



Republic of the Philippines
Professional Regulation Commission
Manila



PROFESSIONAL REGULATION COMMISSION

MEMORANDUM CIRCULAR NO. 2018- ~~04~~

Series of 2018
June 19, 2018

TO : ALL PRC OFFICIALS AND EMPLOYEES

SUBJECT : GUIDELINES ON THE GRANT OF THE PERFORMANCE-BASED BONUS FOR FISCAL YEAR 2018 INCLUDING THE PROCESS AND CRITERIA ON RANKING DELIVERY UNITS

DATE : JUNE 19 , 2018

Pursuant to Memorandum Circular No. 2018-1 dated May 28, 2018 on the Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2018 under EO no. 80 s. 2012 and EO No. 201 s. 2016 issued by AO 25 Inter-Agency Task Force (IATF), the following are the guidelines in granting the Performance-Based Bonus (PBB) to all PRC officials and employees for Fiscal Year 2018.

1. OBJECTIVES

The herein guidelines are hereby issued to prescribe the criteria and conditions for the grant of Performance-Based Bonus (PBB) for FY 2018 performance to be given in FY 2019.

2. COVERAGE

2.1. For purposes of this Memorandum Circular, of the 24 offices of the Commission under the approved organizational structure, the Commission shall have for now twenty (20) delivery units:

- **OFFICE OF THE CHAIRMAN** (Office of the Chairman, Office of the Commissioner I, Office of the Commissioner II, Office of the Assistant Commissioner, PRB Secretariat, Internal Audit Division, Commission Secretariat, Legal Appeals Unit, PRB Screening Unit, Public Information and Media Relations Unit)
- **PLANNING MANAGEMENT AND FINANCIAL SERVICE** – (Office of the Director, Planning Division, Monitoring and Evaluation Division, Research and Statistics Division, Budget and Management Division, Accounting Division)
- **ADMINISTRATIVE SERVICE** - (Office of the Director, Cash Division, General Services Division, Human Resource Development Division, Procurement and Supply Division, Archives and Records Division)

- **INFORMATION AND COMMUNICATION TECHNOLOGY SERVICE** - (Office of the Director, System Development and Maintenance Division, Database Management System Division, Network Infrastructure and Information Security Division)
- **INTERNATIONAL AFFAIRS OFFICE** (Office of the Director, International Commitments Negotiation Division, International Development Division, Qualifications Recognition Division)
- **LEGAL SERVICE-** (Office of the Director, Hearing and Investigation Division, Legal Research and Opinion Division, Special Prosecution Division)
- **LICENSURE OFFICE** - (Office of the Director, Licensure Division, Rating Division, Test Development Division)
- **REGULATIONS OFFICE** – (Office of the Director, Accreditation and Compliance Division, Continuing Professional Development Division)
- **REGIONAL OFFICES** – (PRC NCR, PRC Baguio, PRC Tuguegarao, PRC Lucena, PRC Legazpi, PRC Region 3 (Pampanga), PRC Iloilo, PRC Cebu, PRC Tacloban, PRC Pagadian, PRC Cagayan de Oro, PRC Davao)

2.2. All officials and employees of delivery units holding regular plantilla positions.

3. ELIGIBILITY REQUIREMENTS FOR THE GRANT OF PBB

The following are the PBB eligibility requirements:

3.1. Good Governance Conditions

Satisfy 100% of the Good Governance Conditions for FY 2018 set by AO 25;

- Maintain/Update the Agency Transparency Seal pursuant to Section 99 of the general provisions of the FY 2018 General Appropriations Act (GAA), and should contain the following:
 - Agency's mandate and functions, names of its officials with their position and designation, and contact information;
 - Annual Financial Reports;
 - DBM Approved budget and corresponding targets for FY 2018;
 - Major Projects and Programs, and Status of Implementation for FY 2018;
 - FY 2018 Annual Procurement Plan (FY 2018 APP Non-CSE), Indicative FY 2019 APP Non-CSE, and FY 2019 APP for Common-Supplies and Equipment (FY 2019 APP CSE);
 - Quality Management System (QMS) Certification to ISO 9001:2015 issued by any of the certification bodies accredited by the International Accreditation Forum members or similar standards relating to Total Quality Management;
 - System of Agency Ranking Delivery Units for FY 2018 PBB;
 - The Agency Review and Compliance Procedure of Statements and Financial Disclosures; and
 - The Final People's Freedom to Information (FOI) Manual signed by head of agency; Agency Information Inventory; 2017 and 2018 FOI Summary Report, and 2017 and 2018 FOI Registry.

