

**ADMINISTRATIVE ORDER**No.   23  

Series of 2022

**SUBJECT: IMPLEMENTING GUIDELINES ON THE GRANT OF PERFORMANCE-BASED BONUS (PBB) FOR FY 2022****1.0 RATIONALE**

The Performance-Based Bonus (PBB) is a top-up bonus given to employees based on their performance and contribution to the accomplishment of the agency's overall targets and commitments, i.e. achievement by the Department of the performance targets and accomplishment of good governance conditions set by the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (AO 25 IATF). On March 24, 2022, the AO 25 IATF issued Memorandum Circular (MC) No. 2022-1 stipulating the "*Guidelines on the Grant of the Performance-Based Bonus (PBB) For Fiscal Year 2022 Under Executive Order No. 80, S. 2012 and Executive Order No. 201, S. 2016*". In FY 2021, a simplified scheme was adopted to strengthen the effectiveness of the existing incentive system and assist agencies in achieving the goals and expected outcomes of the government. Under the simplified scheme, the PBB criteria were classified according to the four (4) dimensions of accountability; Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results, and the good governance conditions were considered separate agency accountabilities.

The FY 2022 cycle shall continue to observe the simplified PBB scheme. It will sustain focus on results especially on the delivery of agency performance commitments, optimum utilization of agency budget, and make the roles of agencies stronger in ensuring accountability for results of their delivery units. Further, the FY 2022 PBB shall measure and evaluate agency performance highlighting the public's satisfaction with the quality of public service delivery, utilization of resources, and strengthened agency stewardship. It shall also facilitate a more transparent and objective assessment of performance and timely release of the PBB to eligible agencies.

**2.0 LEGAL BASES**

1. AO 25 IATF MC No. 2022-1 *Guidelines on the Grant of the Performance-Based Bonus (PBB) For Fiscal Year 2022 Under Executive Order No. 80, S. 2012 and*

*Executive Order No. 201, S. 2016* dated 24 March 2022 (accessible online at <https://rbpms.dap.edu.ph/policies-issuances/> ).

2. Executive Order No. 80, series of 2012 directing the adoption of the Performance-Based Incentive System for Government Employees effective 2012. It is a system for granting employees a Productivity Enhancement Incentive (PEI) and PBB.

### 3.0 OBJECTIVES

This Administrative Order intends to guide and direct all DSWD Offices, Bureaus, Services, Units, Field Offices and Employees in their respective roles in the achievement of the agency results for the grant of the FY 2022 PBB. It specifically aims to:

- 1) Disseminate the new guidelines issued by AO 25 IATF on the grant of FY 2022 PBB, to be given in FY 2023;
- 2) Determine the responsible delivery unit/s accountable for FY 2022 PBB requirements; and
- 3) Define the basis for the isolation and exclusion of the delivery unit/s and individual/s from the grant of the FY 2022 PBB.

### 4.0 DEFINITION OF TERMS

1. **Casual Employee<sup>1</sup>**- refers to an appointment issued only for essential and necessary services where there are not enough regular staff to meet the demands of the service and for emergency cases and intermittent periods not to exceed one year.
2. **Citizen/Client Satisfaction Results** - refer to the achievements in satisfying the quality expectations of the transacting public/client.
3. **Contractual employee<sup>2</sup>** - refers to a person who is issued an appointment and whose employment in the government is in accordance with a special contract to undertake local or foreign-assisted projects or a specific work or job requiring special or technical skills not available in the employing agency, to be accomplished within a specific period.
4. **Delivery Unit** - refers to the primary subdivision of the Department performing substantive line functions, technical services or administrative functions as indicated in Annex A.

<sup>1</sup> Section 9 (g) of Rule IV of CSC MC No. 24s.2017 or the 2017 Omnibus Rules on Appointments and Other Human Resource Actions

<sup>2</sup> Based on the Civil Service Commission MC No. 24 s. 2017 or the 2017 Omnibus Rules on Appointments and Other Human Resource Actions where employees under contractual appointment are entitled to the same benefits enjoyed by regular employees.

