

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 1 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

1. OBJECTIVE

To establish the guidelines for ranking MIRDC officials and employees relative to the implementation and granting of CY 2020 Performance-Based Bonus (PBB) pursuant to Memorandum Circular No. 2020-1 dated June 2, 2020 issued by the Inter-Agency Task Force (IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems [Administrative Order (AO) No. 25, s. 2011].

2. SCOPE AND COVERAGE

This covers all identified delivery units of MIRDC and all its officials and employee holding regular plantilla positions.

3. BASIC GUIDELINES



3.1 Agency

3.1.1 To be eligible for the PBB, the MIRDC must satisfy the following criteria and conditions as provided in the IATF MC No. 2020-1;

- a. **Good Governance Targets.** Satisfy 100% of the Good Governance Conditions for FY 2020, the extent of validation of the achievement of a number of GGCs that MIRDC should meet shall depend on its historical compliance and performance in previous PBB cycles.

- 1) **Maintain/Update the Agency Transparency Seal (TS)** under Section 106 of the General Provisions of the FY 2020 General Appropriations Act (GAA). The TS page should be accessible by clicking the TS logo on the home page.

MIRDC shall continually observe compliance with the TS and fulfill its requirements as laid down in "*Guideline on Transparency Seal*", Annex 2 of MC 2020-1 regardless of whether it has been found consistently compliant with the TS for the last 5 years.

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
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POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 2 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

- 2) **Update the PhilGEPS posting of all Invitation to Bids and awarded contracts** pursuant to the Government Procurement Reform Act (RA No. 9184) for transactions above Php 1 Million from January 1, 2020 to December 31, 2020, including Early Procurement of FY 2021 Non-Common Use Supplies and Equipment (Non-CSE) item.
- 3) **Set-up Most Current and Updated Citizen's or Service Charter**, reflecting agencies improved and streamlined/re-engineered system and procedure for all its government services to citizens, businesses, and government agencies, pursuant to Section 6 of RA No. 11032 and the President's directive to reduce the processing time of all public transactions with government and ensure accessible and convenient delivery services to the public.

Non-compliance with any of the good governance conditions will render the MIRDC ineligible for FY 2020 PBB.

- b. **FY 2020 Physical Targets.** MIRDC shall satisfy the following FY 2020 performance targets supporting the Administration's focus on the streamlining of government services and seamless public service delivery.



- 1) **Streamlining and Process Improvements of the Agency's Critical Services** covering all Government-to-Citizen (G2C), Government-to-Business (G2B), and Government-to-Government (G2G) transactions as declared in MIRDC's Citizen's Charter.
- 2) In the government's efforts to further streamline processes and fully maximize our digital capabilities, as well as our Information and Communication Technology (ICT) infrastructures and other resources, MIRDC should undertake digitization, develop online system, and/or transform their critical services from manual to contactless transactions, for faster and more efficient public service delivery. Digitization initiatives may vary depending on the particular requirements of the critical services. i.e. online applications, payments, permitting, learning, and development platforms.

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	--

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 3 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

3) To promote the periodic measurement of MIRDC's performance in delivering services, MIRDC shall determine and report the following streamlining criteria and improvements from reported accomplishments in FY 2019 using Annex 3A Form A- Department/Agency Performance Report of MC 2020-1.

- a) **Number of steps**, which refers to the total number of steps to complete the service. MIRDC shall report in detail the steps necessary to complete the service including flow charts indicating the front end and back end.
- b) **Turnaround time (TaT)** which is the sum of the waiting time and processing time or the total amount of time taken to complete/deliver a service. It starts from the moment the transacting citizen/client enters the queue or fills out a form, and the waiting time incurred until the service has been completed/delivered.
- c) **Number of signatures** which refers to the total number of signatures and initials from the employees and officers of MIRDC necessary to complete each service.
- d) **Number of required documents** which refers to the total number of required documents that must be provided by the transacting client to the government.
- e) **Transaction costs** which are the costs incurred by the transacting client in the course of availing of a government service.
 - i. **Primary Transaction Costs/Fees** which are the fees declared in the MIRDC's Citizen's Charter to be paid to the MIRDC by the transacting client for availing a government service.
 - ii. **Other Transaction Costs/Fees** which are the other costs incurred by the transacting client to obtain supporting information from another agency in order to secure the necessary primary information. These costs also include the other expenses shouldered by the transacting client until the service has been completed by the MIRDC. i.e. birth certificates to secure passports, barangay clearance to secure a business permit, required photos, printing

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	--

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 4 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

costs, photocopying costs, transportation expenses of the transacting client, etc.