- b. Post/Update the PhilGEPS posting of all Invitations to Bids and awarded contracts pursuant to the Government Procurement Reform Act (RA No. 9184) for transactions from November 16, 2017 to January 31, 2018, including the Early Procurement of FY 2019 Non-CSE items.
- c. Maintain/Update the Citizen's or Service Charter or its equivalent, reflecting the agency's enhanced service standards for all its frontline services to citizens, businesses, and government agencies, consistent with the objectives of the Anti-Red Tape Act of 2007 (RA No. 9485), and the President's directive to reduce processing time of all public transactions with government, and ensure accessible and convenient delivery of services to the public, as reiterated in CSC Memorandum Circular No. 14, s. 2016.

The Certificate of Compliance (CoC) submitted pursuant to CSC MC No. 14, s. 2017 shall be the basis for the validation for FY 2018. For agencies which have not submitted the CoC, the same shall be complied with pursuant to the guidelines set forth in CSC MC No. 14, 2017 and shall be submitted on or before August 1, 2018 to the CSC's Office for Strategy Management through the AO 25 Secretariat. The CSC validation shall be complemented with reports on feedback and complaints from citizens gathered by the OP, PMS, CSC and PCOO from the 8888 Hotline and the FOI portals. The CSC shall issue guidelines in the validation of the Citizen's Charter requirements for FY 2018.

Non-compliance of the Good Governance Conditions will render the entire agency ineligible for the PBB.

3.2. Performance Targets

Achieve each one of the Physical Targets, Support to Operations (STO) and General Administration and Support Services (GASS) requirements for FY 2018.

With respect to the Physical Targets, the AO 25 IATF sets the following requirements to strengthen the performance of the departments and agencies in efficiently providing public services:

- a. **Streamlining and Process Improvement of the Agency's Critical Services covering Government-to-Citizens (G2C), Government-to-Business (G2B), and Government-to-Government (G2G) transactions** as cited in the agency's Citizen's/Service Charter. To promote the periodic measurement of agency performance in delivering said services, the agencies shall determine and report the following:
 - a.1. Number of Steps. For each critical service, department/agencies shall report the number of steps necessary to complete the service/process.

- a.2. Transaction Costs. These are costs incurred by the transacting citizens/clients in securing services from government. For purposes of FY 2018 PBB, these costs are categorized as follows:
 - a.2.1. Primary Transaction Costs/Fees. These are the fees incurred by the transacting citizens/clients paid to government agencies in availing the critical services. These are the fees declared in the agency's Citizen's/Service Charter.
 - a.2.2. Other Transaction Costs. These are the other fees that transacting citizen/client has to pay in obtaining supporting information from another agency to secure needed primary information.
- a.3. Substantive Compliance Costs which are the incremental costs to the target group in complying with a regulation, other than administrative costs.
- a.4. Number of Signatures. Declare the number of signatures required to complete each service/process, including the initials required.
- a.5. Number of Documents. For each critical service, shall indicate the total number of documents necessary to complete the transaction cycle.
- a.6. Turnaround Time. For each critical service, shall estimate the turnaround time to complete the service/process and should aim to achieve the following improvements for each of the critical services/processes:
 - a.6.1. Reduction in the number of signatures to not more than three (3);
 - a.6.2. Simplification of application forms or documentary requirements; and
 - a.6.3. 50% reduction in the turnaround time and completion of the transaction within 15 days.
- b. **Citizen/Client Satisfaction** level will be measured and reported.
- c. **STO Target.** Initial certification/Recertification of the QMS for at least one (1) core process or frontline service as mandated under its existing pertinent laws.
- d. **GASS Targets.** The common GASS targets shall include the following:
 - d.1 Budget Utilization Rate (BUR) for FY 2018
 - d.1.1. Obligations BUR
 - d.1.2. Disbursement BUR
 - d.2. Sustained Compliance with Audit Findings - 30% compliance with Agency Action Plan Status of Implementation (AAPSI) of prior year's recommendation
 - d.3. Compliance with Quarterly Submission of Budget and Financial Accountability Reports (BFARs) Online Using the DBM's Unified Reporting System (URS) 15 days after end of each quarter
 - d.4 Submission of Annual Procurement Plan (APP-non CSE)
 - d.4.1. FY 2018 APP-non CSE should have been submitted to the GPPB-TSO on January 31, 2018