5. **External services**<sup>3</sup>- refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office.
6. **Financial Results** - refer to the actual spending of the agency's budget allotment vis-a-vis the realization of the committed programs and projects based on the FY 2022 General Appropriations Act (GAA).
7. **Internal services**<sup>4</sup>- refer to government services applied for or requested by internal clients or individuals who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services include services such as, but are not limited to, back-end/support services to regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorizing, or concession.
8. **Isolation and Exclusion** - refers to the process of removing delivery unit/s on the grant of FY 2022 PBB due to low accomplishment of targets and or non-compliance with the DSWD accountabilities.
9. **Performance Results** - refer to the accomplishment of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the FY 2022 GAA.
10. **Process Results** - refer to the achievements in ease of doing business/ease of transaction with the agency as a result of streamlining, standardization *e.g., through the ISO-certified QMS or its equivalent*, digitization, systems and procedures reengineering, and other related improvements.
11. **Scoring System** - refers to the system prescribed in the MC No. 2022-1 of AO 25 IATF to assess the eligibility of Offices, Bureaus and Services per dimension of accountability.

## 5.0 COVERAGE

All personnel of Offices/Bureaus/Services and Units (OBSUs) and Field Offices (FOs) holding regular, contractual, coterminous, and casual positions are covered by this Circular. Excluded from the coverage herein are individuals engaged without employer-employee relationship and funded from non-Personnel Services budget.

## 6.0 FY 2022 PBB CRITERIA AND SCORING SYSTEM

### A. ELIGIBILITY FOR THE GRANT OF PBB

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<sup>3</sup> Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2019-002-A

<sup>4</sup> Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2019-002-A

Based on the AO 25 IATF MC No. 2022-1, the DSWD must satisfy the criteria and conditions under the four (4) dimensions of accountability namely: Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results and attain a total score of at least 70 points based on the PBB Scoring System of the AO 25 IATF.

As shown in Table 1 below, each dimension of accountability has an equal weight allocation of 5 where the Department's accomplishments for each criterion shall be rated using a scale of 1 to 5 where 5 is being the highest with equivalent points of 25. The maximum score that may be obtained by the DSWD is 100 points.

**TABLE 1: FY 2022 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
<b>MAXIMUM= 100 POINTS</b>						

The DSWD must aim to get at least 70 points to be eligible for the grant of the FY 2022 PBB. In case that the DSWD is eligible but fails to meet a rating of 4 in any of the criteria, the unit most responsible (including its head of office) will be isolated from the grant of the FY 2022 PBB.

**B. PBB CRITERIA AND CONDITIONS, TARGETS, AND RATING SCALE**

**6.1 Performance Results.** The targets under Performance Results enable the agencies to concentrate their efforts and available resources on their mandates and core functions, as well as ensure delivery of high quality and high impact activities. The DSWD shall achieve each of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the FY 2022 GAA. The achievement of targets shall be closely monitored through the use of the Unified Reporting System (URS)- generated Budget and Financial



Accountability Reports (BFARs), which should be submitted on a timely manner as provided under item 3.19.1 of DBM National Budget Circular No. 587, pursuant to Section 99, General Provisions of Republic Act No. 11639 (FY 2022 GAA). It shall be assessed and scored as follows:

**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; <b>deficiencies due to controllable factors</b>	Met less than 80% performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to uncontrollable factors</b>	Met at least 80% performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to controllable factor</b>	Met at least 80% performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to uncontrollable factor</b>	Met each one of the Congress-approved performance targets for FY 2022 (all performance indicators)

**6.2 Process Results.** The targets under Process Results are the greater ease of transaction of core services based on mandated functions (external) covering government-to-citizens (G2C), government-to-business (G2B), and government-to-government (G2G) transactions, and the administrative and supporting services (internal) within the DSWD. The ease of transaction of critical external and internal services may be achieved through streamlining; standardization of core processes including those implemented at the FOs; digitization *e.g., by developing electronic or online paperless systems, new service delivery channels, contactless transactions;* and systems and procedures reengineering for faster, easily accessible, seamless, and more efficient public service delivery.

**6.2.1. For FY 2022, the target will be substantive improvements in ease of doing business/ease of transaction with respect to two (2) critical services consisting of one (1) external service based on the mandated functions of the DSWD and one (1) internal as declared in the DSWD's updated Citizen's Charter and in line with the Anti-Red Tape Authority (ARTA)'s Whole-of-Government (WOG) Reengineering Manual.**

**6.2.2** In selecting the critical services to be prioritized by the DSWD (and which will be validated later by the ARTA for purposes of determining eligibility for the PBB), the following factors shall be considered. **The selected critical service is:**

- a. A **core service** which is a process needed to achieve the overall mission and objectives of the public sector organization. These services may refer to those that are aligned with the DSWDs mandate and main functions.
- b. The **most complained service** with the greatest number of complaints received by the DSWD and other complaints-handling agencies.
- c. The **service/s with the greatest number of pending transactions or backlogs** that went beyond its prescribed processing time as declared in the DSWD's Citizen's Charter.
- d. A **service that generates income/revenue** for the government.
- e. A service **attributable to the Major Final Outputs (MFOs)/Programs** of DSWD.
- f. A **service that involves inter-agency action** to complete the transaction.

