li> <li>7. San Lorenzo Elementary School, Cavite City</li> <li>8. Sangley Point Senior High School, Cavite City</li> <li>9. Angono Elementary School, Rizal</li> <li>10. Alegria Central Elementary School, Sarangani</li> <li>11. Kisoy National High School, Sarangani</li> <li>12. New Lambunao Integrated School, South Cotabato</li> </ol> <p>The DepEd-OSEC is advised to revisit its frontline services for possible further improvements. The Composite Team also enjoins the agency to ensure that its reports are clear, all information is available and verifiable, and all source documents are submitted accordingly.</p> <p>The DepEd-OSEC is encouraged to continually implement efforts to either streamline, digitize, or standardize services.</p>
<p><b>3. Financial Results</b></p> <p>Achieved 93.32% Disbursement BUR.</p>	5	25	<p>The DepEd-OSEC has been maintaining proper and accurate controls on its financial performance based on the APR report dated December 6, 2022.</p> <p>However, the agency must also monitor the appropriations that are being transferred to the procuring entities e.g., Procurement Service (PS)-DBM and utilize Financial Accountability Report (FAR) 1-C (Statement of Obligations, Disbursements, Liquidations, and Balances for Inter-Agency Fund Transfers), to ensure the timely and efficient delivery of the procured items. It was noted that the agency is yet to submit its FAR 1-C for FY 2021.</p> <p>Further, on the utilization of the Bayanihan Funds, it was observed that the agency has 89% obligation and 74% disbursement rates which are considerably high. However, since these funds were intended to mitigate the effects of the COVID-19 pandemic, the timeline of the programs implemented was affected which was found crucial and could have been better delivered and facilitated.</p>
<p><b>4. Citizen/Client Satisfaction Results</b></p> <p>Achieved 4.59 satisfaction rating with 100%</p>	3	15	<p>The DepEd-OSEC achieved 44.71% (642 out of 1436) resolution rate of the complaints received through the #8888 platform for the period of January 1, 2021 to December 31, 2021, based on the Office of the President report dated December 21, 2022.</p> <p>In addition, the DepEd-OSEC achieved 98.61% (71 out of 72) resolution rate of the complaints received through the Contact</p>

<b>A. Physical Accomplishments</b>			
<b>Criteria</b>	<b>Score</b>	<b>Points</b>	<b>Remarks</b>
#8888/CCB complaints resolved.			Center ng Bayan (CCB) platform for the period of January 1, 2021 to December 31, 2021, based on the Civil Service Commission report dated February 24, 2022.  The agency reported an overall client satisfaction rating of 4.59 using a 5-point Likert Scale and observed the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 4 of the AO 25 MC 2021-1.
<b>Total</b>	<b>14</b>	<b>70</b>	

<b>B. Agency Accountabilities</b>	<b>Compliance Status</b>
• Transparency Seal	Compliant
• Freedom of Information	Compliant
• Updating of Citizen's Charter	Compliant
• Compliance to Audit Findings	Compliant
• Posting of Agency Review and Compliance Procedure (ARCP) of SALN	Compliant
• PhilGEPS Posting	Non-Compliant
• Submission of FY 2022 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	Compliant
• Submission of FY 2021 Non-Common Use Supplies and Equipment (APP non-CSE)	Non-Compliant
• Posting of Indicative FY 2022 APP non-CSE	Compliant
• Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)	Compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2022 Procurement Projects	Non-Compliant

**C. Eligibility of Delivery Units and Individuals/Rates**

To be eligible for the FY 2021 PBB, the agency must attain a total score of at least 70 points. 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 such a case, while the agency will be eligible, the unit/s most responsible (including its head) for the criteria stated in Section 3.0 of MC 2021-1 with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 of MC 2021-1 will also be isolated from the grant of the FY 2021 PBB.

To be eligible for FY 2021 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.

For additional information, please refer to Section 6.0 (Eligibility of Delivery Units and Individuals) and Section 7.0 (Rates of the PBB) of MC 2021-01.