

FY 2021 Performance-Based Bonus Scorecard

DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT - OFFICE OF THE SECRETARY

<div>ELIGIBLE</div> <div>Eligible personnel of DILG-OSEC are entitled to 65% of monthly basic salary</div>	<div></div> <div>PERFORMANCE RESULTS</div> <div>Achieved 100% (2 out of 2) Congress-approved performance targets for FY 2021</div>	<div></div> <div>PROCESS RESULTS</div> <div>Achieved ease of transaction for 100% (30 out of 30) of its frontline services</div>	<div></div> <div>FINANCIAL RESULTS</div> <div>Achieved 95.82% Disbursement BUR</div>	<div></div> <div>CITIZEN/CLIENT SATISFACTION RESULTS</div> <div>Achieved 4.67 overall satisfaction rate and did not receive complaints from the #8888 and CCB platform</div>
<div>20</div> <div>TOTAL SCORE</div>	<div>5</div> <div>SCORE</div>	<div>5</div> <div>SCORE</div>	<div>5</div> <div>SCORE</div>	<div>5</div> <div>SCORE</div>
<div>100</div> <div>TOTAL POINTS</div>	<div>25</div> <div>POINTS</div>	<div>25</div> <div>POINTS</div>	<div>25</div> <div>POINTS</div>	<div>25</div> <div>POINTS</div>
<div>Legend:</div> <div><div>1 SCORE = 5 POINTS</div><div>2 SCORE = 10 POINTS</div><div>3 SCORE = 15 POINTS</div><div>4 SCORE = 20 POINTS</div><div>5 SCORE = 25 POINTS</div></div>				

Compliant in 8 out of 11 Agency Accountability Requirements

<div>Transparency Seal</div> <div>COMPLIANT</div>	<div>PhilGEPS Posting*</div> <div>NON-COMPLIANT</div>	<div>Updating of Citizen's Charter</div> <div>COMPLIANT</div>	<div>Sustained Compliance to Audit Findings</div> <div>COMPLIANT</div>	<div>Submission and review of SALN</div> <div>COMPLIANT</div>	<div>Freedom of Information (FOI)</div> <div>COMPLIANT</div>
<div>Submission of FY 2022 Annual Procurement Plan - Common Use Supplies and Equipment (APP-CSE)</div> <div>COMPLIANT</div>	<div>Submission of FY 2021 Annual Procurement Plan - Non-Common Use Supplies and Equipment (APP-non CSE)*</div> <div>NON-COMPLIANT</div>	<div>Posting of Indicative FY 2022 APP-non CSE</div> <div>COMPLIANT</div>	<div>Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)</div> <div>COMPLIANT</div>	<div>Undertaking of Early Procurement Activities covering 2022 Procurement Projects*</div> <div>NON-COMPLIANT</div>	

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





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

FY 2021 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT

**DEPARTMENT OF THE INTERIOR AND LOCAL
GOVERNMENT – 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
TOTAL SCORE		MAXIMUM = 100 POINTS				

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

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
a. For departments/agencies and GOCCs covered by the DBM				
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. For SUCs				
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 THE INTERIOR AND LOCAL GOVERNMENT - OFFICE OF THE SECRETARY

Overall Assessment: The Department of the Interior and Local Government - Office of the Secretary (DILG-OSEC) achieved **100 points and is eligible** for the grant of FY 2021 PBB.

A. Physical Accomplishments

Criteria	Score	Points	Remarks
1. Performance Results Achieved 100% (2 out of 2) Congress-approved performance targets for FY 2021	5	25	The DILG-OSEC met all the Congress-approved performance targets for FY 2021 based on the Department of Budget and Management Budget and Management Bureau (DBM BMB) - D Agency Performance Review (APR) report dated May 18, 2022. The agency is recommended to revisit its physical targets for the past three (3) years to avoid overstatement or understatement of physical targets.
2. Process Results Achieved ease of transaction for 100% (30 out of 30) of its frontline services	5	25	The DILG-OSEC achieved ease of transaction by reducing the number of steps, turnaround time, and the number of documents in all its thirty (30) frontline services. The DILG adopted a National Quality Management System (NQMS), which extended the application of ISO 9001:2015 QMS to all regional Offices, culminating in the certification of various DILG Regional Offices. Further, the agency also implemented a Document Management System (DMS) and enhanced existing online databases and portals for all local government data in coordination with Information System and Technology Management Service (ISTMS) and stakeholders. The DILG-OSEC utilized social media in responding to client requests and queries. The DILG-OSEC is encouraged to continually implement efforts to streamline and standardize its services and to digitize or transform its frontline services from manual to contactless transactions for faster and more efficient public service delivery.
3. Financial Results Achieved 95.82% Disbursement BUR	5	25	The actual accomplishment of the DILG-OSEC for Disbursement Budget Utilization Rate (BUR) was 95.82%, based on the DBM BMB-D APR report dated May 18, 2022. The DILG-OSEC is advised to <ul style="list-style-type: none"> - Develop a tighter linkage between strategic and operational planning and budgeting, as well as promote well-prepared and "shovel-ready" programs and projects; - Adopt a sound procurement strategy incorporating time-bound execution in accordance with the procurement procedures of the Government Procurements Reform Act (RA No. 9184), and the Government Procurement Policy Board-issued policies and guidelines; - Strictly enforce procurement rules and regulations;

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<ul style="list-style-type: none"> - Undertake catch-up plan measures, especially on the implementation of critical projects of which were adversely affected by the COVID-19 crisis, to recoup underperformance/variances for the period; - Strengthen the supervisory and monitoring functions of the agency to ensure efficient implementation of projects by local government units; and - Sustain the application of Common Fund System to optimize the use of the available cash allocations provided that mandatory items are fully funded.
4. Citizen/Client Satisfaction Results Achieved 4.67 overall satisfaction rate and did not receive complaints from the #8888 and CCB platforms	5	25	<p>The DILG-OSEC did not receive any complaints through the #8888 platform for the period of January 1, 2021 to December 31, 2021, based on the Office of the President (OP) report dated December 21, 2022.</p> <p>The agency also did not receive any complaints through the Contact Center ng Bayan (CCB) platform for the period of January 1, 2021 to December 31, 2021, based on the Civil Service Commission (CSC) report dated February 24, 2022.</p> <p>In addition, the DILG-OSEC received an overall client satisfaction rating of 4.67 for its declared frontline services for FY 2021. The Citizen/Client Satisfaction Survey Results of the agency indicated that the clients had a positive attitude and satisfaction level towards the services rendered by various offices of the Department. The DILG-OSEC observed the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 5 of the AO 25 MC 2021-1.</p>
Total	20	100	

B. Agency Accountabilities	Compliance Status
• 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.