



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

15 March 2024

KARLO ALEXEI B. NOGRALES

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

Attention: Director Helene Grace T. Ramos
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 2022 Performance-Based Bonus (PBB), as the agency obtained **90 points** for the PBB Criteria and Conditions as provided in Section 4.0 of the AO25 Inter-Agency Task Force Memorandum Circular No. 2022-1. The FY 2022 Final Eligibility Assessment is attached for your reference.

However, since the agency was found non-compliant in three (3) of the Agency Accountabilities under Section 5.0, the units primarily responsible for these non-compliances, including its head, should be excluded from receiving the FY 2022 PBB.

Furthermore, in order to qualify for the FY 2022 PBB, first, second, and third level employees are required to attain a performance rating of at least "Very Satisfactory" based on the agency's Strategic Performance Management System duly approved by the Civil Service Commission; and the Career Executive Service Performance Evaluation System prescribed by the Career Executive Service Board.

To finalize the PBB process, we kindly request your office to publish the **FY 2022 Agency Scorecard** in your official website or publication. The agency is given thirty (30) working days upon receipt of this letter to submit **Annex 10 (Form 1.0: Report on Ranking of Offices/Delivery Units)** for the processing and subsequent release of your agency's FY 2022 PBB.

We thank the CSC management and staff for its continued participation and support to the PBB implementation.

Very truly yours,


ACHILLES GERARD C. BRAVO
Assistant Secretary, DBM and
Chair, AO25 IATF TWG



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FY 2022 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT

CIVIL SERVICE COMMISSION

FY 2022 PERFORMANCE-BASED BONUS ELIGIBILITY CRITERIA AND CONDITIONS
per the AO 25 Memorandum Circular (MC) No. 2022-1

To be eligible for the FY 2022 PBB, the agency must attain a total score of at least 70 points

TABLE 1: FY 2022 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5 points	10 points	15 points	20 points	25 points
Process Results	5	5 points	10 points	15 points	20 points	25 points
Financial Results	5	5 points	10 points	15 points	20 points	25 points
Citizen/Client Satisfaction Results	5	5 points	10 points	15 points	20 points	25 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 2022; deficiencies due to controllable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for FY 2022 (all performance indicators)

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
No substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvement in ease transaction in internal service	Achieved substantial improvement to ease transaction in external service	Achieved substantial improvements to ease transaction in external but non priority core service and internal service	Achieved substantial improvements to ease transaction in priority core service (external) and internal service

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	Average satisfaction rate with unresolved complaints and at least 30% compliance rate to #8888 and CCB	More than average rate with unresolved complaints and at least 50% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and at least 80% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and compliance rate to #8888 and CCB

FINAL ELIGIBILITY ASSESSMENT FOR FY 2022 PERFORMANCE-BASED BONUS

CIVIL SERVICE COMMISSION

Overall Assessment: The Civil Service Commission (CSC) achieved **90 points** and is **eligible** for the grant of FY 2022 PBB.

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
<p>1. Performance Results</p> <p>Achieved 95.24% (20 out of 21) of the Congress-approved performance targets for FY 2022; deficiency due to uncontrollable factors.</p>	4	20	<p>The CSC did not achieve the performance target “Complaints referral rate” under the Public Assistance Sub-Program.</p> <p>The CSC explained that the unmet target was due to the delay in the referral of complaints attributed to the reduction in the number of workforce after two (2) action officers tested positive for the COVID-19 virus.</p> <p>The Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-C considered the non-attainment of the performance target to be due to uncontrollable factors based on the DBM-BMB-C Agency Performance Review (APR) report dated March 24, 2023.</p> <p>Accordingly, the CSC is advised to revisit physical targets for the past three (3) years to avoid overstatement or understatement of physical targets. The same should also represent a balance between challenging and current levels of the Commission's performance given the budgetary support provided by the national government, particularly on its major programs.</p>
<p>2. Process Results</p> <p>Achieved substantial improvements to ease transactions in priority core service (external) and internal service.</p>	5	25	<p>The CSC reported in its Modified Form A that the agency was able to improve the “Issuance of Verified Civil Service Eligibility (Agency Request)” external service by digitalizing the Request for Verification/Validation of Eligibility Form (ARVEF).</p> <p>The CSC also reported that the Online Verification of Eligibility was established/created which included the following systems:</p> <ul style="list-style-type: none"> • Internal Civil Service Eligibility Verification • System (iCSEVS); • Verification, Certification, and Authentication • System (VCAS); and • Document Management System (DMS). <p>The interoperability of these systems improved the procedural practice in the issuance of the verified/validated civil service eligibility:</p> <ul style="list-style-type: none"> • Requests from agencies are accepted through email instead of postal services; • The verification/validation process was transformed from manual (physical) to internet/intranet-based (paperless) verification thus resulted in faster turnaround time;

