



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

29 January 2024

ENRIQUE A. MANALO

Secretary
Department of Foreign Affairs
2330 Roxas Boulevard, Pasay City

Attention: Mr. Antonio A. Morales
PBB Focal Person

Dear **Secretary Manalo**:

We are pleased to inform you that the **Department of Foreign Affairs (DFA-OSEC)** is **eligible** for the grant of the FY 2022 Performance-Based Bonus (PBB), as the agency obtained **80 points** for the PBB Criteria and Conditions as provided in Section 4.0 of the AO25 Inter-Agency Task Force Memorandum Circular No. 2022-1. The FY 2022 Final Eligibility Assessment is attached for your reference.

However, since the agency achieved a performance rating of below 4 in one (1) out of four (4) PBB Criteria and Conditions and was found non-compliant in two (2) of the Agency Accountabilities under Section 5.0, the units primarily responsible for these non-compliances, including its head, should be excluded from receiving the FY 2022 PBB.

Furthermore, in order to qualify for the FY 2022 PBB, first, second, and third level employees are required to attain a performance rating of at least "Very Satisfactory." Based on the agency's Strategic Performance Management System duly approved by the Civil Service Commission; and the Career Executive Service Performance Evaluation System prescribed by the Career Executive Service Board.

In order to finalize the PBB process, we kindly request your office to publish the **FY 2022 Agency Scorecard** on your official website or publication. The agency is given thirty (30) working days upon receipt of this letter to submit **Annex 10 (Form 1.0: Report on Ranking of Offices/Delivery Units)** for the processing and subsequent release of your agency's FY 2022 PBB.

We thank the DFA-OSEC management and staff for the continued participation and support to the PBB implementation.

Very truly yours,

ACHILLES GERARD C. BRAVO
Assistant Secretary, DBM and
Chair, AO25 IATF TWG



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NATIONAL GOVERNMENT PERFORMANCE MONITORING, INFORMATION AND REPORTING SYSTEMS
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FY 2022 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT

DEPARTMENT OF FOREIGN AFFAIRS - OFFICE OF THE SECRETARY

FY 2022 PERFORMANCE-BASED BONUS ELIGIBILITY CRITERIA AND CONDITIONS
per the AO 25 Memorandum Circular (MC) No. 2022-1

To be eligible for the FY 2022 PBB, the agency must attain a total score of at least 70 points

TABLE 1: FY 2022 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5 points	10 points	15 points	20 points	25 points
Process Results	5	5 points	10 points	15 points	20 points	25 points
Financial Results	5	5 points	10 points	15 points	20 points	25 points
Citizen/Client Satisfaction Results	5	5 points	10 points	15 points	20 points	25 points

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for FY 2022 (all performance indicators)

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
No substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvement in ease of transaction in internal service	Achieved substantial improvement to ease transaction in external service	Achieved substantial improvements to ease transaction in external but non priority core service and internal service	Achieved substantial improvements to ease transaction in priority core service (external) and internal service

TABLE 4: RATING SCALE FOR FINANCIAL RESULTS				
1	2	3	4	5
1-19% Disbursement BUR	20-39% Disbursement BUR	40-59% Disbursement BUR	60-79% Disbursement BUR	80-100% Disbursement BUR

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
No submission/Did not conduct CCSS	Average satisfaction rate with unresolved complaints and at least 30% compliance rate to #8888 and CCB	More than average rate with unresolved complaints and at least 50% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and at least 80% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and compliance rate to #8888 and CCB

