



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

August 8, 2023

ENRIQUE A. MANALO

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

Attention: **Mr. Antonio A. Morales**
PBB Focal Person

Dear **Secretary Manalo**:

This has reference to the request for reconsideration of the **Department of Foreign Affairs – Office of the Secretary (DFA-OSEC)** dated February 9, 2023, relative to its rating of 2 for the **Performance Results** and non-compliance to the **Undertaking of Early Procurement Activity (EPA)** requirement for the grant of the FY 2021 Performance Based-Bonus (PBB).

The assessment of the Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-D and the Government Procurement Policy Board-Technical Support Office (GPPB-TSO) on the additional justifications/supporting documents submitted by the DFA-OSEC is as follows:

Justification	Assessment
<p>On the non-attainment of the target for the “Number of Overseas Filipinos assisted using the Assistance-to-Nationals (ATN) Fund and Legal Assistance Fund (LAF), as well as other interventions aside from the ATN Fund and LAF.”</p> <p>The DFA-OSEC explained that the total physical target of 145,000 and the total physical accomplishment of 77,115, Office of the Undersecretary for Migrant Workers' Affairs (OUMWA) is of the view that this is due to fewer Filipino nationals abroad requiring ATN services in 2021.</p> <p>In addition, despite the deficiencies in the performance target and restrictions due to the pandemic, including a number of its personnel being infected with COVID-19, the said office has responded to and acted on all 77,115 or 100% of</p>	<p>Based on the DBM-BMB-D revalidation report dated December 27, 2022, the non-attainment of the physical indicator is due to the lesser demand by overseas Filipinos for ATN and LAF services, which can be viewed positively as this indicates that there are lesser overseas Filipinos in distressed situations. There is also a possibility that a high number of Filipinos were already repatriated in 2020, thus, fewer Filipinos availed of or needed ATN and legal services in 2021. Thus, the situation is beyond the control of the agency.</p>

Justification	Assessment
<p>ATN cases within FY 2021, with a high satisfaction rating.</p> <p>It is noted that the ATN Fund and LAF requests are demand driven and the DFA has no control over on the received requests for assistance at a given period.</p>	<p>In addition, based on the DBM-BMB-D report dated July 12, 2023, the validating agency reemphasized that the performance indicator is viewed as a positive sign as there are lesser overseas Filipinos in distressed situations. Additionally, the same is considered a counter-indicator. Thus, the re-assessment of the DFA-OSEC rating scale in relation to the grant of FY 2021 PBB is valid and deemed acceptable. The DBM-BMB-D recommended that the indicator be excluded for the basis of computing the eligibility reassessment of the agency.</p> <p>Hence, based on the FY 2021 PBB criteria in Section 4.1 of the AO25 IATF Memorandum Circular (MC) No. 2021-1, the DFA-OSEC met 11 out of 13 (84.61%) of its Congress-approved targets for FY 2021 and will now have a corresponding rating of 4 on the Performance Result.</p>
<p>On the non-compliance to the Undertaking of Early Procurement Activities (EPA) covering FY 2022 Procurement Projects.</p> <p>The DFA-OSEC explained in its appeal that the agency has complied with the Undertaking of EPA covering FY 2022 Procurement Projects. The agency submitted its Certification showing 85% successful EPA to the GPPB-TSO on January 31, 2022, and acknowledged by the latter on February 2, 2022.</p>	<p>Based on the revalidation from the GPPB-TSO dated February 15, 2023, the DFA-OSEC is now compliant with the Undertaking of EPA requirement for FY 2021 PBB.</p>

In view of the foregoing, the DFA-OSEC has now obtained **80 points** for the PBB Criteria and Conditions as provided in Section 4.0 of the AO25 IATF MC 2021-1 due to the change in its rating on the **Performance Results**. Thus, the DFA-OSEC is **eligible** for the grant of the FY 2021 PBB.

However, since the DFA-OSEC's score for the Citizen/Client Satisfaction Results criteria remains at 3, we reiterate that the unit/s most responsible (including its head) for the non-attainment of performance targets should be **isolated** from the grant of the FY 2021 PBB.

Attached is the revised Final Eligibility Assessment and Scorecard of the DFA-OSEC.

Thank you very much.

Sincerely yours,



ACHILLES GERARD C. BRAVO
Assistant Secretary, DBM and
Chair, IATF TWG

**REVISED FINAL ELIGIBILITY ASSESSMENT FOR FY 2021 PERFORMANCE-BASED BONUS
DEPARTMENT OF FOREIGN AFFAIRS - OFFICE OF THE SECRETARY**

Overall Assessment: The Department of Foreign Affairs - Office of the Secretary (DFA-OSEC) achieved **80 points** and is **eligible** for the grant of FY 2021 PBB.