- f) **Substantive compliance costs** which are the incremental costs other than administrative costs incurred by the transacting public in the course of complying with a regulation. These costs can include implementation cost, direct labor costs, equipment costs, material costs, and external service costs. e.g. *purchase of early warning device for vehicle owners, expenses in the installation of accelerograph for building with 10 floors and up, costs in the maintenance of waste disposal system for establishments.*

MIRDC shall report the baseline information of each streamlining criteria based on the MIRDC's Citizen's Charter updated prior to FY 2020. The MIRDC shall set its FY 2020 Streamlining Improvement Target for each streamlining criteria for every declared service including the following specific targets:

- i. Reduction in the number of signatures to not more than 3;
- ii. Simplification of application forms or documentary requirements; and
- iii. Reduction in the turnaround time and completion of the transaction within the maximum period of three (3), seven (7), and twenty (20) working days based on the classification of transactions in accordance with the provisions of the Ease of Doing Business Law, unless otherwise indicated under special laws.

Supporting documents, such as flow charts, legal bases, additional documents, etc., shall be submitted to show actual improvements and proof of streamlining accomplishments. In the event that MIRDC is unable to achieve the targets set, it shall provide justifications, explanations.

- 4) **Agency Best Practice Report.** To further incentivize excellence in providing quality and efficient public service among government

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 5 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

offices, MIRDC shall report one **(1) agency best practice in service quality or productivity** conducted in FY 2020 including its results. The showcase of best practices would not only recognize efforts of agencies to develop similar initiatives that could be implemented, replicated, and/or enhanced.

The best practice in service quality or productivity conducted will represent the following Thematic Areas:

a. **Citizen-centric service**

Focused on achieving citizen/client satisfaction and considers their feedback as the main basis of providing improved public service. Developments can cover total citizen/client experience in availing of their services through streamlined processes, ease of doing business, and improved turnaround time. This best practice was able to attain not just the quantity, but the quality of the service and should promote excellence in achieving a greater impact to the targeted sectors and stakeholders.

b. **Institutionalized performance management**



Carried out productivity and performance management culture in the department/agency as well as its employees, through the utilization of its resources, performance management tools, and measurement. This best practice was able to improve the department/agency's organizational effectiveness in the delivery of its services.

c. **Innovative and relevant**

Applied to the agency's critical or frontline services that catered to the needs of the citizens and its clients efficiently. It should be able to encourage other agencies to provide service quality and improve productivity through innovative processes, tools, and/or products. This best practice was able to promote an innovative whole-of-government approach to public sector productivity.

5) **Citizen/Client Satisfaction Survey.**

a) Report on CCSS Results. To determine the effectiveness of the streamlining and process improvements initiated by MIRDC, and

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 6 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

institutionalizing Service Quality Standards (SQS) in critical services in the government, MIRDC should embed feedback mechanisms and citizen/client satisfaction measurement in its process improvement efforts. Using the FY 2019 and 2020 improvement action plans that MIRDC reported during the FY 2018 discussions, for each service, MIRDC shall report the results of each action plan and the FY 2020 Citizen/Client Satisfaction Survey (CCSS) for each service.

CCSS report shall be based on:

i. **Data Gathering Methods.** The data collection methodology/ies deemed as the most efficient and effective way of gathering citizen/client feedback.



ii. **Respondent Criteria.** The set characteristic of the respondent/s must be clearly identified to properly represent the citizens/clients served for each service, and to collect accurate data.

iii. **Survey Sampling Coverage.** Sampling coverage of the CCSS should represent the entire population of its citizens/clients served. The total sample respondents will be compared with the data on the total citizen/clients served provided by the agency for statistical comparability.

iv. **Sampling Procedure.** A systematic random sampling is the preferred sampling procedure. Due to budget and time constraints, departments/agencies may set a limit on the sample size of the CCSS.