**FINAL ELIGIBILITY ASSESSMENT FOR FY 2022 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 2022 PBB.

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
<p>1. Performance Results</p> <p>Achieved 85.71% (12 out of 14) of the Congress-approved performance targets for FY 2022, deficiencies due to uncontrollable factors</p>	4	20	<p>The DFA-OSEC did not achieve two (2) performance targets for FY 2022:</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 following:</p> <ol style="list-style-type: none"> 1. Applications for passports are demand-driven; hence, the agency only processes those applicants who wish to acquire a passport. It may also be mentioned that the target is attributable to the printing and personalization of passports indicated on the Multi-year Obligational Authority (MYOA) for the e-Passport project; and 2. Visa issuances for foreign nationals as one of the consular documents processed/issued by the agency were fewer than the pre-pandemic due to the decline in visa applications and tourist influx in the country. <p>The Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-D considered the non-attainment of the performance targets to be due to uncontrollable factors based on the DBM-BMB-D Agency Performance Review (APR) report dated March 29, 2023.</p> <p>The DFA-OSEC is advised to revisit physical targets for the past three (3) years to avoid overstatement or understatement of physical targets.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
<p>2. Process Results</p> <p>Achieved substantial improvements to ease transaction in priority core service (external) and internal service.</p>	5	25	<p>The DFA-OSEC reported in its Modified Form A that the agency increased the Temporary Offsite Passport Service (TOPS) sites and slot allocations for passport appointments for its nominated external service "Passport Service - Issuance of Regular Philippine e-Passport (First Time Applicants and Renewal of Regular Passport)." The DFA-OSEC opened six (6) additional TOPS Sites in Pampanga, Bulacan, Iloilo, Dumaguete, and Cagayan de Oro and increased slot allocations to immediately meet the increasing demand for passport services for Filipinos, especially following the easing of COVID-19 restrictions. The DFA also implemented 100% capacity of its Consular Offices and reintroduced the Courtesy Lane facility nationwide.</p> <p>The DFA-OSEC further reported the following improvement initiatives for the Passport Service - Issuance of Regular Philippine e-Passport (First Time Applicants and Renewal of Regular Passport) in terms of access, processing time, transaction cost, and documentary requirements:</p> <p>Access:</p> <ul style="list-style-type: none"> • The agency expanded the Global Online Appointment System (GOAS) to 60 more Foreign Service Posts (FSPs), bringing the total to 88 FSPs utilizing GOAS and resulting in an increased online access to passport services and increased passport appointment slot allocation to 339% in GOAS. • In FY 2022, a total of twenty (20) Temporary Off-Site Passport Services sites were located in malls to allow easier access to passport services for the transacting public. TOPS issuance increased to 307% from January to December 2022. • Sixteen (16) Philippine Passport Renewal Centers (PaRCs) in operation in FY 2022. The PaRCs are where Filipinos can apply for passports aside from FSPs, expanding the network of facilities available to provide passport services. The 16 PaRCs were able to contribute 2.74% to the whole passport production of the DFA in FY 2022. • A 75% increase in the number of Passport-On-Wheels (POW) services in FY 2022 brought passport services closer to the communities. • Lastly, the agency launched the Consular SMS Service to disseminate necessary and critical information to consular applicants and individuals with regard to their consular service requests through an SMS message with no added cost to the recipients. <p>The initiatives to improve access to passport services nationwide and all over the world led to a 63.15% increase in passport production.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<p>Turnaround Time:</p> <ul style="list-style-type: none"> The DFA-OSEC resumed the expedited processing of passports in FY 2022. The turnaround time was shortened to 7 working days for expedited processing, effectively shortening overall processing time for time-sensitive applicants, like seafarers and overseas Filipino workers for deployment, among others. <p>Transaction Costs:</p> <ul style="list-style-type: none"> The DFA-OSEC reported that with the availability of GOAS in more Foreign Service Posts, Filipinos all over the world do not have to travel to FSPs to set passport appointments, thereby lessening the actual expenses to complete the passport application process. <p>Documentary Requirements:</p> <ul style="list-style-type: none"> The DFA-OSEC expanded the list of accredited government-issued valid IDs for passport applications with the acceptance of Philippine Identification (ePhilID) in compliance with Executive Order No. 162, s. 2022. <p>The DFA-OSEC reported the following initiatives for the "Enrolment and Updating of Records with the Home Development Mutual Fund (Pag-IBIG)," which are aimed to enhance the internal service. These initiatives include:</p> <ul style="list-style-type: none"> Offering daily in-person services through designated windows; Providing responsive assistance by addressing phone and online inquiries; Organizing events like "Pag-IBIG Day" and Pag-IBIG Webinars to engage and educate stakeholders. Ensuring the continuation of online document submission through the Human Resources Management Office's (HRMO) dedicated Pag-IBIG email address; <p>The DFA-OSEC reported that these measures collectively reflect the agency's commitment to improving the efficiency and accessibility of its internal services related to Pag-IBIG enrolment and record updates.</p> <p>The DFA-OSEC further detailed the following improvement initiatives for the Enrolment and Updating of Records with the Pag-IBIG in terms of access and processing time:</p> <p>Access:</p> <ul style="list-style-type: none"> The agency secured approval from Pag-IBIG to transmit records update forms via email, as original forms of other documents were still required for submission.