- d.4.2. To support Early Procurement, the Indicative FY 2019 APP-non CES consistent with the FY 2019 National Expenditure Program (NEP) should be posted on the Transparency Seal not later than August 31, 2018
- d.4.3. Submission of FY 2019 Annual Procurement Plan-Common-Use Supplies and Equipment (FY 2019 APP-CSE) to the DBM-Procurement Service on or before August 31, 2018
- d.4.4. Undertaking of Early Procurement for at least 50% of the value of goods and services based on the budget submitted to the Congress consistent with the NEP
- d.4.5. Submission of results of FY 2017 Agency Procurement Compliance and Performance Indicators (APCPI) System
- e. **Other cross-cutting requirements:**
 - e.1. Establishment and Conduct of Agency Review and Compliance Procedure of SALN to be uploaded in the Transparency Seal on October 1, 2018
 - e.2. Comply with the Freedom of Information Program.

In case the above performance targets were not met, justifications/explanations and supporting documents to warrant reconsideration must be submitted.

3.3. Performance Rating of Employees and CES positions.

4. ELIGIBILITY CRITERIA FOR PRC OFFICIALS AND EMPLOYEES

- 4.1. The Head of the Agency is eligible only if the agency is eligible. If eligible, the maximum PBB rate for FY shall be equivalent to 65% of the monthly basic salary as of December 31, 2018.
- 4.2. Employees belonging to the first, second and third level should receive a rating of at least "Satisfactory" based on the SPMS.
- 4.3. Eligible first and second level employees shall be rated on the basis of the following criteria and percentage score weights:

Performance Rating	90%	4	Meeting the success indicators -Outstanding (O)
		3	90% to 99% of the success indicators -(VS)
		2	80% to 89% of the success indicators - (S)
		1	79% or below the success indicators - Unsatisfactory (US) Not Entitled to PBB
Behavior and Attendance	10%	3%	Integrity
		4%	Work Attitude
		1.5%	Punctuality
		1.5%	Attendance

- 4.4. An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least satisfactory rating.

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

Length of Service	% 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:

- Being a newly hired employee;
- Retirement;
- Resignation;
- Rehabilitation Leave;
- Maternity Leave and/or Paternity Leave;
- Vacation or Sick Leave with or without pay;
- Scholarship/Study Leave;
- Sabbatical Leave

- 4.6. Personnel who transferred from one government agency to another shall be rated and ranked by the agency where he/she served the longest. If equal months were served for each agency, he/she will be included in rating of the recipient agency.
- 4.7. Personnel on detail to another government agency for six (6) months or more shall be included in the ranking of employees in the recipient agency that rated his/her performance. Payment of PBB shall come from the mother agency.
- 4.8. Officials and employees who transferred from government agencies that are non-participating in the implementation of the PBB, shall be rated by the agency where he/she served the longest; the official/employee shall be eligible for the grant of PBB on a pro-rata basis corresponding to the actual length of service to the participating implementing agency.

5. EXCLUSIONS FROM THE FY 2018 GRANT OF PBB

- 5.1. An employee who is on vacation or sick leave, with or without pay, for the entire year.
- 5.2. Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2018 shall not be entitled to the PBB. If the penalty

meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.

- 5.3. Officials and employees who failed to submit the 2017 SALN as prescribed in the rules provided under CSC Memorandum Circular 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, shall not be entitled to the FY 2018 PBB.
- 5.4. Officials and employees who failed to liquidate all cash advances received in FY 2018 within the required reglementary period, as prescribed in COA Circular 97-002 dated February 10, 1997 and reiterated in COA Circular 2009-002 dated May 18, 2009, shall not be entitled to the FY 2018 PBB.
- 5.5. Office/Division who failed to submit their duly accomplished Office/Division Performance and Review (O/DPCR) to the Performance Management Team through the Planning Division within the prescribed deadline.
- 5.6. Officials and employees who failed to submit their duly accomplished Individual Performance Commitment and Review (IPCR) Forms to the Human Resource Development Division (HRDD) within prescribed deadline.
- 5.7. Officials and employees responsible for the implementation of the prior years' audit recommendations, QMS certification, or posting and dissemination of the department/agency system of ranking performance of delivery units, shall not be entitled to the FY 2018 PBB if the Commission fails to comply with any of these requirements.