Depending on the number of citizens/clients served per service, the preferred sample size per type of citizen/client served are as follows:

- 500 for nationwide coverage - MOE of +/- 4.3% at 95% confidence level
- 300 for area-specific coverage - MOE of +/-5.6/ at 95% confidence level
- 100 for served citizen/client type with the small universe or when the number of the total primary citizen/client served is not enough to reach at least a sample size of n=300 for the survey - MOE of +/-9.8% at 95% confidence level

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 7 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

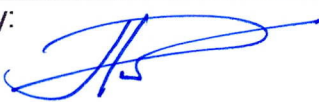

- For services with less than 100 citizens/clients served, the administration of the survey to all citizens/clients served is recommended.

v. Survey Instrument/Questionnaire. The survey instruments is fit for each of the services. The CCSS must capture the total citizen/client experience, expectations, and satisfaction in the delivered public service with the following service quality dimensions:

- Responsiveness – the willingness to help, assist, and provide prompt service to citizens/clients and/or businesses.
- Reliability (Quality) – the provision of what is needed and what was promised, in accordance with the policy and standards, with zero to a minimal error rate.
- Access & Facilities – the convenience of location, ample amenities for a comfortable transaction, and the use of clear signages and modes of technology.
- Communication – the act of keeping citizens and businesses informed in a language they can easily understand, as well as listening to their feedback.
- Costs – the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, acceptable range of costs, and qualitative information on the cost of each service.
- Integrity – the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens/clients and businesses.
- Assurance – the capability of frontline staff/s to perform their duties, product and service knowledge, understanding citizen/client needs, helpfulness, and good work relationships.
- Outcome – the rate in terms of achieving outcomes or realizing the intended benefits of government services.

6) Support to Operations (STO) Targets.

- Initial Certification/Recertification of the Quality Management System (QMS) covering at least one critical frontline service or core process as mandated under its existing pertinent laws.**

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	--

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 8 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

For the ISO 9001:2015 QMS Certification, it must be issued by any of the certification bodies (CBs) accredited by the International Accreditation Forum (IAF) members. Preferably the CB is accredited by the Philippine Accreditation Bureau under the Department of Trade Industry, which is an IAF member and the recognized national accreditation body in the Philippines pursuant to Executive Order No. 802, s. 2009.

The ISO 9001:2015 certification (s)/recertification(s) must be valid as of December 31, 2020.

ISO 9001:2015 QMS-equivalent certifications/attestations granted by similar internationally recognized bodies promoting Total Quality Management (TQM) shall be considered.

7) **GASS Targets.** The common GASS targets shall include the following:



a) **Improved Budget Utilization Rate (BUR) from the previous year's level of accomplishment, which shall consist of:**

i. **Achievement of at least 90% Obligations BUR.**

Obligations BUR is computed as obligation rates for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) of all programs, activities, and projects funded in FY 2020 from all appropriation sources, including those released under the 2020 General Appropriations Act as the allotment Order Policy, net of savings from procurement and implementation of cost-cutting measures.

Hence:

$$\text{Obligations BUR} = \frac{\text{Obligations for MOOE and CO for 2020 appropriations}}{\text{Allotments for MOOE and Co for 2020}} \text{ Net of Savings in allotment from efficiency and cost-cutting measurements}$$

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 9 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

appropriations



ii. **Achievement of at least 85% Disbursements BUR.**

Disbursement BUR is measured as the ratio of total disbursements (cash and non-cash, excluding PS0 to total obligations for MOOE and CO from 2019 appropriations, net of goods and services obligated by December 31, 2019, but executed and paid only in 2020. The objective is to measure the disbursements and obligations for MOOE and CO for the 2020 appropriations.