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<ul style="list-style-type: none"> The DFA-OSEC upgraded the Pag-IBIG section in its OK HRMO Microsite to include downloadable forms for the various Pag-IBIG transactions. The agency's modes of responding to inquiries were expanded from 2 in FY 2021 to 3 in FY 2022, by adding the face-to-face/in-person mode. <p>Turnaround Time:</p> <ul style="list-style-type: none"> The DFA-OSEC increased the frequency of submission of original documents to Pag-IBIG from once a week in FY 2021 to twice a week in FY 2022. The agency also initiated discussions with Pag-IBIG on a Memorandum of Understanding (MOU) on Virtual Pag-IBIG, which will allow agency personnel to apply for loans directly online, significantly decreasing the total processing time and the need for submission of original documentation to Pag-IBIG. <p>The DFA-OSEC reported that there are no fees charged for the service and that documentary and other requirements are prescribed by the Pag-IBIG Fund.</p> <p>Based on the Anti-Red Tape Authority (ARTA) report dated December 7, 2023, the DFA-OSEC submitted Means of Verification, specifically the Infographic and Matrix containing the GOAS, POW, TOPS, and PaRCs, for the "Passport Service - Issuance of Regular Philippine e-Passport (First Time Applicants and Renewal of Regular Passport)." This submission highlighted digitization initiatives and demonstrated improvements in reducing transaction costs incurred by the clients and a reduction in the total processing time.</p> <p>Meanwhile, the DFA-OSEC's submitted Means of Verification, including the Infographic and Matrix and a MOU with Pag-IBIG, for the "Enrolment and Updating of Records with the Home Development Mutual Fund (Pag-IBIG)" presented digitization initiatives that demonstrated improvements in reducing the transaction costs incurred by the clients.</p> <p>Hence, the DFA-OSEC achieved substantial improvements to ease transaction in both external and internal services.</p>
3. Financial Results Achieved 77.27% Disbursement BUR.	4	20	<p>The actual accomplishment of the DAF-OSEC for Disbursement Budget Utilization Rate (BUR) was 77.27% based on the DBM BMB-D APR report dated March 29, 2023.</p> <p>The DFA-OSEC is reminded to undertake catch-up plans/measures to recoup underperformance/negative variances for the said period and to continuously implement tighter linkage between strategic and operational planning and budgeting to meet the agency's physical and financial targets for the periods.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
4. Citizen/Client Satisfaction Results Achieved 91.50% satisfaction rate; 88% resolution rate and 65% compliance rate of #8888 complaints; and 100% resolution and compliance rate of CCB complaints.	3	15	<p>The DFA-OSEC reported an overall client satisfaction rating of 91.50%. The agency is advised to observe the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 5 of the AO25 MC 2022-1.</p> <p>The DFA-OSEC achieved 88% (2,177 out of 2,484) resolution rate and 65% compliance rate of the complaints received through the #8888 platform for the period of January 1, 2022 to December 31, 2022, based on the OP report dated May 3, 2023.</p> <p>In addition, the agency achieved 100% (35 out of 35) resolution and compliance rate of the complaints received through the Contact Center ng Bayan (CCB) platform for the period of January 1, 2022 to December 31, 2022, based on the Civil Service Commission (CSC) report dated June 15, 2023.</p>
Total	16	80	

B. Agency Accountabilities	Compliance Status
• Transparency Seal	Compliant
• Freedom of Information	Compliant
• Compliance to Audit Findings	Compliant
• Posting of Agency Review and Compliance Procedure (ARCP) of SALN	Compliant
• PhilGEPS Posting	Non-compliant
• Submission of FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	Compliant
• Submission of FY 2022 APP Non-Common Use Supplies and Equipment (APP non-CSE)	Non-compliant
• Posting of Indicative FY 2023 APP non-CSE	Compliant
• Submission of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI)	Compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2023 Procurement Projects	Compliant
• Designation of the Agency's Committee on Anti-Red Tape (CART)	Compliant
• Compliance with the National Competition Policy (NCP)	Not applicable

C. Eligibility of Delivery Units and Individuals/Rates

To be eligible for the FY 2022 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 2022-1, with a performance rating of below 4, will be isolated from the grant of the FY 2022 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 of MC 2022-1 will also be isolated from the grant of the FY 2022 PBB.

To be eligible for FY 2022 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 2022-01.