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Bulacan State University

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OFFICE OF THE PRESIDENT

October 05, 2021

SPECIAL ORDER NO. 47A, series of 2021

TO: All Officials, Faculty, and Support Personnel

FROM: Planning and Development Office

SUBJECT: **FY 2021 PBB Scoring System and Eligibility for the SUC, Delivery Units, and Individuals**

In pursuance to the goal of motivating, rewarding effective and result-oriented public service and in compliance with the conditions of Good Governance set forth by the Inter-Agency Task Force on Harmonization of National Government Performance Monitoring, Information and Reporting Systems (A.O. No. 25, Office of the President of the Philippines, s. 2011) and Memorandum Circular 2021-1 dated June 3, 2021, the following is the PBB Scoring System for the SUC and system of ranking of delivery units and individuals in connection with the Performance-Based Bonus for the Fiscal Year 2021.

A. SUC Qualification

1. Qualified SUC shall obtain certain number of points to be eligible for the FY 2021 PBB. Accomplishments for each of the criteria shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight, as shown in Table 1. The maximum score that may be obtained by the SUC is 100 points. The SUC must attain a total score of at least 70 points: (Section 4.0 of MC 2021-1)

CRITERIA AND CONDITION	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5pts	10pts	15pts	20pts	25pts
Process Results	5	5pts	10pts	15pts	20pts	25pts
Financial Results	5	5pts	10pts	15pts	20pts	25pts
Citizen/Client Satisfaction Results	5	5pts	10pts	15pts	20pts	25pts
TOTAL SCORE	MAXIMUM = 100 POINTS					

As can be gleaned in Table 1, a performance rating of 4 in all criteria will yield a total score of 80 points for the SUC. To be able to attain a total score of at least 70 points, the SUC should aim for a performance rating of 4 in at least three (3) criteria. In such case, while the agency will be eligible, the unit most responsible for the criteria with a performance rating below 4 will be isolated from the grant of the FY 2021 PBB. (Section 4.0 of MC 2021-1)

2. Qualified SUC must achieve each one of the Congress-approved performance targets under the PIB of the FY 2021 GAA. The SUC performance in the achievement of targets shall be closely monitored using the submitted Unified Reporting System (URS) – generated Budget and Financial Accountability Reports (BFARS) to indicate the progress towards the accomplishment of broader sectoral and societal outcomes targeted by the SUC for improving the lives of Filipinos.

The quarterly BFARS of the SUC, as uploaded in the DBM URS, shall be submitted in a timely manner, i.e., within thirty (30) days after the end of each quarter, as provided under Item 3.15.2 of National Budget Circular No. 583, pursuant to Section 90, General Provisions of Republic Act No. 11518 (FY 2021 GAA). BFARS will be used to monitor and validate SUC accomplishments.

The Performance Results shall be assessed and scored as follows: (Section 4.1 of MC 2021-1)

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met less than 80% of the performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors	Met less than 80% of the performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met at least 80% of the performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors	Met at least 80% of the performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met each one of the performance indicators of the Congress-approved performance targets for FY 2021; (all performance indicators)

3. Qualified SUC target is to assure quality of service delivery through ISO-certified QMS or its equivalent certification of frontline services.

SUC should report and provide the objectively verifiable evidence of their achievements in ease of doing business or ease of transaction from the perspective of the transacting public e.g., actual reduction in processing time, documentary requirements, transaction costs, and other tangible improvements. The SUC may use the Modified Form A to report their streamlining and digitization accomplishments. The ISO-certified QMS or its equivalent certification for frontline services, service delivery standards manual, and the like may be used as evidence to the standardization achievements of the agency.

The Process Results shall be assessed and scored as follows: (Section 4.2 of MC 2021-1)

TABLE 3: RATING SCALE FOR PROCESS RESULTS					
AGENCY	1	2	3	4	5
a. For SUCs	No demonstrated standardization/quality assurance	Achieved ISO-certification or its equivalent certification only for non-frontline services	Achieved ISO-certification or its equivalent certification only for less than 80% of frontline services	Achieved ISO-certification or its equivalent certification only for at least 80% of frontline services	Achieved ISO-certification or its equivalent certification only for all frontline services

