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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

**KARLO ALEXEI B. NOGRALES**

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

ATTENTION: Director Helene Grace T. Ramos  
PBB Focal Person

Dear Chairperson Nograles:

We are pleased to inform you that the Civil Service Commission (CSC) 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 four (4) 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 CSC 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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# **FY 2021 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT**

## **CIVIL SERVICE COMMISSION**



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**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 | 20 pts | 25pts |
| <b>TOTAL SCORE</b>                  |        | <b>MAXIMUM = 100 POINTS</b> |       |       |        |       |

| TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS  |  |   |   |   |
|--|--|---|---|---|
| 1  | 2  | 3   | 4   | 5   |
| Met <b>less than 80%</b> of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to controllable factors</b> | Met <b>less than 80%</b> of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to uncontrollable factors</b> | Met <b>at least 80%</b> of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to controllable factors</b> | Met <b>at least 80%</b> of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to uncontrollable factors</b> | Met <b>each one</b> 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 <b>non-frontline services</b> | Achieved targets to ease transaction (streamlining, digitization, standardization) in <b>less than 80% of frontline services</b> | Achieved targets to ease transaction (streamlining, digitization, standardization) in <b>at least 80% of frontline services</b> | Achieved targets to ease transaction (streamlining, digitization, standardization) in <b>all frontline services</b> |
| <b>b. For SUCs</b>  |   |  |   |   |
| No demonstrated standardization/quality assurance               | Achieved ISO-certification or its equivalent certification only for <b>non-frontline services</b>                         | Achieved ISO-certification or its equivalent certification for <b>less than 80% of frontline services</b>                        | Achieved ISO-certification or its equivalent certification for <b>at least 80% of frontline services</b>                        | Achieved ISO-certification or its equivalent certification for <b>all frontline services</b>                        |

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

### CIVIL SERVICE COMMISSION

**Overall Assessment:** The Civil Service Commission (CSC) achieved **70 points** and is **eligible** for the grant of FY 2021 PBB.

#### A. Physical Accomplishments

| Criteria  | Score | Points | Remarks  |
|---|-------|--------|--|
| <b>1. Performance Results</b><br><br>Achieved 57.89% (11 out of 19) of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors. | 2     | 10     | <p>Based on the Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-C letter dated April 7, 2022, the CSC failed to upload its quarterly Budget and Financial Accountability Reports (BFARs) in a timely manner, as provided in Section 4.1 of AO25 Memorandum Circular No. 2021-1. Hence, the DBM-BMB-C was unable to issue the FY 2021 Agency Performance Review (APR) covering physical, financial, and income performance of the CSC.</p> <p>Nonetheless, the DBM-BMB-C validated the Performance Results of the CSC, and reported the following:</p> <p>The CSC did not achieve eight (8) Congress-approved performance targets for FY 2021. Specifically:</p> <ol style="list-style-type: none"> <li>1. Number of accredited agencies with Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Bronze Level Award;</li> <li>2. Number of assisted agencies compliant with PRIME-HRM Systems (Maturity Level 2: Process-defined HR Systems) [RECOGNITION];</li> <li>3. Timely updating of Government Human Resource Inventory (Annual);</li> <li>4. Number of eligibles absorbed in the government using their Certificate of Eligibility for the first time;</li> <li>5. Number/percentage increase in the pool of eligibles;</li> <li>6. Number of civil service examination conducted according to time and venue planned;</li> <li>7. Number of agencies reporting application of learning (Level 3 Learning and Development Evaluation of Behavior/Application); and</li> <li>8. Number/percentage of Learning and Development participant days.</li> </ol> <p>The CSC explained that the non-attainment of the targets was due to the COVID-19 pandemic.</p> <p>The DBM-BMB-C considered the non-attainment of the performance targets to be due to <b>uncontrollable factors</b> based on the DBM-BMB-C validation report dated January 23, 2023.</p> |



| <b>A. Physical Accomplishments</b>   |              |               |  |
|--|--------------|---------------|--|
| <b>Criteria</b>  | <b>Score</b> | <b>Points</b> | <b>Remarks</b>   |
|  |              |               | As the results of the APR are deemed critical inputs for determining the budget level for the succeeding fiscal year, and assessing eligibility to PBB, among others, the CSC should ensure the timely submission of its quarterly BFARs through the DBM-Unified Reporting System (URS), i.e., within thirty (30) days after the end of each quarter, as these will be the basis for periodic monitoring and validating agency accomplishments.  |
| <b>2. Process Results</b><br><br>Achieved ease of transaction for 94.74% (18 out of 19) of its frontline services. | 4            | 20            | <p>The CSC was able to achieve ease of transaction for 18 out of 19 (94.74%) services through the continuous implementation of online application, appointment, and payment, which resulted in the reduction of other transaction costs and the number of steps. Further, the CSC also adopted the use of e-signature.</p> <p>The CSC provided an ISO 9001:2015 Certification for the cases adjudication, examination, appointment processing, provision for external learning and development service, accreditation and registration services for employees organization, and qualification standards formulation and evaluation.</p> <p>Meanwhile, the CSC did not achieve ease of transaction for the Handling of queries/request for assistance on Civil Service Matters (Walk-in and Online) since the digitization initiative was already reported as an accomplishment in FY 2020 PBB.</p> <p>The CSC is encouraged to continually implement efforts to either streamline, digitize and/or standardize services.</p> |
| <b>3. Financial Results</b><br><br>Achieved 100% Disbursement BUR.   | 5            | 25            | <p>Based on the DBM-BMB-C letter dated April 7, 2022, the CSC failed to upload its quarterly BFARs in a timely manner, as provided in Section 4.1 of AO25 Memorandum Circular No. 2021-1. Hence, the DBM-BMB-C was unable to issue the FY 2021 APR covering physical, financial, and income performance of the CSC.</p> <p>Nonetheless, the DBM-BMB-C validated the Financial Results of the CSC and reported on January 23, 2023 that the actual Disbursement Budget Utilization Rate (BUR) was 100%.</p> <p>As the results of the APR are deemed critical inputs for determining the budget level for the succeeding fiscal year, and assessing eligibility to PBB, among others, the CSC should ensure the timely submission of quarterly BFARs through the DBM-URS, i.e., within thirty (30) days after the end of each quarter, as these will be the basis for periodic monitoring and validating agency accomplishments.</p>   |
| <b>4. Citizen/Client Satisfaction Results</b><br><br>Achieved 4.75 satisfaction rate; 99.62% resolution of         | 3            | 15            | <p>The CSC achieved 99.62% (265 out of 266) 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 (OP) report dated December 21, 2022.</p>  |

| <b>A. Physical Accomplishments</b>                             |              |               |   |
|--|--------------|---------------|---|
| <b>Criteria</b>  | <b>Score</b> | <b>Points</b> | <b>Remarks</b>  |
| #8888 complaints;<br>and 100% resolution<br>of CCB complaints. |              |               | In addition, the agency achieved 100% (27 out of 27) resolution rate of the complaints received through the Contact Center ng Bayan (CCB) platform for the period of January 1, 2021 to December 31, 2021, based on the CSC report dated February 24, 2022.<br><br>The agency reported an overall client satisfaction rating of 4.75 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  | Not applicable           |
| • Updating of Citizen's Charter   | Compliant                |
| • Compliance to Audit Findings  | Non-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.