6. RANKING OF DELIVERY UNITS

The Commission will adopt the Memorandum Circular No. 2018-1 (Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2018) and the PRC Office Order No. 2015-456 on the Criteria for the PBB Ranking of Offices. The completion of target in each critical service or key processes as indicated in the approved Office/Division Performance Commitment and Review (O/DPCR) shall be the basis for performance ranking of delivery units. The delivery units eligible to the PBB shall be forced-ranked according to the following:

Ranking	Performance Category
Top 10%	Best Delivery Units
Next 25%	Better Delivery Units
Next 65%	Good Delivery Units

The distribution of slots for PBB Ranking of twenty (20) Delivery Units is as follows:

Delivery Units (20)	Best (10%)	Better (25%)	Good (65%)
SLOTS	2	5	13
Office of the Chairman			
Planning Management and Financial Service			
Administrative Service			
Legal Service			
Information and Communication Technology Service			
International Affairs Office			
Regulations Office			
Licensure Office			
12 Regional Offices			

7. RATES OF THE PBB

The rates of the PBB for each individual shall be based on the performance ranking of the individual's delivery unit with the rate of incentive as a multiple to one's monthly basic salary as of December 31, 2018, based on the table below:

Performance Category	Multiple of Basic Salary
Best Delivery Unit	0.65
Better Delivery Unit	0.575
Good Delivery Unit	0.5

8. SUBMISSION OF REPORTS AND TIMELINE

8.1 The agency should submit FY 2018 accomplishments using the Modified Form A-Department/Agency Performance Report, Modified Form A1-Details of Bureau/Office Performance Report, Citizen/Client Satisfaction Report, Form 1 and the PBB Evaluation Matrix. It should submit duly completed and signed forms and report to the IATF (two hard copies and e-copy of Modified Form A-Department/Agency Report, Modified Form A1-Details of Bureau/Office Performance Report, Citizen/Client Satisfaction Report, Form 1 and other supporting documents) through the AO 25 Secretariat which shall endorse copies to the oversight/validating agencies for review/evaluation. The forms and reports shall be signed by the agency head or the duly designated official.

8.2 Submission of agency physical accomplishments and other requirements will be until February 28, 2019. Agencies shall ensure that all explanations and justifications are already attached to their submission.

The following offices are tasked to submit compliance with the PBB requirement:

PBB Requirement	In-Charge	Deadline of Submission	Start of Validation by Validating Agency
PHYSICAL TARGETS			
Operations			
1. Streamlining and Process Improvement of Agency Services	ARTA Committee (Central and Region)	February 28, 2019	March 1, 2019
2. Citizen/Client Satisfaction	ARTA Committee (Central and Region)	February 28, 2019	March 1, 2019
SUPPORT TO OPERATIONS			
1. QMS Certification <ul style="list-style-type: none"> Post QMS Certification in the Transparency Seal page Submit certified true copy of QMS Certificate to GQMS through DBM-SPIB 	Quality Management Representative QMS Section	December 31, 2018	January 1-31, 2019
GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)			
1. Budget Utilization Report (BUR)	Budget and Management Division Accounting Division All Regional Offices	February 28, 2019	March 1, 2019
2. Sustained Compliance with Audit Findings	Accounting Division All Regional Offices	December 31, 2018	December 31, 2018
3. Submission of BFARs online through the URS <ul style="list-style-type: none"> First Quarter Second Quarter Third Quarter Fourth Quarter 	Accounting Division Budget and Management Division All Regional Offices Monitoring and Evaluation Division	April 15, 2018 July 15, 2018 October 15, 2018 January 15, 2019	April 15, 2018 July 15, 2018 October 15, 2018 January 15, 2019
4. COA Financial Reports	Accounting Division All Regional Offices	March 30, 2018	March 30, 2018

