



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

September 9, 2021

ALICIA DELA ROSA-BALA

Chairperson
Civil Service Commission
Constitution Hills, Batasang Pambansa Complex
Diliman, Quezon City

ATTENTION: Atty. Helene Grace T. Ramos
PBB Focal Person

Dear Chairperson Dela Rosa-Bala:

We affirm the **Civil Service Commission (CSC)** for complying with the FY 2019 Performance-Based Bonus (PBB) requirements and qualifying for the grant of the bonus. The summary of the final IATF assessment result is attached.

More than the incentive, we hope that the PBB has significantly contributed to your agency's organizational and employee performance, leading to concrete and visible improvements in the delivery of goods and services to the public.

To complete the PBB process, may we remind your office to publish the agency **FY 2019 Agency Scorecard** in your website or official publication. Kindly coordinate with the AO 25 Technical Secretariat for the finalization of the said report cards.

We understand that the COVID-19 pandemic is a huge challenge to all of us. Most government agencies, state universities, and colleges played catch-up to prevent the virus's exponential spread. Despite the situation, we encouraged agencies to continue efforts in maximizing the agency's digital capabilities, develop online systems, and/or transform its critical services from manual to contactless transactions for faster and more efficient public service delivery.

Again, we commend the CSC management and staff and wish you are all safe.

Thank you very much for your usual support.

Sincerely yours,

KIM ROBERT C. DE LEON

Undersecretary, DBM
Chairperson, AO25 IATF and AO25 Technical Working Group



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Civil Service Commission (CSC)	
Eligibility Requirements	Final Assessment
2019 Good Governance Conditions	
1. Transparency Seal	• Compliant
2. PhilGEPS Posting	• Compliant
2019 Physical Target	
3. Streamlining and Process Improvement of Agency Services	<p>Met the streamlining and process improvement requirement for FY 2019 PBB.</p> <ul style="list-style-type: none"> The CSC reported streamlining efforts for all twenty-three (23) critical services as indicated in their Citizen's Charter. <ol style="list-style-type: none"> Publication of Vacancies Posting of Vacancies Attestation/Action on Appointments Request for Certified True Copy/Photocopy of CSC Decision/Resolutions Request for Certified True Copy/Photocopy of Case Records Issuance of Certificate of No Pending Administrative Case (Walk-in) Issuance of Certificate of No Pending Administrative Case (Thru Mail) Processing of Examination Application (CSE-Pen and Paper Test - Professional and Sub-Professional Level) Issuance of Certificate of Eligibility (CSE-PPT) Computerized Examination (COMEX) Issuance of Certification of Eligibility (CSE-PPT and CSC COMEX) Response to Written Request for Verification of Civil Service Eligibility Issuance of Certification of Eligibility (Walk-in, for lost certificates) Grant of Eligibility Under Special Laws and CSC Issuances Response to Request for in-house training Response to Request for Accreditation of Training Institutions-CSC CO (CSI) Issuance of Certified Copies of Documents Issuance of Certified Copies of Documents – SALN Handling of queries/request for assistance on Civil Service Matters



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	<p>20. Issuance of Certificate of Accreditation and Resolution of Accreditation to the Employees Organization</p> <p>21. Issuance of Certificate of CNA Registration</p> <p>22. Response to Job Applications</p> <p>23. Issuance of Verified Civil Service Examination Results (Walk-in Request)</p> <ul style="list-style-type: none"> The CSC is encouraged to embed the feedback mechanism in each of its services and observe the procedures in conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to the updated Annex 4 of MC 2020-1. The CSC is encouraged to digitalize its other processes and develop online platforms for faster and more efficient public service delivery. This could also include those services to be newly enrolled in FY 2020. The CSC is also encouraged to periodically update its Citizen's Charter to reflect necessary revisions and changes in the process. This will help maintain and improve the agency's services and effectively perform its mandates.
2019 STO and GASS Requirements	
4. QMS Requirement	<ul style="list-style-type: none"> Compliant
5. Submission of FY 2019 APP non-CSE	<ul style="list-style-type: none"> Compliant
6. Posting of Indicative FY 2020 APP non-CSE	<ul style="list-style-type: none"> Compliant
7. Submission of FY 2020 APP-CSE	<ul style="list-style-type: none"> Compliant
8. The undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> Compliant
9. Submission of FY 2018 APCPI	<ul style="list-style-type: none"> Compliant
10. Submission of Financial Reports	<ul style="list-style-type: none"> Compliant
11. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> Compliant
12. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> Met the 100% target for Obligations BUR under GASS.



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	<ul style="list-style-type: none"> • Did not meet the 100% target for Disbursements BUR under GASS. Actual accomplishment was 72.97%. • The DBM-BMB C considered the justifications provided by the CSC for not meeting its target for the Disbursements BUR to be due to uncontrollable factors based on DBM BMB-C report dated 10/13/2020.
2019 Other Cross-Cutting Requirements	
13. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> • Compliant
14. FOI Compliance	<ul style="list-style-type: none"> • Not applicable
15. Posting of Agency's System of Ranking Delivery Units	<ul style="list-style-type: none"> • Compliant
OVERALL ASSESSMENT	<ul style="list-style-type: none"> • Based on the results of validation, the CSC is eligible for the grant of FY 2019 PBB.