



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

March 2, 2022

AILEEN LOURDES A. LIZADA

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

ATTENTION: Director Helene Grace T. Ramos
PBB Focal Person

Dear Commissioner Lizada:

We are pleased to inform you that the **Civil Service Commission (CSC)** is **ELIGIBLE** for the grant of Performance-Based Bonus (PBB) for the Fiscal Year 2020. However, considering that the CSC failed to meet the **PhilGEPS posting** requirement and **two out of five (2/5) Procurement-GASS** requirements, the following should be **isolated** and **excluded** from the FY 2020 PBB ranking:

- The unit/s or person/s from the CSC-RO 4 responsible for the non-compliance with the **PhilGEPS posting** requirement;
- The unit/s or person/s from the CSC-ROs 3, 12, and BARMM responsible for the non-compliance with the **FY 2020 APP non-CSE** requirement; and
- The unit/s or person/s from the CSC-CAR, ROs 2, 3, and 13 responsible for the non-compliance with the **Undertaking of Early Procurement for at least 50% of goods and services**.

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 the publication of the **FY 2020 Agency Scorecard** in the CSC website or official publication. Please coordinate with the AO25 Technical Secretariat for the finalization of the said report cards.

Furthermore, please be informed that the criteria and conditions for the grant of the FY 2021 PBB have been improved to strengthen the effectiveness of the incentives system in helping agencies achieve the mission-critical objectives and expected



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outcomes of the government. These improvements aim to measure and evaluate agency performance with emphasis on the public's satisfaction on the realization of the agencies' performance targets, quality of service delivery, efficiency in the use of resources, and strengthened agency stewardship.

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

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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Eligibility Requirements	Final Assessment
2020 Good Governance Conditions	
1. Transparency Seal	<ul style="list-style-type: none"> Compliant
2. PhilGEPS Posting	<ul style="list-style-type: none"> Non-compliant per PhilGEPS report dated 10/15/2020 <ul style="list-style-type: none"> The CSC-RO 4 failed to update/post the requirements in PhilGEPS on or before the deadline set. The CSC-RO 4 submitted justification on June 11, 2021, which is also beyond the deadline set.
3. Citizen's or Service Charter	<ul style="list-style-type: none"> Compliant
2020 Physical Target	
4. Streamlining and Process Improvement of Agency Services	<p>Met the streamlining and process improvement requirement for FY 2020 PBB.</p> <ul style="list-style-type: none"> The CSC reported streamlining efforts for critical services covering all Government-to-Citizens (G2C), Government-to- Businesses (G2B), and Government-to-Government (G2G) transactions dealing with external clients as declared in its Citizen's Charter. The AO25 Composite Team excluded the <i>Response to Job application</i> and only reviewed the following twenty-two (22) critical services reported in the CSC Modified Form A/A1: <ol style="list-style-type: none"> Publication of Vacancies Posting of Vacancies Attestation/Action on Appointments Request for Certified True Copy (CTC) 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)



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Eligibility Requirements	Final Assessment
	<ol style="list-style-type: none"> 9. Issuance of Certificate of Eligibility (CSE-PPT) 10. Computerized Examination (COMEX) 11. Issuance of Certification of Eligibility (CSE-PPT and CSC COMEX) 12. Issuance of Verified Civil Service Eligibility (Agency Request) 13. Issuance of Verified Civil Service Examination Results (Walk-in Request) 14. Issuance of Certification of Eligibility (Walk-in, for lost certificates) 15. Grant of Eligibility Under Special Laws and CSC Issuances 16. Response to Request for in-house training 17. Response to Request for Accreditation of Training Institutions-CSC CO (CSI) 18. Issuance of Certified Copies of Documents 19. Issuance of Certified Copies of Documents -SALN 20. Handling of queries/requests for assistance on Civil Service Matters 21. Issuance of Certificate of Accreditation and Resolution of Accreditation to the Employees Organization 22. Issuance of Certificate of CNA Registration <ul style="list-style-type: none"> • The CSC is encouraged to periodically update its Citizen's Charter to reflect necessary revisions and changes in the process. This will help maintain and improve its services and enable the agency to perform its mandates effectively. • The CSC reduced the number of steps, turnaround time, and the number of signatures for most of its declared services.



