



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

March 18, 2022

TEODORO L. LOCSIN, JR.

Secretary
Department of Foreign Affairs
2330 Roxas Blvd., Pasay City

ATTENTION: Acting Undersecretary Antonio A. Morales
PBB Focal Person

Dear Secretary Locsin:

We affirm the **Department of Foreign Affairs (DFA)** for complying with the FY 2020 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 the publication of the **FY 2020 Agency Scorecard** in the DFA website or official publication. Please coordinate with the AO25 Technical Secretariat for the finalization of the said report cards.

Furthermore, please be informed that the criteria and conditions for the grant of the FY 2021 PBB have been improved to strengthen the effectiveness of the incentives system in helping agencies achieve the mission-critical objectives and expected outcomes of the government. These improvements aim to measure and evaluate agency performance with emphasis on the public's satisfaction on the realization of the agencies' performance targets, quality of service delivery, efficiency in the use of resources, and strengthened agency stewardship.

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

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
2020 Good Governance Conditions	
1. Transparency Seal	• Compliant
2. PhilGEPS Posting	• Compliant
3. Citizen's or Service Charter	• Compliant
2020 Physical Target	
4. Streamlining and Process Improvement of Agency Services	<p>Met the streamlining and process improvement requirement for FY 2020 PBB.</p> <ul style="list-style-type: none"> • The DFA-OSEC reported only fifty-three (53) services in its Modified Form A/A1, out of the seventy-three (73) critical services declared in its Citizen's Charter. The AO25 Composite Team considered only the services covering all Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G) transactions dealing with external clients. The AO25 Composite Team reviewed the streamlining efforts reported for the fifty-three (53) services (see Annex for List of Services). • The DFA-OSEC is encouraged to periodically update its Citizen's Charter to reflect necessary revisions and changes. This will help maintain and improve its services and enable the agency to perform its mandates effectively. • The DFA-OSEC maintained the number of steps, number of signatures, and required documents for most of its services. The DFA-OSEC explained that the processes are already at the minimum. • The DFA-OSEC did not reduce the turnaround time for most of its services. The agency is encouraged to revisit the turnaround time of its services for possible reduction. • The DFA-OSEC is also advised to report the agency's efforts to reduce other transaction costs and substantive compliance costs incurred by clients. • The DFA-OSEC received a Very Satisfactory to Excellent rating from clients who availed its services.



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Eligibility Requirements	Final Assessment
	<p>For FY 2021 PBB, the DFA-OSEC is encouraged to observe the procedures in conducting the Citizen/Client Satisfaction Survey (CCSS) according to Annex 4 of MC 2021-1.</p> <ul style="list-style-type: none"> The DFA-OSEC reported digitization initiatives for its Passport Services, such as the online scheduling of applications, renewal, and online payments. The DFA-OSEC is encouraged to continue its digitization initiatives by developing online systems and transforming its critical services from manual to contactless transactions for faster and more efficient public service delivery. The agency is also advised to refer to ARTA MC No. 2020-06 Series of 2020 for more information on digitization initiatives on permits and licenses under the “new normal.”
5. Compliance of agencies under priority sectors concerned with Program NEHEMIA commitments	<ul style="list-style-type: none"> Not applicable <ul style="list-style-type: none"> The DFA is not included in Annex 9: List of Agencies under Priority Sectors or Program NEHEMIA of MC 2020-1.
2020 STO and GASS Requirements	
6. QMS Requirement	<ul style="list-style-type: none"> Compliant
7. Submission of FY 2020 APP non-CSE	<ul style="list-style-type: none"> Compliant
8. Posting of Indicative FY 2021 APP non-CSE	<ul style="list-style-type: none"> Compliant
9. Submission of FY 2021 APP-CSE	<ul style="list-style-type: none"> Compliant
10. The Undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> Compliant
11. Submission of FY 2019 APCPI	<ul style="list-style-type: none"> Compliant
12. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> Compliant
13. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> Did not meet the 90% and the 85% target for Obligations and Disbursements BUR under GASS. The actual accomplishments were 67.53% and 64.20%, respectively.



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	<ul style="list-style-type: none"> The DBM BMB-D considered the justifications provided by the DFA for not meeting its target for Obligations and Disbursements BUR to be due to uncontrollable factors based on the DBM BMB-D report dated January 18, 2022.
2020 Other Cross-Cutting Requirements	
14. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> Compliant
15. FOI Compliance	<ul style="list-style-type: none"> Compliant
16. 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 2020 PBB.