Hence:

$$\text{Disbursement BUR} = \frac{\text{Disbursements for MOOE and CO for 2020 appropriations}}{\text{Obligations for MOOE and Co for 2020 appropriations}}$$

- b) **Sustained compliance with Audit Findings.** Fully implement 30% of the prior years' audit recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendations. These recommendations will exclude the Property, Plant and Equipment (PPE)-related items of the Annual Audit Report (AAR). Audit findings closed in FY 2018 should also not recur. The objective is to improve the agency's internal control processes, enhance operational effectiveness, and eliminate, resolve and remedy most, if not all, of the agency audit findings, by the end of 2021.
- c) **Submission of Annual Procurement Plan (APP-non CSE)** approved by the Executive Director to the Government Procurement Policy Board (GPPB) in the format approved by GPPB Circular No. 07-2015.
- d) **Submission of FY 2021 Annual Procurement Plan-Common-Use Supplies and Equipment (FY 2021 APP-CSE)**

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 10 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

to the DBM-Procurement Service on or before December 15, 2020 in the prescribed format by DBM-PS.

- e) **Undertaking of Early Procurement for at least 50% of the total value of eligible Procurement Projects included in the proposed budget of MIRDC in the NEP.** MIRDC shall conduct the undertaking of Early Procurement Activities (EPA) for at least 50% of the total value of eligible Procurement Projects as outlined in its Indicative FY 2021 APP-Non CSE consistent with the FY 2021 NEP.



Procurement Projects which will use the following modalities are excluded in determining the total value pursuant of Item 1.4 of GPPB Circular No. 06-2019.

- i. Repeat Order
- ii. Shopping
- iii. Negotiated Procurement-Emergency Cases
- iv. Negotiated Procurement-take-Over of Contracts
- v. Negotiated Procurement-Small Value Procurement

The Approved Contract and Notice to Proceed for procurement projects successfully undertaken under EPA shall be posted in the PhilGEPS within thirty (30) days after the approval of the GAA.

The Executive Director of MIRDC shall submit to the GPPB a Certification under oath (Annex 10 of MC 2020-1) on the compliance with EPA requirement within one (1) month after the approval of the GAA to the email address earlyprocurement@gppb.gov.ph.

In the event that MIRDC was not able to comply with the EPA Requirement, it may submit its justifications to the AO25 IATF within the compliance validation period. Justifications are subjected to review in accordance with Section 5.6 (b) of the MC 2020-1.

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 11 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

- f) **Submission of results of FY 2019 Agency Procurement Compliance and Performance Indicators (APCPI) System** per GPPB Resolution No. 39-017, complete the prescribed forms: (1) APCPI- Self Assessment Form; (2) APCPI- Consolidated Procurement Monitoring Report ; (3) APCPI- Procurement Capacity Development Action Plan; and the Questionnaire on or before June 30, 2020.



- 7) **Other Cross-cutting requirements.** The AO25 IATF sets the following cross-cutting requirements:

- a) **Establishment and Conduct of Agency Review and Compliance of SALN.** Under Section 10 of the Code of Conduct and Ethical Standards for Public Officials and Employees (RA No. 6713) and CSC Resolutions Nos. 13000455 and 1500088, MIRDC shall establish a SALN Review and Compliance Committee to determine whether said statements have been submitted on time, are complete, and are in proper form.

The Executive Director shall ensure that officials and employees covered by RA No. 6713 submitted their 2019 SALN to the Commission on Civil Service. The Agency Review and Compliance Procedure of SALN used by the MIRDC SALN Review and Compliance Committee should be cascaded to all employees.

Should MIRDC decide to retain the previously posted Guidelines, MIRDC should indicate or take note in the website that **no changes** have been made from the previous year's Establishment and Conduct of Agency Review and Compliance of SALN.