**6.2.3** The DSWD may use the concepts and tools indicated in the WOG Reengineering Manual in the reengineering efforts and may refer to the submitted *initial Reengineering Plan* to ARTA as the basis in prioritizing areas for improvement. The results of the implemented reengineering plan shall be reported through Annex 2: Modified Form A of the MC 2022-1 issued by the AO 25 IATF. The DSWD must report objectively verifiable evidence of achievements in ease of doing business/ease of transaction using Annex 2 and the report should highlight the tangible improvements from the viewpoint of the transacting public/client in terms of access, turnaround time, transaction costs, documentary and other requirements. Proof or evidence may be any of the following: 1) ISO-QMS certification or equivalent which covers the selected critical external and internal services; 2) Most current and updated Citizen's Charter, reflecting the DSWDs improved and streamlined/re-engineered system and procedure; 3) Report on the digitization initiatives or digital transformation of external and internal; and 4) Standard operating procedures, manual, or documentation of service delivery standards for frontline and non-frontline services of the DSWD, including those implemented at the FOs. It shall be assessed and scored as follows:

**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 improvements to ease transaction in <b>internal service</b>	Achieved substantial improvements to ease transaction in <b>external service only</b>	Achieved substantial improvements to ease transaction in <b>external but non-priority core service and internal service</b>	Achieved substantial improvements to ease transaction in <b>priority core service (external) and internal service</b>

**6.3 Financial Results.** The targets under Financial Results reflect final payments made from the agency's annual budget allotment to realize their committed programs and projects based on the valid appropriations for FY 2022.

Disbursements BUR is measured by the ratio of total disbursements (cash and non-cash, excluding Personnel Services) to the total obligations for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) made in 2022, net of goods and services obligated by December 31, 2021, but paid only in 2022. The total obligations for MOOE and CO shall refer to those made from the current appropriations under the FY 2022 GAA and the continuing appropriations under FY 2021, respectively. The objective is to measure the disbursements for the obligations for MOOE and CO made in 2022 from all valid appropriations. Transfers to other agencies shall not be considered as disbursements until such time such transferred funds have been actually utilized for payment, inspection and acceptance of goods delivered and services rendered. It shall be assessed and scored as follows:

**TABLE 4: RATING SCALE FOR FINANCIAL RESULTS**

1	2	3	4	5
1-19% Disbursements BUR	20-39% Disbursements BUR	40-59% Disbursements BUR	60-79% Disbursements BUR	80-100% Disbursements BUR

**6.4 Citizen/Client Satisfaction Results.** The targets under Citizen/Client Satisfaction Results refer to the achievements in satisfying the quality expectations of the transacting public/client. The DSWD shall accomplish and submit reports on the Citizen/Client Satisfaction Survey (CCSS), and

resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB).

For evidence on the CCSS, DSWD may report the results using Annex 5<sup>5</sup>. The report should follow the prescribed requirements and rating scale as stated in Annex 5. Also, the DSWD shall report the overall agency rating in the service quality dimensions and overall agency citizen/client satisfaction score for the reported services.

For evidence in the #8888 and CCB, DSWD may submit a report summarizing the #8888 and CCB complaints received in FY 2022 and their status if resolved or pending. To determine the resolution and compliance rates to these, DSWD may refer to item IV of Annex 5.

The requirements under the Citizen/Client Satisfaction Results shall be assessed and scored as follows:

**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

6.5 In addition to the aforementioned four (4) dimensions of accountabilities, the following requirements in Table 6 shall remain as DSWD Accountabilities that need to be complied with by the concerned offices. The Performance Management Team (PMT) shall continue to implement, monitor, and enforce submission of the requirements to sustain the institutionalization of compliance to existing government-mandated laws and standards. While the requirements below are no longer required in determining the overall PBB eligibility of the DSWD, compliance with these requirements shall be used as the basis in determining the eligibility of responsible units or individuals. Thus, all responsible offices are directed to ensure timely compliance with the relevant deadlines provided by oversight agencies.

<sup>5</sup> Provided in MC No. 2022-1 of the AO 25 Inter-Agency Task Force stipulating the Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022.