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
<p>1. Performance Results</p> <p>Achieved 84.61% (11 out of 13) of the Congress-approved performance targets for FY 2021; deficiencies were due to uncontrollable factors</p>	4	20	<p>The DFA-OSEC did not meet two (2) performance indicators:</p> <ol style="list-style-type: none"> 1. Number of passports issued; and 2. Number of other consular documents issued. <p>The DFA-OSEC explained that the non-attainment of the targets was due to the heightened community quarantines and infection of personnel, which led to the suspension of the agency's operations and the suspension of visa issuances in compliance with the directive of the COVID-19 Inter-Agency Task Force (IATF).</p> <p>The Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-D considered the non-attainment of the targets to be due to uncontrollable factors, based on its Agency Performance Review (APR) report dated April 7, 2022.</p> <p>The agency is recommended to revisit its physical targets for the past three (3) years to avoid overstatement or understatement. In addition, there is a need for a tighter linkage between strategic and operational planning and budgeting and the promotion of better-designed, well-planned, and "shovel-ready" programs and projects.</p> <p>The DFA-OSEC is also advised to prepare a catch-up plan to meet its committed targets for the period. Lastly, the DFA-OSEC is advised to sustain the application of the Common Fund System to optimize the use of the available cash allocations, provided that mandatory items are fully funded.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
<p>2. Process Results</p> <p>Achieved ease of transaction for 86.67% (39 out of 45) of its frontline services</p>	4	20	<p>The DFA-OSEC achieved ease of transaction in 86.67% (39 out of 45) of its frontline services through digitization initiatives and standardization. The agency also retained its ISO 9001:2015 certification for the provision of regular passport and authentication services, diplomatic and official passport service, visa application, and assistance to national (migrant workers) walk-in clients.</p> <p>The AO25 Composite Team recognizes DFA-OSEC's digitization initiatives by launching the Online Consular System, the Apostille and Authentication Appointment System, the Global Online Appointment System (GOAS), the Online Visa Application System (OVAS), and the Assistance-To-Nationals (ATN) Monitoring Tool in FY 2021, which digitized the agency's <i>Consular Services, Legal Services, Authentication Services, Passport Services, and Visa Services</i>. The agency also upgraded its Electronic Freedom of Information (eFOI) portal to digitize its <i>Responding to Freedom of Information (FOI) Requests</i> service.</p> <p>The DFA-OSEC is also commended for opening fourteen (14) temporary off-site passport servicing locations and twenty (20) Philippine Passport Renewal Centers (PaRCs), and for re-launching the Passport-On-Wheels (POW) project to address the lack of passport appointment slots in DFA Consular Offices (COs).</p> <p>The AO25 Composite Team noted that the digitization initiatives reported by the DFA-OSEC for the following six (6) services were already reported by the agency as improvements in FY2020:</p> <ol style="list-style-type: none"> 1. Radio Frequency Clearance; 2. Entry/Exit Permits to Foreign Ships; 3. Landing/Overlight Clearances for Aircrafts; 4. Firearms Clearance for Security Officers of the Visiting Dignitaries; 5. Authority to Post to Issue Provisional Certificate of Philippine Registry; and 6. Issuance of Certificate of No Resident Embassy in the Philippines. <p>The DFA-OSEC is encouraged to continually implement efforts to streamline and standardize its services and to digitize or transform its frontline services from manual to contactless transactions for faster and more efficient public service delivery.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
3. Financial Results Achieved 79.53% Disbursement BUR	5	25	<p>The actual accomplishment of the DFA-OSEC for Disbursement Budget Utilization Rate (BUR) was 79.53% based on the DBM-BMB-D APR report dated April 6, 2022.</p> <p>The DFA-OSEC is advised to adhere to the timely and accurate submission of reportorial requirements.</p>
4. Citizen/Client Satisfaction Results Achieved 84.10% overall satisfaction rate for its Consular Services and 96.6% for its Assistance-to-Nationals Services; 54.83% resolution of #8888 complaints; 97.96% resolution of CCB complaints	3	15	<p>The DFA-OSEC achieved a 54.83% (2527 out of 4609) resolution rate of complaints received through the #8888 platform for the period of January 1, 2021 to December 31, 2021 based on the Office of the President (OP) report dated December 21, 2022.</p> <p>The DFA-OSEC achieved a 97.96% (48 out of 49) resolution rate of complaints received through the Contact Center ng Bayan (CCB) platform for the period of January 1, 2021 to December 31, 2021 based on the Civil Service Commission (CSC) report dated February 24, 2022.</p> <p>In addition, the DFA-OSEC reported an overall satisfaction rate of 84.10% for Consular Services offered by the Office of Consular Affairs (OCA) and an overall average satisfaction rate of 96.6% for Assistance-to-Nationals Services offered by the Office of the Undersecretary for Migrant Workers (OUMWA) for FY 2021. The DFA-OSEC did not report Citizen/Client Satisfaction Survey (CCSS) results for its other services or offices.</p> <p>The DFA-OSEC is advised to follow the prescribed reporting procedure for its Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 4 of the AO 25 MC 2021-1.</p>
Total	16	80	

B. Agency Accountabilities	Compliance Status
• Transparency Seal	Compliant
• Freedom of Information	Compliant
• Updating of Citizen's Charter	Compliant
• Compliance to Audit Findings	Compliant
• Posting of Agency Review and Compliance Procedure (ARCP) of SALN	Compliant
• PhilGEPS Posting	Compliant
• Submission of FY 2022 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	Compliant
• Submission of FY 2021 Non-Common Use Supplies and Equipment (APP non-CSE)	Compliant
• Posting of Indicative FY 2022 APP non-CSE	Compliant
• Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)	Compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2022 Procurement Projects	Compliant

C. Eligibility of Delivery Units and Individuals/Rates

To be eligible for the FY 2021 PBB, the agency must attain a total score of at least 70 points. To be able to attain at least 70 points, the agency should achieve a performance rating of 4 in at least three (3) criteria. In such a case, while the agency will be eligible, the unit/s most responsible (including its head) for the criteria stated in Section 3.0 of MC 2021-1 with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 of MC 2021-1 will also be isolated from the grant of the FY 2021 PBB.

To be eligible for FY 2021 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.

For additional information, please refer to Section 6.0 (Eligibility of Delivery Units and Individuals) and Section 7.0 (Rates of the PBB) of MC 2021-01.