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	<ul style="list-style-type: none"> • The CSC explained that the streamlining criteria of the FY 2020 PBB are already at the barest minimum. The CSC maintained the number of the required documents and transaction fees for most of its declared services as these are also based on existing memorandum circulars and guidelines. • The CSC received an average satisfaction rating of 4.62 for all of its services. The CSC is encouraged to observe the procedures in conducting the CCSS according to the updated Annex 4 of the MC 2021-1. • In FY 2020, the CSC maximized the use of ICT and digital technology to ease the transaction of its frontline services. The CSC also reported the following best practices in using data for decision-making. <ol style="list-style-type: none"> 1. The CSC Ilocos Norte Field Operations and Records Management System (CINFORMS) automated and placed all the essential processes and systems used by the Field Office in its day-to-day operations in one web portal. This CSC FO-Ilocos Norte developed the system in FY 2019 and enhanced the system in FY2020. 2. The CSC utilized different social media platforms and IT-based technology to conduct the agency's virtual training. 3. The CSC conducted the following innovations to ensure the continuity of its services in response to the COVID-19 pandemic such as: <ol style="list-style-type: none"> a. Communication to clients and virtual meetings were done through different social media and online platforms. b. Face-to-face transactions were limited by accepting requirements and



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	<p>documents through online platforms or courier services as official submissions.</p> <p>c. The CSC used cashless transactions by accepting fees through bank deposits, postal money orders, or over-the-counter.</p> <p>d. Transactions that require personal appearance used an online appointment/booking/reservation system.</p> <ul style="list-style-type: none"> The CSC is encouraged to continue its digitization initiatives by developing online systems and transforming its critical services from manual to contactless transactions for faster and more efficient public service delivery. In FY 2021, the CSC is advised to elaborate on the impact or contribution of the digitization initiatives in improving the agency services and processes. The agency is also advised to refer to ARTA MC No. 2020-06 Series of 2020 for more information on digitization initiatives on permits and licenses under the “new normal.”
5. Compliance of agencies under priority sectors concerned with Program NEHEMIA commitments	<ul style="list-style-type: none"> Not applicable <ul style="list-style-type: none"> The CSC is not included in Annex 9: List of Agencies under Priority Sectors or Program NEHEMIA of MC 2020-1.
2020 STO and GASS Requirements	
6. QMS Requirement	<ul style="list-style-type: none"> Compliant
7. Submission of FY 2020 APP non-CSE	<ul style="list-style-type: none"> The following offices are non-compliant per the GPPB-TSO report dated 7/21/2021 <ol style="list-style-type: none"> CSC- RO 3 CSC- RO 12 CSC- BARMM



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8. Posting of Indicative FY 2021 APP non-CSE	<ul style="list-style-type: none"> Compliant
9. Submission of FY 2021 APP-CSE	<ul style="list-style-type: none"> Compliant
10. The Undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> The following offices are non-compliant per the GPPB-TSO reports dated 7/21/2021, 2/11/2022, and 3/2/2022. <ul style="list-style-type: none"> 1. CSC- CAR 2. CSC- RO 2 3. CSC- RO 3 4. CSC- RO 13
11. Submission of FY 2019 APCPI	<ul style="list-style-type: none"> Compliant
12. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> Compliant
13. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> Met the 90% target for Obligations BUR under GASS. The actual accomplishment was 100% based on the DBM BMB-C report dated 10/4/2021. Met the 85% target for Disbursements BUR under GASS. The actual accomplishment was 100% based on the DBM BMB-C report dated 10/4/2021.
2020 Other Cross-Cutting Requirements	
14. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> Compliant
15. FOI Compliance	<ul style="list-style-type: none"> Not applicable
16. Posting of Agency's System of Ranking Delivery Units	<ul style="list-style-type: none"> Compliant



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Eligibility Requirements	Final Assessment
OVERALL ASSESSMENT	<ul style="list-style-type: none"> Based on the validation results, the CSC satisfied the requirements and is eligible for the grant of FY 2020 PBB. However, considering that the CSC failed to meet the PhilGEPS posting requirement and two out of five (2/5) Procurement-GASS requirements, the following should be isolated and excluded from the FY 2020 PBB ranking: <ul style="list-style-type: none"> The unit/s or person/s from the CSC-RO 4 responsible for the non-compliance with the PhilGEPS posting requirement; The unit/s or person/s from the CSC-ROs 3, 12, and BARMM responsible for the non-compliance with the FY 2020 APP non-CSE requirement; and The unit/s or person/s from the CSC-CAR, ROs 2, 3, and 13 responsible for the non-compliance with the Undertaking of Early Procurement for at least 50% of goods and services.