- b) **Comply with the Freedom of Information (FOI) Program** pursuant to EO No. 2 s 2016, based on the enhanced requirements of the Presidential Communications Operations Office (PCOO). Agencies should comply with the following FOI requirements within the set deadline:



Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 12 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

- i. The Updated People's FOI Manual (including the new designated list of FOI Receiving Officer/s and its contact details, if any) duly signed by the Executive Director and uploaded in the agency TS page.
- ii. The FOI Reports (Agency Information Inventory, 2020 FOI Registry, and 2020 FOI Summary Report) - uploaded in the agency TS page;
- iii. A screenshot of the MIRDC website's home page containing a visible and functional FOI logo linked to the electronic FOI portal (www.foi.gov.ph) submitted through email foi.pco@gmail.com; and,
- iv. Modified One-page FOI, Manual (including FOI Receiving Officer/s and its contact details and the step-by-step procedure of FOI Request in standard paper-based and electronic format) uploaded in the agency TS.

In the event that MIRDC is unable to meet any of the above performance targets, the Executive Director should submit the justifications/explanations and supporting documents to warrant reconsideration. For validation purposes, justifiable reasons are factors that are considered outside the control of the agency. Acceptance of justifications/explanations shall be subject to the recommendation of validating agencies.

- 8) To reinforce fairness in the assessment of the performance of each delivery unit under operations with those under support services, MIRDC should also declare non-frontline services provided to units/employees performed by the latter delivery units. Doing so will strengthen the accountability of every delivery unit in streamlining and improving their processes and services to citizens/clients, internal units/employees, and to the Composite Team from AO25 IATF agencies. Likewise, it will also provide performance data to support the equitable ranking of each delivery unit. MIRDC shall also report applicable baseline information as



Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 13 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

enumerated in the Streamlining and Process Improvement of Critical Services

3.2 Eligibility of Individuals

- 3.2.1 The Executive Director (ED) will be eligible only if MIRDC is eligible for PBB. If eligible, the ED's maximum PBB rate for FY 2020 shall be equivalent to 65% of the ED's monthly basic salary as of December 31, 2020. The ED shall not be included in the Report on Ranking of Delivery Units.
- 3.2.2 Employees should receive a rating of at least "Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.
- 3.2.3 Personnel on detail to another government agency for six (6) months or more shall be included in the ranking of employees in recipient agency that rated their performance. Payment of the PBB shall come from the mother agency.
- 3.2.4 Personnel who transferred from one government agency to another shall be rated and ranked by the agency where they served the longest. If equal months were served for each agency, they will be included in the recipient agency.
- 3.2.5 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 they served the longest; the official/employee shall be employee shall be eligible for the grant of PBB on a pro-rata basis corresponding to the actual length of service to the participating implementing agency, as stated in 6.8.
- 3.2.6 An official or employee who has rendered a minimum of nine (9) months of service in FY2019 and with at least satisfactory rating may be eligible to the full grant of the PBB.
- 3.2.7 An official or employee who has rendered less than nine (9) months but a minimum of three (3) months of service and with at least "Satisfactory" rating shall be eligible to the grant of PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 14 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		



Length of service	% of PBB Rate
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
- h. Sabbatical Leave

3.2.8 Personnel who are not entitled to the PBB:

- a. An employee who is in vacation or sick leave, with or without pay, for the entire year.
- b. Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2019. If the penalty meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.
- c. Officials and employees who failed to submit the 2019 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.
- d. Officials and employees who failed to liquidate cash advances received in FY2020 within the reglementary period as required by COA Circular

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 15 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

97-002 dated February 10, 1997, and reiterated in COA Circular 2009-002 dated May 18, 2009.

- e. Officials and employees who failed to submit the complete SPMS Forms.
- f. Officials and employees responsible for the non-compliance of the following requirements:
 - 1) Prior years' audit recommendations;
 - 2) QMS Certification; or
 - 3) Posting and dissemination of the MIRDC system of ranking performance of delivery units.

3.2.9 Agency Heads should ensure that officials and employees covered by R.A. No. 6713 submitted their 2019 SALN to the respective SALN repository agencies; liquidated their FY2020 Cash Advances; and completed the SPMS Forms, as these will be the basis for the release of FY 2020 PBB to individuals.