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<ul style="list-style-type: none"> The number of verifiers was reduced from two (2) to only one (1) CSC Action Officer; and The verified/validated eligibility results are sent to the concerned agency through email. <p>As a result of adopting the system, the CSC reported the following:</p> <ul style="list-style-type: none"> Contactless transaction - clients need not submit requests physically or face-to-face, thus eliminating transportation expenses and reducing transaction time; Paperless transaction - Requests and results are filled and transmitted via email; and Processing Time - the transaction time from receipt of the request to transmittal of the results are reduced due to the transition to an online procedure. <p>As to its internal service "Customer Feedback," the CSC reported that the Customer Feedback and Satisfaction Survey (CFSS) Tool was institutionalized through CSC Resolution No. 2200165 on January 26, 2022 and officially rolled out in CSC offices nationwide on March 1, 2022.</p> <p>The CSC also reported that the agency continually implements the system-based report generation and submission and the integration of a module on negative feedback.</p> <p>The CSC reported the following results of its improvement initiatives:</p> <ul style="list-style-type: none"> Efficiency in the use of person-hours, office supplies, and use of equipment; Simplification of processes, systems, and procedures; and Policy review, analysis, and the formulation of recommendations are now evidenced-based. <p>The Anti-Red Tape Authority (ARTA), in concurrence with the AO25 Secretariat, observed that the Means of Verification submitted by the CSC was sufficient to show quantifiable results for its standardization and digitization initiatives that can support the declared improvements for its external and internal services.</p> <p>Hence, the CSC achieved substantial improvements to ease transactions in both external and internal services.</p>
3. Financial Results Achieved 100% Disbursement BUR.	5	25	<p>The actual accomplishment of the CSC for Disbursement Budget Utilization Rate (BUR) was 100% based on the DBM BMB-C APR report dated March 24, 2023.</p> <p>The CSC has commendable financial performance. Thus, the Commission is advised to retain the application of Common Fund System policy to optimize the use of the available cash</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			allocations provided that mandatory items are fully funded. Moreover, the Commission is encouraged to continuously implement tighter linkage between strategic and operational planning and budgeting to meet the agency's physical and financial targets for the period.
4. Citizen/Client Satisfaction Results Achieved 4.82 satisfaction rate; 100% resolution and 55.60% compliance of #8888 complaints; and 100% resolution and 87.67% compliance of CCB complaints.	4	20	The CSC reported an overall client satisfaction rating of 4.82 and observed the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 5 of the AO25 MC 2022-1. The CSC achieved 100% (500 out of 500) resolution and 55.60% compliance rate of the complaints received through the #8888 platform for the period of January 1, 2022 to December 31, 2022, based on the Office of the President (OP) report dated May 3, 2023. In addition, the agency achieved 100% (73 out of 73) resolution and 87.67% compliance rate of the complaints received through the Contact Center ng Bayan (CCB) platform for the period of January 1, 2022 to December 31, 2022, based on the CSC report dated June 15, 2023.
Total	18	90	

B. Agency Accountabilities	Compliance Status
• Transparency Seal	Compliant
• Freedom of Information	Not applicable
• Compliance to Audit Findings	Compliant
• Posting of Agency Review and Compliance Procedure (ARCP) of SALN	Compliant
• PhilGEPS Posting	Non-compliant
• Submission of FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	Compliant
• Submission of FY 2022 APP Non-Common Use Supplies and Equipment (APP non-CSE)	Non-compliant
• Posting of Indicative FY 2023 APP non-CSE	Compliant
• Submission of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI)	Compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2023 Procurement Projects	Non-compliant
• Designation of the Agency's Committee on Anti-Red Tape (CART)	Compliant
• Compliance with the National Competition Policy (NCP)	Not applicable

C. Eligibility of Delivery Units and Individuals/Rates

To be eligible for the FY 2022 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 2022-1 with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 of MC 2022-1 will also be isolated from the grant of the FY 2022 PBB.

To be eligible for FY 2022 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 2022-01.