4. Qualified SUC must achieve the FY 2021 Disbursements BUR and the FY 2021 Earmarked Income targets. Targets under Financial Results reflect final payments made from the agency's annual budget allotment to realize their committed programs and projects based on the valid appropriations for FY 2021. Hence for FY 2021, SUC shall accomplish the following Disbursements BUR:

- a. **Disbursements BUR** is measured by the ratio of total disbursements (cash and non-cash, excluding PS) to the total obligations for MOOE and CO made in 2021, net of goods and services obligated by December 31, 2020, but paid only in 2021. The **total obligations for MOOE and CO** shall refer to those made from the FY 2021 GAA, FY 2020 GAA, and Bayanihan II appropriations due to their extension under RA No. 11519¹ and RA No. 11520². The objective is to measure the disbursements for the obligations for MOOE and CO made in 2021 from all valid appropriations. These shall be net of transfers to the Procurement Service (PS), The Philippine International Trading Corporation (PITC), and implementing agencies and units which have still to be implemented and outputs delivered. Hence:

$$\text{Disbursements BUR} = \frac{\text{Total Disbursements (cash and non – cash, excluding PS), net of payments made in 2021 for past years' obligations}}{\text{Total Obligations (excluding PS, from valid appropriations)}}$$

Where Total Disbursements is net of transfers to PS, PITC, and other implementing agencies which have not been delivered.

- b. **BUR for GOCCs is computed as follows:**

$$\text{Disbursements BUR} = \frac{\text{Total Actual Disbursement}}{\text{Total Actual Obligations (both net of PS)}}$$

- c. **Agencies with fund transfers** either for operating or program subsidies or both, shall also achieve and report the same Disbursements BUR for NGAs for all the subsidy releases for 2021 from the three appropriations sources above.

- d. **BUR for SUCs is computed as follows:**

d.1 **Disbursements BUR** is the same as those for agencies.

d.2 Since all earmarked income of the SUCs (*e.g., trust funds, internally generated income, and revolving funds*) should benefit and improve the SUCs operations, its Disbursements utilization rates will also be reported following the formats in Annexes 5, 5.1, and 5.2: FY 2021 GAA Accomplishments, BUR Form for SUCs, and All Earmarked Income.

The Requirements under the Financial Results shall be scored as follows: (Section 4.3 of MC 2021-1)

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

5. Qualified SUC target is to achieve the Citizen/Client Satisfaction. The SUCs must accomplish and submit reports on the Citizen/Client Satisfaction Survey (CCSS) and resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB).
- a. To determine the effectiveness of streamlining, standardization, digitization, and other process improvements in easing transactions with the public, agencies have been encouraged to embed feedback mechanisms and systematically measure citizen/client satisfaction in the delivery of services since the FY 2018 cycle.

To provide evidence on the citizen/client satisfaction results, agencies may report the results, agencies may report the results of the CCSS following Annex 4: Citizen/Client Satisfaction Survey of MC 2021-1.

- b. **Resolution of reported complaints from Hotline #8888 and Contact Center ng Bayan.** Agencies shall ensure resolution of all complaints and grievances on government service procedures, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities reported to Hotline #8888 and CCN. To provide evidence on this, agencies may submit a report summarizing #8888 and CCB complaints received in FY 2021 and their status if resolved or pending.

The validation shall be complemented with reports and collected data on feedback and complaints from citizen/clients gathered by the OP, PMS, CSC, and PCOO from Hotline #8888 and CCB databases, as well as the FOI portals.

The requirements under the Citizen/Client Satisfaction Results shall be scored as follows: (Section 4.4 of MC 2021-1)

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
No submission/Did not conduct CCSS	Average to low satisfaction rate with unresolved #8888/CCB Complaints	Average satisfaction rate with 100% #8888/CCB Complaints	High satisfaction rate with 100% #8888/CCB Complaints	High satisfaction rate without #8888/CCB Complaints

B. For Delivery Units and Individuals Qualification

The individuals and delivery units other than the colleges will be evaluated on the basis of the Office/Department Performance and Review and the Individual Performance Commitment and Review set forth on the Strategic Performance on Management System of the University. Their performance will be evaluated on the parameters of Quality/Efficiency, Quantity and Timeliness.