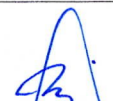
4.0 RANKING OF DELIVERY UNITS AND PBB RATES OF INDIVIDUAL EMPLOYEES

4.1 The MIRDC delivery units are the following:

- a) Office of the Executive Director (OED)
- b) Planning and Management Division (PMD)
- c) Finance and Administrative Division (FAD)
- d) Analysis and Testing Division (ATD)
- e) Technology Diffusion Division (TDD)
- f) Materials and Process Research Division (MPRD)
- g) Prototyping Division (PD)

4.2 MIRDC and its corresponding delivery units that meet the criteria and conditions in 3.1.1 Good Governance Conditions are eligible for the FY 2020 PBB. Delivery Units eligible to the PBB shall be forced ranked according to the following categories:

Ranking	Performance Category	No. of DU
Top 10%	Best Delivery Unit	1

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 16 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

Next 25%	Better Delivery Unit	2
Next 65%	Good Delivery unit	4

The declarations of responsible DU in the completion of each critical service or other key processes shall be the basis for equitable performance ranking of DUs.

- 4.4. To recognize the high performance of government employees to the achievement of agency targets and requirements for the grant of the FY 2020 PBB, MIRDC shall list the names of the employees who belong in the Best Delivery Unit/s using Form 1.0 (Annex 7 of MC 2020-1)



Performance ranking of eligible delivery units is based on the following criteria:

Indicator	Weight (%)
a. Accomplishment of Performance Targets	50%
b. Streamlining and Process Improvement	10%
c. <u>Reporting of Citizen/Client Satisfaction Survey</u>	10%
d. Submission of All Reports and Documentary Requirements	10%
e. Conformity to Management Systems	10%
f. Support to Other Division/System	7%
g. Participation to Employees Engagement Programs	3%
Total	100%

4.1 PBB Rates of Individual Employees

- 4.2.1 **Individual employees.** Only the personnel belonging to eligible delivery units are qualified for the PBB. PBB rates for each individual shall be based on the performance ranking of the individual's delivery unit with the rate of incentive as a multiple of one's monthly basic salary as of December 31, 2020 based on the table below:

Performance Category	PBB as % of MBS
Best Delivery Unit (10%)	65%
Better Delivery Unit (25%)	57.5%

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
--	---

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 17 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

Good Delivery Unit (65%)	50%
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In case of detail, or transfer/assignment from one DU to another (without effect of promotion), employee shall be rated and ranked in the DU where he/she served the longest.

In case of promotion to another DU, employee shall be rated and ranked in the new DU.

5.0 PERFORMANCE REVIEW AND EVALUATION

5.1 Eligible Delivery Units

5.1.1 **Accomplishment of Performance Targets.** This shall be rated by the PBB Committee based on DPCR/OPCR.



5.1.1.1 To get the score on accomplishment, percentage of accomplishment is multiplied by the weight allocation of 60%.

5.1.1.2 The percentage of accomplishment of the OED shall be computed as follows:

Employee	Weight (%)
OED for TS	40% of OPCR-TS
OED for RD	40% of OPCR-RD
Attorney IV	10% of IPCR
Immediate Support Staff OED	5% of IPCR
Immediate Support Staff OED-TS	2.5% of IPCR
Immediate Support Staff OED-RD	2.5% of IPCR
Total	100%

5.1.2 **Streamlining and Process Improvement.** Documented and verifiable improvement in any of the following:

a) Number of steps

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POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 18 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

- b) Number of signatures required to complete each service/process, including the initials required.
- c) Number of documents, includes the documents required from the transacting citizens/clients, documents used by the MIRDC in the internal processing until the completion/delivery of the service to the transacting citizen/clients.

This covers external clients only. Points shall either be 0 or 10. OED is excluded from this criterion.

Digitization initiatives, development of online transactions, and/or contactless transactions in or prior to FY 2020 should be reflected in the Citizen's Charter. Both the system developer and end-user shall earn the points separately.

Digitization refers to the automation of existing manual and paper-based processes, enabled by the digitization of information; from analog to a digital formal. (sourced from <https://www.i-scoop.eu/digital-transformation/digitization-digitalization-digital-transformation-disruption/> on September 21, 2020)



The Delivery Units may submit one (1) best practice in service quality or productivity conducted in FY 2020. The report shall contain the following information:

- a) Title of best practice
- b) Delivery Unit Responsible
- c) Best Practice Thematic Area
- d) Summary of Practice/Initiative
- e) Background and Problem
- f) Milestones/ Results

The Executive Director will choose the Agency Best Practice from the nominees submitted by the PBB Committee. Reports will be subject for validation by the MIRDC Anti-Red Tape Unit.