**TABLE 6: TIMELINES AND RESPONSIBLE OFFICES, BUREAUS, SERVICES AND INDIVIDUALS FOR DEPARTMENT ACCOUNTABILITIES**

Deadline	Requirements	Responsible Office/Individuals
before January 31 <sup>st</sup> of the Fiscal Year	Submit Certificate of Compliance that the agency conducted <b>Early Procurement Activities</b> for at least 50% of the Total Value of the <b>FY 2022 Procurement Projects</b> to the GPPB-TSO	Administrative Service-Procurement Management Division
March 31, 2022	Submit <b>FY 2022 APP-non CSE</b> to GPPB-TSO	Administrative Service-Procurement Management Division
June 30, 2022	Submit Results of the <b>APCPI</b> system for <b>FY 2021 Procurement Transactions</b> to GPPB-TSO	Administrative Service-Procurement Management Division
*July 11-22, 2022	Conduct of 1 <sup>st</sup> Semester FY 2022 OPCR Ratings	Policy Development and Planning Bureau
*July 18-29, 2022	Submit 1 <sup>st</sup> Semester FY 2022 IPCRs	Human Resource Management and Development Service
September 30, 2022	Post the Indicative <b>FY 2023 APP-non CSE</b> in the DSWD Transparency Seal (TS) webpage	Information and Communication Technology Management Service (uploading in the TS)  Administrative Service-Procurement Management Division
September 30, 2022	Submit the <b>FY 2023 APP-CSE</b> thru the PhilGEPS Virtual Store	Administrative Service-Procurement Management Division
October 1, 2022	Maintain/Update the DSWD Transparency Seal (TS)	Information and Communication Technology Management Service

October 1, 2022	Post the DSWD policy on the <b>Establishment and Conduct of the Agency Review and Compliance of SALN</b> in the Transparency Seal for FY 2022.	Human Resource Management and Development Service
December 31, 2022	Ensure sustained compliance w/ Audit Findings and Liquidation of Cash Advances.	Special Disbursing Officer
January 30, 2023	<b>Update</b> all procurement requirements for transactions above 1 million from January 1, 2022 to December 31, 2022 in the <b>PhilGEPS</b> .	Administrative Service-Procurement Management Division
January 30, 2023	Submit the following <b>Freedom of Information (FOI) Program</b> requirements to PCOO: <ul style="list-style-type: none"> <li>a. Update People's FOI manual</li> <li>b. Updated One-page FOI Manual</li> <li>c. FOI reports: Agency Information Inventory, 2022 FOI Registry, and 2022 FOI Summary Report</li> <li>d. Link to the DSWD dashboard in the electronic FOI (eFOI) portal (<a href="http://www.foi.gov.ph">www.foi.gov.ph</a>)</li> <li>e. Updated AID-FOI Tool</li> <li>f. FOI Client/Customer Satisfaction Report</li> </ul>	Administrative Service
**February 1-17, 2023	Conduct of 2 <sup>nd</sup> Semester FY 2022 OPCR Ratings	Policy Development and Planning Bureau
**February 1-17, 2023	Submit 2 <sup>nd</sup> Semester FY 2022 IPCRs	Human Resource Management and Development Service
February 28, 2023	Designate the DSWD Committee on Anti-Red Tape (CART)	Financial Management Service- Management Division

\*Based on the approved PMT Notional Calendar for CY 2022

\*\*Based on the Administrative Order No. 23 s. 2018 or the DSWD Strategic Performance Management System (DSPMS)

## 7.0 ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

Upon the confirmation of eligibility of the Department for the grant of FY 2022 PBB, the Performance Management Team (PMT), through the PBB Secretariat, shall evaluate the eligibility of delivery units and individual employees based on these guidelines. The identification of the dimension/s of accountability/ies with a score of below 4 shall be the first criterion to be considered for the isolation of the delivery units. Moreover, non-compliance with the DSWD accountabilities shall be the ground for isolation of individual/s or unit/s, including its Head of Office, in the grant of the FY 2022 PBB.

**TABLE 7: MATRIX OF CONDITIONS FOR ISOLATION OF DELIVERY UNITS**

Dimension of accountability	Conditions for Isolation	OBS Monitor <sup>6</sup>
Performance Results	The delivery unit accomplished only 80% and below of the performance indicators of the Congress-approved performance targets for FY 2022 that they are directly implementing/ managing where deficiencies are due to controllable factors.  The implementing offices per performance indicator are indicated in Annex B.	PDPB
Process Results	The delivery unit has no substantial improvement in ease of transaction, only achieved substantial improvements to ease transactions in internal service, or only achieved substantial improvements to ease transactions in external service.	Committee on Anti-Red Tape Secretariat (CART)
Financial Results	The delivery unit attained only a below 60% Disbursements BUR	FMS
Citizen/Client Satisfaction Results	The delivery unit received only a more than average rate and below with unresolved complaints and at least 50% compliance rate to #8888 and CCB.	CART Secretariat to monitor Client Satisfaction Measurement Reports  AOC to monitor #8888 Resolution Rate and Compliance Rate as well as monitor the CCB-non-Human Resource related

<sup>6</sup> The OBS monitor shall be responsible for generating the report indicating the accomplishment rates of all DSWD OBS per dimension of accountability. These reports shall be submitted to the PDPB as the lead PBB secretariat.