1. The eligibility of individual shall be governed by the following (Section 6 of MC No. 2021-1).

1.1 For FY 2021 PBB, the delivery units (DUs) of eligible agencies shall no longer be ranked. However, the unit/s most responsible for deficiencies shall be isolated.

a. Based on Table 1, 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 case, while the agency will be eligible, the unit/s most responsible (including its head) for the criteria stated in Eligibility Criteria of MC No. 2021-1 with a performance rating below 4 will be isolated from the grant of the FY 2021 PBB

b. The unit/s most responsible (including its head) for non-compliance with the Agency Accountabilities provided in Section 5.0 (MC No. 2021-1, Agency Accountabilities, page 7) will also be isolated from the grant of the FY 2021 PBB.

1.2 Eligible DUs shall be granted FY 2021 PBB at uniform rates across the agency, including its officials and employees. The corresponding rates of the PBB shall be based on the agency's achieved total score as shown in Table 6 of Rates of PBB.

1.2.1 Rates of the PBB

The total score as stated in Section 4.0 shall be the basis in determining the amount of the PBB an agency is eligible for. The maximum rate of the PBB for agencies that will achieve 100 points shall be 100% of the 65% monthly basic salary (MBS) of an individual as of December 31, 2021. For illustration, see Table 6 below:

TOTAL SCORE	PBB RATES
100 points	65% (100% of the 65% monthly basic salary)
95 points	61.75% (95% of the 65% monthly basic salary)
90 points	58.5% (90% of the 65% monthly basic salary)
85 points	55.25% (85% of the 65% monthly basic salary)
80 points	52% (80% of the 65% monthly basic

	salary)
75 points	48.75% (75% of the 65% monthly basic salary)
70 points	45.5% (70% of the 65% monthly basic salary)

1.3 Presidents of SUCs are qualified only if their respective agencies are eligible. If eligible, their PBB rate for FY 2021 shall be equivalent to the rates as stated in Table 6 of Rates of PBB and shall be based on their monthly basic salary (MBS) as of December 31, 2021.

1.4 For SUCs, in case there is a change in leadership within the year, the SUC President who served the longest shall be entitled to the PBB with the equivalent rates following the provisions stated in Table 6 of Rates of PBB.

The PBB rate of the SUC President who served for a shorter period shall be based on the eligibility of the SUC where he/she served the longest.

1.5 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.

1.6 Personnel in detail to another government agency for six (6) months or more shall be included in the recipient agency that rated his/her performance. The payment of the PBB shall come from the mother agency.

1.7 Personnel who transferred from one government agency to another agency shall be included by the agency where he/she served the longest. If equal months were served for each agency, he/she will be included in the recipient agency.

1.8 Officials and employees who transferred from government agencies that are non-participating in the implementation of the PBB shall be rated by the agency where he/she served the longest; the official/employee shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service to the participating implementing agency, as stated in Section 1.10 (Section 6.11 of MC No. 2021-1).

1.9 An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least a Very Satisfactory rating may be eligible for the full grant of the PBB.

1.10 An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least a Very Satisfactory rating shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

LENGTH OF SERVICE	% OF PBB
8 months but less than 9 months	90%
7 months but less than 8 months	80%
6 months but less than 7 months	70%

5 months but less than 6 months	60%
4 months but less than 5 months	50%
3 months but less than 4 months	40%

The following are the valid reasons for an employee who may not meet the nine-month actual service requirement to be considered for PBB on a pro-rata basis:

- a. Being a newly hired employee;
- b. Retirement;
- c. Resignation;
- d. Rehabilitation Leave;
- e. Maternity Leave and/or Paternity Leave;
- f. Vacation or Sick Leave with or without pay;
- g. Scholarship/Study Leave; and/or
- h. Sabbatical Leave.

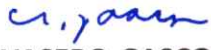
1.11 An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible for the grant of the PBB.

1.12 Personnel found guilty of administrative and/or criminal cases by final and executory judgement in FY 2021 shall not be entitled to the PBB. If the penalty meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.

1.13 Officials and employees who failed to submit the 2020 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s.2015; or those who are responsible for the non-compliance with the establishment and conduct of the review and compliance procedure of SALN, shall not be entitled to the FY 2021 PBB.

1.14 Officials and employees who failed to liquidate all cash advances received in FY 2021 within the reglementary period, as prescribed in COA Circular 97-002 dated February 10, 1997, and reiterated in COA Circular 2009-002 dated May 18, 2009, shall not be entitled to the FY 2021 PBB.

For your guidance and strict compliance.
Thank you very much.


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University President 