The chosen Best Practice shall receive 2.5 points on top under this criterion.

5.1.3 Reporting of Citizen/Client Satisfaction. The reports shall contain the following, supported by tangible evidence and verifiable data:

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POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 19 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

- a) Description of the methodology of the CCSS used for each reported service:
- i. Respondent's Criteria
 - ii. Survey Sampling Coverage
 - iii. Sampling Procedure
 - iv. Survey Instrument/Questionnaire
- b) Results of the CCSS for FY 2020
(include a sample of the feedback/survey form used)
- c) Results of Agency Action Plan reported in FY 2019 PBB
- d) Continuous Agency Action Plan for FY 2021

This covers external clients only.



Five (5) points shall be given when the target percent satisfaction rating is attained and shall be scored as follows:

<u>Rating</u>	<u>Score</u>
<u>95-100%</u>	<u>5</u>
<u>90-94%</u>	<u>4</u>
<u>80-89%</u>	<u>3</u>
<u>70-79%</u>	<u>2</u>
<u>69% and below</u>	<u>1</u>

and another five (5) points when the number of survey response is achieved. The score will be computed based on the number of actual respondents over number of targeted respondents. The quotient will be multiplied by five.

In the event that there is no CCSS for a particular service (particularly for services that took time to be completed, such as contract research), and the cause is not due to the fault or negligence of the delivery unit, said delivery unit will be exempted from this criterion.

- 5.1.4 **Submission of Reports and Documentary Requirements.** This shall be evaluated by the PBB Committee based on the percentage of on-time submission of reports, as follows:

Indicator	Points
Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director

POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 20 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

90-100% of reports submitted on deadlines	100
70-89% of reports submitted on deadlines	80
50-69% of reports submitted on deadlines	60
30-49% of reports submitted on deadlines	40
10-29% of reports submitted on deadlines	20
0-9% of reports submitted on deadlines	0

The reports shall be monitored by the responsible Delivery Unit as per attached Annex "A".

5.1.5 **Conformity to Management Systems.** This shall be the indicator to determine the degree of conformity to the MIRDC management system.



5.1.5.1 Conformance to MIRDC's Management Systems based on external audit shall be rated as follows:

Indicator	Points
Zero NC for the year	100
1 NC for the year	90
2 NCs for the year	80
3 NCs for the year	70
4 NCs for the year	60
5 or more NCs for the year	50

Minor NC for QMS and Significant NC for LMS. Major NC or Highly Significant NC shall have a score of 50 points.

5.1.5.2 Submission of accomplished NCARs Internal and External based on deadline shall be evaluated as follows:

Indicator	Points
Before or on the deadline	100
1 day late	90
2 days late	80
3 days late	70
4 days late	60
5 days or more late	50

Prepared by:  JONATHAN Q. PUERTO Chair, PBB Committee	Approved by:  ROBERT O. DIZON Executive Director
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POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 21 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

N.B.: Exclude NCAR of non-division specific findings.

5.1.5.3 Execution of Corrective Action based on target completion date shall be evaluated as follows:

Indicator	Points
Before or on the deadline	100
1 to 5 working days delayed	90
6 to 10 working days delayed	80
11 to 15 working days delayed	70
16 to 20 working days delayed	60
21 working days or more delayed	50

5.1.6 **Participation to Employee's Engagement Programs.** This refers to non-work related programs intended to foster nationalism, teamwork, sportsmanship, and health and fitness among others.



These include attendance to flag ceremony, teambuilding, anniversary celebrations, Christmas celebrations and other activities implemented and/ or supported by the MIRDC and DOST that requires ALL employees' participation. Point system is based on the percentage of participation of delivery units in all activities/programs implemented and/or supported as certified by the Administrative and General Services Section (AGSS) of Finance and Administration (FAD), using the formula below:

$$\text{Participation \%} = \frac{\text{No. of attendees in activity 1+2+...n}}{\text{Total Number of Employees Required}} \times 100$$

Total Number of Activities/Programs Implemented/Supported

Note: Employee/s assigned as skeletal, on official business, on approved leave or by reason of religious affiliation shall be excluded from the Total Number of Employees Required.