		HRMDS to monitor the CCB-Human Resource related
Agency Accountabilities	The individuals/units have at least one (1) DSWD accountability that was not delivered within the prescribed timeline	As stated in Table 6

The OBS/Secretariat in charge of monitoring the requirements under each condition will identify the offices to be isolated, which will be submitted to the Policy Development and Planning Bureau (PDPB) for review and validation. The list of isolated offices from the grant of FY 2022 PBB shall be endorsed to the PMT for further assessment and approval.

- 7.1 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 approved SPMS or the requirement prescribed by the Career Executive Service Board (CESB).

An official or employee who has rendered less than nine (9) months but a minimum of three (3) months of service and with at least a “Very Satisfactory” rating shall be eligible for the grant of PBB on a pro-rata basis corresponding to the actual length of service rendered as follows:

**TABLE 8: LENGTH OF SERVICE AND PERCENTAGE OF PBB**

Length of Service	Percent of PBB
8 months but less than 9 months	90%
7 months but less than 8 months	80%
6 months but less than 7 months	70%
5 months but less than 6 months	60%
4 months but less than 5 months	50%
3 months but less than 4 months	40%

The following are the valid reasons for an employee, who may not meet the nine-month actual service requirement, to be considered for PBB on a pro-rata basis:

- a. Being a newly hired employee;
- b. Retirement;
- c. Resignation;
- d. Rehabilitation Leave;
- e. Maternity Leave and/or Paternity Leave;
- f. Vacation or Sick Leave with or without pay;
- g. Scholarship and/or Study leave; and/or
- h. Sabbatical Leave.

Moreover, as part of individual eligibility, the following will also be the basis for being isolated or excluded from the grant of FY 2022 PBB:

1. An Official or Employee who is on Sick/Vacation/Study leave for the entire year;
2. An Official or Employee found guilty of criminal or administrative cases by final and executory judgment in FY 2022;
3. An Official or Employee who failed to submit the 2021 SALN as prescribed by the CSC MC No. 3, s. 2015; or those who are responsible for the non-compliance with the establishment and conduct of the review and compliance procedure of SALN;
4. An Official or Employee who failed to liquidate Cash Advances received in FY 2022 within the reglementary period, as prescribed by COA Circular 97-002;
5. An Official or Employee who did not meet the minimum of three (3) months of actual service; and
6. An Official or employee who failed to submit the required DSPMS Forms.

**7.2** Eligible delivery units shall be granted FY 2022 PBB at uniform rates across the DSWD, including its officials and employees. The corresponding PBB shall be based on the DSWDs achieved total score, as shown in the Table 9 below:

**TABLE 9: RATES OF THE PBB**

Total Score	PBB Rates
100 points	<b>65%</b> (100% of the 65% monthly basic salary)

95 points	<b>61.75%</b> (95% of the 65% monthly basic salary)
90 points	<b>58.50%</b> (90% of the 65% monthly basic salary)
85 points	<b>55.25%</b> (85% of the 65% monthly basic salary)
80 points	<b>52%</b> (80% of the 65% monthly basic salary)
75 points	<b>48.75%</b> (75% of the 65% monthly basic salary)
70 points	<b>45.50%</b> (70% of the 65% monthly basic salary)

The DSWD Secretary is eligible only if the Department is eligible for PBB. If eligible, his PBB rate for FY 2022 shall be equivalent to the rates as stated in Table 9 and shall be based on their monthly basic salary as of December 31, 2022.

## 8.0 INSTITUTIONAL ARRANGEMENTS

### 8.1 CO-OBS and FOs

- 8.1.1 All CO-OBS and FOs shall designate a focal person and an alternate focal for PBB concerns who shall be responsible for monitoring the compliance with PBB requirements including the agency accountabilities.
- 8.1.2 The Heads of Offices and Regional Directors shall ensure that all personnel are reminded of their responsibilities to be eligible for the PBB grant. Likewise, all personnel shall be reminded regarding the possibility of exclusion from the PBB grant for not accomplishing their deliverables related to the PBB requirements.
- 8.1.3 The Regional Director has the discretion to assign an office to perform as the lead secretariat for PBB.

