



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

September 20, 2021

TEODORO L. LOCSIN, JR.
Secretary
Department of Foreign Affairs
2330 Roxas Blvd., Pasay City

ATTENTION: Undersecretary Antonio A. Morales
PBB Focal Person

Dear Secretary Locsin:

We affirm the **Department of Foreign Affairs (DFA)** for complying with the FY 2019 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 incentive, we hope that the PBB has significantly contributed to your agency's organizational and employee performance, leading to concrete and visible improvements in the delivery of goods and services to the public.

To complete the PBB process, may we remind your office to publish the agency **FY 2019 Agency Scorecard** in your website or official publication. Kindly coordinate with the AO 25 Technical Secretariat for the finalization of the said report cards.

We understand that COVID-19 pandemic is a huge challenge to all of us. Most government agencies, state universities, and colleges played catch-up to prevent the virus's exponential spread. Despite the situation, we encouraged agencies to continue its efforts in maximizing the agency's digital capabilities, develop online systems, and/or transform its critical services from manual to contactless transactions, for faster and more efficient public service delivery.

Again, we commend the DFA management and staff and wish you are all safe.

Thank you very much for your usual support.

Sincerely yours,

KIM ROBERT C. DE LEON
Undersecretary, DBM
Chairperson, AO25 IATF and AO25 Technical Working Group



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Department of Foreign Affairs (DFA)	
Eligibility Requirements	Final Assessment
2019 Good Governance Conditions	
1. Transparency Seal	<ul style="list-style-type: none"> Compliant
2. PhilGEPS Posting	<ul style="list-style-type: none"> Compliant
2019 Physical Targets	
3. Streamlining and Process Improvement of Agency Services	<p>Met the streamlining and process improvement requirement for FY 2019 PBB;</p> <ul style="list-style-type: none"> The DFA included fifty-seven (57) services in its Citizen's Charter. However, the agency only reported sixteen (13 frontline and 3 non-frontline) services in its Modified Forms A/A1. The DFA explained that the agency was able to update the agency's published citizen's charter after submitting its Modified Forms A/A1. The DFA is 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. The AO 25 Composite Team only considered critical services covering all Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G) transactions dealing with external clients. Hence, only thirteen (13) services were assessed. <ol style="list-style-type: none"> Issuance of a Regular Philippine Passport Authentication of Public Documents for Use Abroad Processing & Issuances of APEC Business Travel Card (ABTC) (New Application and Renewal) Processing of Renewal of 9E Visa of Foreign Diplomats & Officials of FGOs & IOs Transmittal of Accredited Tour Group to China FSP Civil Registration of Vital Events of Filipinos that occurred abroad (Applicable for Delayed Registration filed at ASEANA Office) Issuance of Passport Certification Issuance of 9E Visa to newborn child of foreign government officials and representatives of international organizations accredited in the Philippines



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Eligibility Requirements	Final Assessment
	<p>& to Foreign government officials whose government have visa waiver agreement with the Philippines</p> <ol style="list-style-type: none"> 9. Acceptance of Department of Tourism's newly accredited PH-Proc Tour Operator to be Transmitted to FSPs in China 10. Acceptance of Endorsement Letter from Philippine Government Entity & Foreign Government Entity for Issuance of Appropriate Visas at the Foreign Service Posts 11. Acceptance of Endorsement Letter or Note Verbale for 47 (A)(2) Visa Application from Foreign Embassies & International Organization Accredited in the Philippines 12. Endorsement for Registration and Assignment of License Plates to Motor Vehicles of Embassies, Consulates and International Organizations 13. Endorsement of Free Entry Requests of Official and Personal Shipments of Embassies and International Organizations <ul style="list-style-type: none"> • The DFA provided its External Client Feedback Forms (ECFFs) for Passport, Courtesy Lane, and Authentication services. The DFA is encouraged to observe the procedures in conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to the updated Annex 4 of MC 2020-1. • The DFA reported that on July 14, 2019, the Philippine Consulate General (PCG) in Hong Kong launched the overseas E-passport Online Appointment System (OAS) which is part of the agency's digitization efforts in 2019. • The DFA is commended for its digitalization efforts and is further encouraged to continuously develop online systems to further transform other frontline services from manual to contactless transactions for faster and more efficient public service delivery.
2019 Physical Targets	
4. QMS Requirement	<ul style="list-style-type: none"> • Compliant
5. Submission of FY 2019 APP non-CSE	<ul style="list-style-type: none"> • Compliant



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Eligibility Requirements	Final Assessment
6. Posting of Indicative FY 2020 APP non-CSE	<ul style="list-style-type: none"> Compliant
7. Submission of FY 2020 APP-CSE	<ul style="list-style-type: none"> Compliant
8. The undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> Compliant
9. Submission of FY 2018 APCPI	<ul style="list-style-type: none"> Compliant
10. Submission of Financial Reports	<ul style="list-style-type: none"> Compliant
11. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> Compliant
12. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> Did not meet the 100% target for Obligations BUR and Disbursements BUR under GASS. The actual accomplishments were 87.88% and 59.75%, respectively. The DBM BMB-D considered the justifications provided by the DFA for not meeting its Obligations and Disbursements BUR target to be due to uncontrollable factors based on the DBM BMB-D report dated 4/27/2021.
2019 Other Cross-Cutting Requirements	
13. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosures	<ul style="list-style-type: none"> Compliant
14. FOI Compliance	<ul style="list-style-type: none"> Compliant
15. 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, the DFA is eligible for the grant of FY 2019 PBB.