5. Procurement Documents <ul style="list-style-type: none"> • FY 2018 APP-non CSE • Indicative FY 2019 APP-non CSE • FY 2019 APP-CSE • Undertaking of Early Procurement for at least 50% of goods and services • Results of FY 2017 APCPIA System 	Bids and Awards Committee (Central and Region) All Delivery Units Property and Supply Division	January 31, 2018 August 31, 2018 January 31, 2019 August 31, 2018	One (1) month after the issuance of resolution August 31, 2018 January 31, 2019 August 31, 2018
GOOD GOVERNANCE CONDITION			
1. Transparency Seal	Performance Management Team (PMT) ICTS	October 1, 2018	October 1, 2018
2. PhilGEPS Posting (transactions above P1,000,000 and with December 31, 2018 as cut-off), including the Early Procurement of FY 2019 Non-CSE items	Bids and Awards Secretariat (Central and Region) RBAC Secretary	January 31, 2019	February 1, 2019
3. Citizen's/Service Charter <ul style="list-style-type: none"> • Certificate of Compliance (CoC) pursuant to CSC MC No. 14 s. 2017 	ARTA Committee (Central and Region)	August 1, 2018	August 1, 2018
OTHER CROSS-CUTTING REQUIREMENTS			
1. Submission of SALN of employees	HRDD	April 30, 2018	April 30, 2018
2. Agency Review and Compliance Procedure of Statement and Financial Disclosures	SALN Review and Compliance Committee HRDD	October 1, 2018	October 1, 2018
3. FOI Compliance <ul style="list-style-type: none"> • People's FOI Manual • Agency Information Inventory • 2017 and 2018 FOI Summary Report • 2017 and 2018 FOI Registry 	FOI Committee Archives and Records Division	September 30, 2018 September 30, 2018 January 31, 2019 January 31, 2019	September 30, 2018 September 30, 2018 January 31, 2019 January 31, 2019

• Screenshot of agency's home page		September 30, 2018	September 30, 2018
Posting of Agency's System Ranking Delivery Units	PMT	October 1, 2018	October 1, 2018
Submission of Agency Report on Ranking of Delivery Units (Form 1 and PBB Evaluation Matrix) to DBM-BMB	PMT HRDD	February 28, 2019	March 1, 2019

9. EFFECTS OF NON-COMPLIANCE

9.1 For FY 2018, agencies that are unable to comply with all the Good Governance Conditions shall be considered ineligible for FY 2018 PBB.

9.2 Agencies that are unable to comply with the performance targets shall be considered ineligible for the FY 2018 PBB.

9.3 In the event the AO 25 IATF conducted random check of submitted SALN of employees and found non-compliance with the guidelines prescribed by the CSC and the posted Review and Compliance Procedure of the concerned agency, such incident could be a cause to disqualify the agency in the succeeding cycle of the PBB.

9.4 Agency which, after due process by the oversight agency has been determined to have committed prohibited acts such as misrepresentation in the submitted reports required for the PBB, and evenly distributing PBB among employees shall be disqualified from the PBB in the succeeding year of its implementation. Moreover, the CSC or Ombudsman shall file appropriate administrative case.

10. EFFECTIVITY

This Memorandum Circular shall take effect immediately.



TEOFILO S. PILANDO, JR.

Chairman



Professional Regulation Commission

CRITERIA FOR THE PBB AND RANKING OF OFFICES

I. CRITERIA FOR THE PBB RANKING OF OFFICES

CRITERIA	MEASUREMENT			ASSESSOR/S
	QUALITY OR EFFICIENCY (50%)	QUALITY (5%)	TIMELINESS (5%)	
1. PHYSICAL PERFORMANCE (60%)				
Over-all accomplishments based on Agency Performance Measures and Office Performance Commitment Review (OPCR)	4 – 100% accomplishment of the success indicators 3 – 90% - 99% accomplishment of the success indicators 2 – 80 – 89% accomplishment of the success indicators 1 – 79% or below	4 – No revision 3 – 1-2 revisions 2 – 3-4 revisions 1 – 5 and more revisions	Submission of physical report for <u>SPRS and Key Frontline Services</u> 4 – Submitted statistical reports on or before the 3rd day after the reference month 3 – submitted on the 4th day after the reference month 2 – submitted on the 5th day after the reference month 1 – submitted beyond 5th day after the reference month Submission of accomplishments for <u>OPCR</u> 4 – submitted on or before the set deadline 3 – submitted 1 day after the set deadline 2 – submitted 2 days after the set deadline 1 – submitted 3 or more days after the set deadline Submission of <u>Work and Financial Plan</u> 4 – on or before the set deadline 3 – 5 days after the set deadline 2 – 10 days after the set deadline 1 – beyond 10 days and no submission	PMFS