### 8.2 Finance and Management Service (FMS)

- 8.2.1 The FMS shall be primarily responsible in monitoring the financial criteria of the PBB particularly the Budget and Financial Accountability Reports (BFARs), Disbursement BURs, sustained compliance to audit findings, and other financial-related concerns.

**8.2.2** The FMS shall be in charge of monitoring and identifying employees who failed to liquidate cash advances received in FY 2022 within the reglementary period. The list shall be submitted to the HRMDS for exclusion from the grant of FY 2022 PBB.

### **8.3 Agency Operation Center (AOC)**

The AOC shall be responsible in monitoring compliance of all CO-OBS and FOs in generating reports on the #8888 Resolution Rate and Compliance Rate as well as the Contact Center ng Bayan (CCB)- Non-Human Resource related as one of the components of the Citizen/Client Satisfaction Results.

### **8.4 Human Resource Management and Development Service (HRMDS)**

**8.4.1** The HRMDS shall serve as co-secretariat on PBB. It shall be responsible for monitoring the eligibility of individuals for the FY 2022 PBB. It is also in charge of accomplishing the DSWD FY 2022 Form 1.0.

**8.4.2** The list of eligible employees for the grant of FY 2022 PBB shall be finalized by the HRMDS. Likewise, the list shall be endorsed to the PMT for approval.

**8.4.3** It shall be on top of monitoring the timely submission of the IPCR and PCRF. It shall also ensure that the DSWD accountability, as to the DSWD policy on the Establishment and Conduct of the Agency Review and Compliance of SALN, is posted in the TS.

**8.4.4.** Moreover, it shall be responsible in monitoring and generating reports relative to the Contact Center ng Bayan (CCB)- Human Resource related.

### **8.5 Legal Service (LS)**

The LS shall be responsible in providing the list and certification of official or employee excluding third level officials found guilty of administrative case by final and executory judgment in FY 2022.

### **8.6 Administrative Service (AS)**

**8.6.1** The AS shall be on top of ensuring that agency accountability on compliance with the Freedom of Information (FOI) program and designate the DSWD Committee on Anti-Red Tape (CART).

**8.6.2** The AS- Procurement Management Division shall be

accountable in ensuring that the procurement-related accountabilities of the DSWD are monitored particularly compliance to PhilGEPS posting, submission of FY 2023 APP-CSE, FY 2022 APP- non CSE, Indicative FY 2023 APP-non CSE and results of the FY 2022 APCPI.

**8.7 Information and Communication Technology Management Service (ICTMS)**

The ICTMS shall be responsible in updating the DSWD Transparency Seal webpage and uploading of the generated reports submitted by OBS.

**8.8 Policy Development and Planning Bureau (PDPB)**

The PDPB shall be primarily responsible in monitoring the Congress-approved performance targets for FY 2022 and shall serve as the lead secretariat on PBB.

In addition to the above institutional arrangement, the secretariats listed below shall have the following responsibilities:

**1. Performance Management Team Secretariat (PMT)**

The PDPB PMT Secretariat shall be in charge of overall monitoring of compliance to PBB requirements. It shall also serve as the liaison between the DSWD PMT and the AO 25 Secretariat. It shall ensure the conduct of PMT meetings to evaluate the eligibility of delivery units and individual employees and to deliberate the reports to be submitted to AO 25 IATF per set timeline.

**2. Committee on Anti-Red Tape Secretariat (CART)**

The CART Secretariat shall regularly monitor achievements of delivery unit to ease transaction of core services based on mandated functions (external) and the administrative and supporting services (internal) within the DSWD and shall monitor compliance of all CO-OBS and FOs on the Client Satisfaction Measurement Reports as one of the contents of Citizen/Client Satisfaction Results of the PBB criteria.

**9.0 SUBMISSION OF REPORTS**

- a. Below are the required accomplishments under the four (4) dimensions of accountability which must be submitted to the Performance Management Team (PMT) *on or before January 31, 2023.*

Required Accomplishments	Responsible Office
Quarterly Physical Report of Operation	PDPB





(BAR1)	
Budget and Financial Accountability Reports (BFARs)	FMS
Annex 2- Modified Form A: Department/Agency Process Result Report	CART Secretariat
Disbursement Budget Utilization Rate (BUR) Report	FMS
Annex 5-Citizen/Client Satisfaction Survey	
1. Client Satisfaction Measurement Report	CART Secretariat
2. #8888 Compliance Report	AOC
3. Contact Center ng Bayan (CCB) Compliance Report- Non-Human Resource Related	AOC
4. Contact Center ng Bayan (CCB) Compliance Report- Human Resource Related	HRMDS

- b. The PMT shall ensure the submission of the required reports and requirements to AO 25 IATF on or before **28 February 2023**.