Indicator	Points
90-100% participation	100

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POLICY M A N U A L MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 22 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

60-89% participation	80
40-69% participation	60
20-39% participation	40
0-19% participation	20

5.1.7 Support to Other Divisions/Systems. This refers to allowing staff to participate in the activities/programs of other divisions, including DOST agencies, provided that the said activities are not part of the supporting division's performance targets, as follows:

- a. Internal audit
- b. Training
- c. Consultancy



The OED is excluded from this criterion.

5.1.7.1 Internal Audit – refers to the number of available employees who participated; excludes observers for LMS/auditor-in-training for QMS who has undergone audit training.

Indicator	Points
4 or more of division employee	100
3 division employee	75
2 division employee	50
1 division employee	25
none	0

5.1.7.2 Training and consultancy

Indicator	Points
100% of required man-hour	100
75-99% of required man-hour	75
50-74% of required man-hour	50
25-49% of required man-hour	25
Less than 25% of required man-hour	0



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POLICY MANUAL MIRDC	POL – MIRDC	011
	Revision No.: 3	Page 23 of 23
Section :	Effectivity Date: January 1, 2020	
Subject: Guidelines on Ranking of Delivery Units for the Granting of CY2020 PBB		

Cancelled regular programs may be replaced by packaged programs, subject to approval of the concerned DED. Required man-hour targets may be adjusted as needed.

Training includes FAD-AGSS identified training programs.

---- nothing follows ---

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List of Reports and Documentary Requirements

No.	Type of Report	Timeliness of Submission	Purpose of Report
1	Monthly Accomplishment Reports	Submitted to PMD within the 5 th working day of the following month <i>(for the preparation of quarterly reports, deadline may be moved earlier as needed)</i>	PMD to submit accomplishment to Top Management within the 10 th day of the following month PMD to prepare quarterly report (BAR No. 1) and submit to the DBM/DOST and encode in the DBM-URS on or before deadline
2	Report of Income (for FAD)	Monthly report of income submitted to PMD by the 10 th of the following month Semestral report submitted to PMD by the 5 th working day after end of semester	(for monitoring only)
3	Customer Satisfaction Survey Forms	Submitted to PMD within the 5 th working day of the following month	PMD to prepare quarterly report within 10 working days following the end of the quarter A summary report for the year is prepared for QMS and PBB purposes
4	Project Monitoring – Monthly Financial Statement (for FAD)	Submitted to PMD by the 10 th day of the following month	Summary of MFS is part of the project monitoring report prepared within 7 working days upon receipt of the MFS
5	Project Monitoring – updates in the PMIS	Complete Status / Updates reflected in the Project Monitoring Information System (PMIS) within the 5 th working day of the following month	PMD to prepare project monitoring report including status of updates in the PMIS for Top Management information/reference PMD to provide project updates to COA at the end of each quarter on or before deadline
6	Governing Council Presentations	Revised presentations submitted to PMD one week before date of the GC meeting	PMD to forward presentations to GC members a week before the scheduled GC meeting
7	Updates on Management Action Plans (MAPs)	Updates on the action items provided in the google monitoring sheets on the deadline set by PMD	PMD to consolidate action plan status within 7 working days after the last submission of report by delivery unit/division
8	Agency Information Inventory Reports	Submitted to FOI Receiving Officers (OED) as per set deadline on the memo or before the 10 th of September of each year	FOI Receiving Officers will consolidate the inventory into one report and submit it to PCOO on September 30 of each year
9	Project Procurement Management Plan	Submitted to BAC Secretariat/FAD-AGSS-PMU in the first week of November (for the Indicative APP) or on the specified deadline in the memo for the APP	Basis of the Indicative APP and approved APP that will be submitted to GPPB in December, July 2020 and January 2021.