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CRITERIA FOR THE PBB AND RANKING OF OFFICES

CRITERIA	MEASUREMENT		ASSESSOR/S
	QUANTITY OR EFFICIENCY (50%)	TIMELINESS (5%)	
2. FINANCIAL PERFORMANCE (25%)			
2.1 Funds Utilization	<u>OBLIGATION (Budget Utilization)</u> 4 – 100% utilized 3 – 80% utilized 2 – 60% utilized 1 – below 50% utilized		
2.2 Submission of budget Proposal, PPMP, Monthly/Quarterly Cash Program, APP-CSE, and Non-CSE		<u>Submission of Final Budget Proposal with complete supporting documents</u> 4 – on or before the set deadline 3 – 5 days after the set deadline 2 – 10 days after the set deadline 1 – beyond 10 days and no submission <u>Submission of PPMP/Quarterly Cash Program</u> 4 – on or before the set deadline Division 3 – 5 days after the set deadline 2 – 10 days after the set deadline 1 – beyond 10 days and no submission <u>Posting of Final APP-CSE and Non-CSE</u> 4 – on or before the set deadline 3 – 2 days after the set deadline 2 – 3 days after the set deadline 1 – beyond 3 days and no submission	



CRITERIA FOR THE PBB AND RANKING OF OFFICES

2.2 Disbursement Utilization	<p><u>DISBURSEMENT</u></p> <p>4 – 100% utilized 3 – 80% utilized 2 – 60% utilized 1 – 40% utilized</p>		
2. 3 Submission of Quarterly Financial and Physical Reports		<p><u>PRC CENTRAL OFFICE TO CONCERNED AGENCY</u></p> <p>Submission of <u>FAR 1: Statement of Appropriations, Allotments, Obligations, Disbursements and Balances; FAR 1-a: Summary of Appropriations, Allotments, Obligations, Disbursements and Balances by Object of Expenditures; FAR 4: Summary of Reports of Disbursement; and FAR 5: Quarterly Report of Income/ Quarterly report of Revenue and Other Receipt</u> within 15 days after the reference Quarter/Month (based on FY 2018 GAA)</p> <p>4 – on or before 15th day after the reference Quarter/Month 3 – 16 to 20 days after the reference Quarter/Month 2 – 21 to 25 days after the reference Quarter/Month 1 – more than 26 days after the reference Quarter/Month</p> <p><u>PRC REGIONAL OFFICE TO PRC CENTRAL OFFICE</u></p> <p>Submission of <u>Report of Collection</u> within 5 days after the reference Month</p> <p><i>(1st and 2nd month of the reference quarter)</i></p> <p>4 – on or before 5th day after the reference Month 3 – 6 to 15 days after the reference Month 2 – 16 to 25 days after the reference Month 1 – more than 26 days after the reference Month</p> <p><i>(3rd month of the reference quarter)</i></p> <p>4 – on or before 5th day after the reference Month 3 – 6 days after the reference Month 2 – 7 days after the reference Month 1 – more than 8 days after the reference Month</p>	



Professional Regulation Commission

CRITERIA FOR THE PBB AND RANKING OF OFFICES

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| | | <p>Liquidated/Settled Cash Advances for MOOE within 30 days from the granting of Cash Advance – REGIONAL OFFICES</p> <p>4 – Liquidated/ Settled on or before 30 days
3 – Liquidated/ Settled 31-40 days after
2 – Liquidated/ Settled 41-50 days after
1 – Liquidated/ Settled 51-60 days after</p> <p>Submission of Quarterly Report of Actions Taken on 100% Compliance to COA recommendations every 10th day following the reference Quarter – IAS</p> <p>4 – Submitted on or before 5th day of reference Quarter
3 – Submitted 6-10 days after reference Quarter
2 – Submitted 11-15 days after reference Quarter
1 – Submitted 16-20 days after reference Quarter</p> | |
|--|--|--|--|

3. COMPLIANCE ON PROCESSES AND PROCEDURES (15%)

Citizens Charter (ARTA) – 10%	Rating Scale : 4 – Excellent 3 – Outstanding 2 – Good 1 – Acceptable 0 – Failed
Report Card Survey Findings – 5%	
Citizen/ Client Satisfaction – 5%	
Note: The Office/Service with no key frontline transaction shall identify <u>ONE CORE SUPPORT PROCESS</u> most demanded by co-employees. (e.g. Administrative Service –Trip Tickets, Certificate of Appearance or Certificate of Employment; PMFS – Disbursement Voucher, etc.)	

NOTE: RANKING OF OFFICES (Please refer to Memorandum Circular 2018-04)

Prepared by:



Professional Regulation Commission

CRITERIA FOR THE PBB AND RANKING OF OFFICES

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