### 10.0 EFFECTIVITY

This Administrative Order shall take effect immediately. Copies of this order will be disseminated to all CO-OBS and FOs. Any issues not covered in this guideline shall be raised to the PMT for resolution.

  
ERWIN T. TULFO  
Secretary

Certified True Copy

  
MYRNA H. REYES  
OIC-Division Chief  
Records and Archives Mgt. Division  
01 SEP 2022

## ANNEX A: DSWD DELIVERY UNITS FOR THE GRANT OF FY 2022 PBB

### CENTRAL OFFICE

#### 1. Office of the Secretary Group (OSG)

- 1.1. Office of the Secretary Proper (OSEC Proper)
  - 1.1.1. Department Security Office (DSO)
- 1.2. Office of the Undersecretary for Social Welfare and Development
  - 1.2.1. Operations Center
- 1.3. Office of the Assistant Secretary for OSEC Concerns
  - 1.3.1. Administrative Office
- 1.4. Office of the Undersecretary for Inclusive and Sustainable Peace
- 1.5. Office of the Undersecretary for Special Projects of the DSWD
- 1.6. Internal Audit Service (IAS)
- 1.7. Social Marketing Service (SMS)
- 1.8. Information and Communications Technology Management Service (ICTMS)
- 1.9. National Household Targeting Office (NHTO)

#### 2. Operations Group

- 2.1. Office of the Undersecretary for Operations
- 2.2. Office of the Assistant Secretary for Statutory Programs
- 2.3. Program Management Bureau (PMB)
- 2.4. International Social Service Office (ISSO)
- 2.5. Office of the Assistant Secretary for Specialized Programs
- 2.6. Pantawid Pamilyang Pilipino Program Management Office (4Ps NPMO)
- 2.7. KALAHI-CIDSS National Program Management Office (KC-NPMO)
- 2.8. Sustainable Livelihood Program National Program Management Office (SLP NPMO)

#### 3. Disaster Response Management Group (DRMG)

- 3.1. Office of the Undersecretary for Disaster Response Management (OUSDRM)
- 3.2. Office of the Assistant Secretary for Disaster Response Management (OASDRM)
- 3.3. Disaster Response Management Bureau (DRMB)
- 3.4. National Resource and Logistics Management Bureau (NRLMB)

#### **4. Support to Operations Group (SOG)**

- 4.1. Office of the Undersecretary for Standards and Capacity Building (OUSSCB)
- 4.2. Unconditional Cash Transfer National Program Management Office (UCT NPMO)
- 4.3. Office of the Assistant Secretary for Standards and Capacity Building (OASSCB)
- 4.4. Standards Bureau (SB)
- 4.5. Social Welfare Institutional Development Bureau (SWIDB)
- 4.6. Social Technology Bureau (STB)
- 4.7. Office of the Undersecretary for Policy and Plans (OUSPP)
- 4.8. Department Legislative Liaison Office (DLLO)
- 4.9. Office of the Assistant Secretary for Policy and Plans (OASPP)
- 4.10. Policy Development and Planning Bureau (PDPB)
- 4.11. Resource Generation and Management Office

#### **5. General Administration and Support Services Group (GASSG)**

- 5.1. Office of the Undersecretary for General Administrative and Support Service (OUSGASS)
- 5.2. Office of the Assistant Secretary for Administration (OASA)
- 5.3. Administrative Service (AS)
- 5.4. Human Resource Management and Development Service (HRMDS)
- 5.5. Office of the Assistant Secretary for Support Services (OASSS)
- 5.6. Finance and Management Service (FMS)
- 5.7. Procurement Management Service (PMS)
- 5.8. Legal Service (LS)

#### **6. Special Concerns Group (SCG)**

- 6.1. Office of the Undersecretary for Special Concerns (OUSSC)
- 6.2. Office of the Assistant Secretary for Luzon Affairs
- 6.3. Office of the Assistant Secretary for Visayas Affairs
- 6.4. Office of the Assistant Secretary for Mindanao Affairs

#### **FIELD OFFICES**

7. Field Office I
8. Field Office II

9. Field Office III
10. Field Office IV CALABARZON
11. Field Office IV MIMAROPA
12. Field Office V
13. Field Office VI
14. Field Office VII
15. Field Office VIII
16. Field Office IX
17. Field Office X
18. Field Office XI
19. Field Office XII
20. Field Office NCR
21. Field Office CARAGA
22. Field Office CAR

