



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

March 11, 2021

TEODORO L. LOCSIN, JR.

Secretary

Department of Foreign Affairs - Office of the Secretary
2330 Roxas Blvd., Pasay City 1300

ATTENTION: Undersecretary J. Eduardo Malaya
PBB Focal Person

Dear Secretary Locsin:

We affirm the **Department of Foreign Affairs - Office of the Secretary (DFA-OSEC)** for complying with the FY 2018 Performance-Based Bonus (PBB) requirements and qualifying for the grant of the bonus. The summary of the final IATF assessment result is attached.

More than the grant of the performance-based bonus (PBB), we hope that the Results-Based Performance Management System (RBPMS) including its initiative on Streamlining and Process Improvement of Critical Services significantly contributed to strengthening your agency's performance in efficiently providing public services.

To complete the PBB process, may we remind your office to publish the **FY 2018 Agency Scorecard** in your website or official publication. Kindly coordinate with the AO 25 Technical Secretariat for the finalization of the said report cards.

Furthermore, please be advised that the evaluation of agency accomplishments for FY 2019 shall be tightened in accordance with the review of your Agency's report on Streamlining and Process Improvement of Critical Services. Additionally, agencies are encouraged to continue efforts in accelerating procurement and timely utilization of approved budgets to properly support their operations and delivery of high-quality services.

Thank you very much for your usual support.

Sincerely yours,

LAURA B. PASCUA

Undersecretary, Department of Budget and Management
and Chair, AO25 Technical Working Group



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Department of Foreign Affairs - Office of the Secretary (DFA-OSEC)	
Eligibility Requirements	Final Assessment
2018 Good Governance Conditions	
1. Transparency Seal	• Compliant
2. PhilGEPS Posting	• Compliant
3. Citizen's Charter (ARTA)	• Compliant
2018 Physical Target	
4. Streamlining and Process Improvement of Agency Services	<ul style="list-style-type: none"> • Met the streamlining and process improvement requirement for FY 2018 PBB. <ul style="list-style-type: none"> ▪ Out of the thirty-two (32) services in DFA's Citizen's Charter, the agency reported streamlining efforts for only five (5) critical services. ▪ DFA reported streamlining efforts for additional twenty (20) services, which were not cited in the Citizen's Charter but are considered critical to its external clients e.g. other government agencies, businesses and citizens. DFA has yet to update its Citizen's Charter to include these services and is about to modify it based on the Guidelines set by the Anti-Red Tape Authority. ▪ Related to this, DFA is advised to standardize/harmonize similar services, and ensure that the same streamlining criteria are the applied by the delivery units. ▪ For FY 2018, DFA emphasized streamlining of these five (5) services in its Citizen's Charter: <ol style="list-style-type: none"> 1. Passport Services 2. Authentication Services 3. Visa Services 4. Civil Registration of Vital Events of Filipinos that Occurred Abroad 5. Assistance-to-Nationals (ATN) Services for Walk-in Clients ▪ There was no significant reduction in the number of steps, number of signatures, and the number of required documents. DFA explained that these are already at the minimum and within the prescribed target.



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	<p>Further, the fees paid were maintained since these are based on the approved Department Order No 15 – 10 Supplementary to Department Order No. 07 – 00 on the Consolidated Schedule of Fees.</p> <ul style="list-style-type: none"> ▪ The reported improvements in the turnaround time followed the prescribed time pursuant to RA No. 11032, except for the Civil Registration of Vital Events of Filipinos the Occurred Abroad service which entails two (2) to four (4) months turnaround time. ▪ DFA did not report streamlining efforts of other critical services provided to its external clients. ▪ The DFA-Office of Consular Affairs (DFA-OCA) conducted two (2) surveys using the Client Feedback Form (CFF) specifically for 1) Passport Services and 2) Authentication Services. The feedback form gathered information on facilities, quality of service, and quality of outcome of these services. Based on the report, DFA-OCA obtained an average of 98.33% satisfaction on the overall experience of clients. Notwithstanding the above, the DFA is encouraged to conduct a Client Satisfaction Survey for its other services. ▪ DFA is also encouraged to periodically update its Citizen’s Charter to reflect necessary revisions and changes in the process. This will help maintain and improve the agency’s services, and effectively perform its mandates.
2018 STO and GASS Requirements	
5. QMS Requirement	• Compliant
6. Submission of FY 2018 APP non-CSE	• Compliant
7. Submission of Indicative FY 2019 APP non-CSE	• Compliant
8. Submission of FY 2019 APP-CSE	• Compliant
9. Undertaking of Early Procurement for at least 50% of goods and services	• Compliant
10. Submission of FY 2017 APCPI	• Compliant
11. Submission of Financial Report	• Compliant
12. Compliance with at least 30% of Prior Years’ Audit	• Compliant



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Recommendations	
13. Submission of Budget and Financial Accountability Reports (BFARs)	<ul style="list-style-type: none"> • Compliant <ul style="list-style-type: none"> ▪ DBM BMB-D noted that DFA-OSEC was unable to comply due to the technical issues of the system specially in the encoding and submission of their reports. However, the agency was able to submit hardcopies on time.
14. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> • Did not meet the 100% target for Obligations BUR under GASS. Actual accomplishment was 86.72%. • DFA-OSEC was already considered compliant on its Obligations BUR requirement based on DBM BMB-D reports dated 11/20/2019 and 2/7/2020. • Did not meet the 100% target for Disbursements BUR under GASS. Actual accomplishment was 98.09%. • The justification provided by DFA-OSEC for not meeting its target for the Disbursements BUR was considered to be due to uncontrollable factor based on DBM BMB-D report dated 11/20/2019.
2018 Other Cross-Cutting Requirements	
15. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> • Compliant
16. FOI Manual	<ul style="list-style-type: none"> • Compliant
17. Posting of Agency's System of Ranking Delivery Units	<ul style="list-style-type: none"> • Compliant
OVERALL ASSESSMENT	<ul style="list-style-type: none"> • Based on the results of validation, DFA-OSEC satisfied the requirements and is eligible for the grant of FY 2018 PBB.