## ANNEX B: IMPLEMENTING OFFICES PER PERFORMANCE INDICATOR

GAA Indicators		Office/s
Well-being of poor families improved Promotive Social Welfare Program		
Outcome Indicator	1. Percentage of Pantawid households with improved well-being	All FOs, 4Ps
Output Indicators	1. Number of Pantawid households provided with conditional cash grants:	All FOs, 4Ps
	a. Regular CCT	
	b. Modified CCT	
	2. Number of poor households assisted through the Sustainable Livelihood Program	All FOs, SLP
	3. Number of households that benefited from completed KC-NCDDP sub- projects	All FOs, KC, SLP
Rights of the poor and vulnerable sectors promoted and protected		
Protective Social Welfare Program		
Residential and Non-Residential Care Sub-Program		
Outcome Indicator	1. Percentage of clients in residential and non-residential care facilities rehabilitated	All FOs, PMB
Output Indicators	1. Number of clients served in residential and non-residential care facilities	All FOs, PMB
	2. Percentage of facilities with standard client-staff ratio	All FOs, PMB
Supplementary Feeding Sub-Program		
Outcome Indicator	1. Percentage of malnourished children in Community Development Centers (CDCs) and Supervised Neighborhood Plays (SNPs) with improved nutritional status	All FOs, PMB
Output Indicators	1. Number of children in CDCs and SNPs provided with supplementary feeding	All FOs, PMB
	2. Number of children/lactating mothers served through Bangsamoro Umpungan sa Nutrisyon (BangUN) Program	OUSSP
Social Welfare for Senior Citizens Sub-Program		
Outcome Indicator	1. Number of senior citizens using	All FOs, PMB

	Social Pension to augment their daily living subsistence and medical needs	
Output Indicators	1. Number of senior citizens who received social pension within the quarter	All FOs, PMB
	2. Number of centenarians provided with cash gift	All FOs, PMB
Protective Program for Individuals and Families in Especially Difficult Circumstances Sub-Program		
Outcome Indicator	1. Percentage of clients who rated the services provided as satisfactory or better	All FOs, PMB
Output Indicators	1. Number of children served through Alternative Family Care Program	All FOs, PMB
	2. Number of beneficiaries served through Protective Services Program	All FOs, PMB
	3. Number of clients served through the Comprehensive Program for Street Children, Street Families and Badjaus:	All FOs, STB
	a. Street Children	All FOs, STB
	b. Street Families	All FOs, STB
Social Welfare for Distressed Overseas Filipinos and Trafficked Persons Sub-Program		
Outcome Indicator	1. Percentage of assisted individuals who are reintegrated to their families and communities	All FOs, PMB, ISSO
Output Indicators	1. Number of trafficked persons provided with social welfare services	All FOs, PMB
	2. Number of distressed and undocumented overseas Filipinos provided with social welfare services	All FOs, ISSO
Immediate relief and early recovery of disasters victims/survivors ensured		
Disaster Response and Management Program		
Outcome Indicator	1. Percentage of disaster-affected households assisted to early recovery	All FOs, DRMB
Output Indicators	1. Number of LGUs/Field Offices with prepositioned goods	All FOs
	2. Number of internally-displaced households provided with disaster response services	All FOs, DRMB
	3. Number of households with damaged houses provided with early recovery services	All FOs, DRMB

Continuing Compliance of Social Welfare and Development Agencies (SWDAs) to standards in the delivery of social welfare services ensured		
Social Welfare and Development Agencies Regulatory Program		
Outcome Indicator	1. Percentage of Social Welfare Agencies (SWAs) with sustained compliance to social welfare and development standards	SB
Output Indicators	1. Number of SWDAs registered and/ or licensed and accredited	All FOs, SB
	2. Number of SWAs registered, licensed and accredited	SB
	3. Number of service providers accredited	All FOs, SB
Delivery of Social Welfare and Development (SWD) programs by LGUs through Local Social Welfare and Development Offices (LSWDOs) improved		
Social Welfare and Development Technical Assistance and Resource Augmentation Program		
Outcome Indicator	1. Percentage of Provincial/City/Municipal Social Welfare Development Offices (P/C/MSWDOs) with improved functionality	All FOs, SWIDB
Output Indicators	1. Percentage of LGUs provided with Technical Assistance (TA)	All FOs, SWIDB
	2. Percentage of LGUs provided with Resource Augmentation (RA)	All FOs