

PHILIPPINE RETIREMENT AUTHORITY

GUIDELINES IN THE RANKING AND DISTRIBUTION OF THE PERFORMANCE-BASED BONUS FOR FY 2020

1. OBJECTIVE

To establish a system to rank PRA delivery units and personnel relative to the grant of 2020 Performance-Based Bonus (PBB).

2. COVERAGE

This covers all identified delivery units of PRA and all its official and employees holding regular plantilla positions.

3. ELIGIBILITY CRITERIA

To be eligible for the PBB, the PRA must satisfy the following criteria and conditions as provided in the Inter-Agency Task Force (IATF) Memorandum Circular No. 2020-1, Guidelines on the Grant of the Performance-Based Bonus for FY 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016.

GOOD GOVERNANCE CONDITIONS

- a. Satisfy 100% of the Good Governance Conditions set by the AO 25 IATF for 2020 and maintain/update the Agency Transparency Seal. The Agency Transparency Seal (TS) page should be accessible by clicking on the TS logo on the home page, and should contain the following documents:
 - i. PRA Mandate, Vision, Mission, names of officials with their positions and designations, and contact information;
 - ii. DBM-approved budget and corresponding targets for FY 2020;
 - iii. Annual Reports from FY 2016 – 2020;
 - iv. Projects, Programs and Activities and Status of implementation for FY 2020;
 - v. FY 2020 Annual Procurement Plan (APP) Non-Common-Use Supplies and Equipment (Non-CSE), Indicative FY 2021 APP Non-CSE, and FY 2021 APP for Common-Supplies and Equipment (CSE);

- vi. QMS ISO Certification to ISO 9001:2015 issued by any Certification Bodies (CB) accredited by the International Accreditation Forum (IAF), of at least one (1) core process.
 - vii. System of Agency Ranking Delivery Units, which should be cascaded to all employees and posted in the TS Page not later than 01 October 2020;
 - viii. The Freedom of Information (FOI) Manual signed by the Head of Office, Agency Information Inventory, 2020 FOI Summary Report, and 2020 FOI Registry should be posted not later than January 29, 2021;
 - ix. Agency Review and Compliance Procedure of Statements and Financial Disclosures cascaded to all employees and posted in the TS Page not later than 01 October 2020;
- b. Maintain/Update the PhilGEPS posting of all Invitations to Bids and awarded contracts pursuant to R.A. 9184 for transactions from 01 January 2020 to 31 December 2020, including the Early Procurement of FY 2020 Non-CSE items. Agencies should track their status through PhilGEPS microsite.
- c. Set-Up Most Current and Updated Citizen's Charter, reflecting the agency's 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 11032, and the President's directive to reduce the processing time of all public transactions with government and ensure accessible and convenient delivery of services to the public

A Certificate of Compliance (CoC) shall be submitted to Ant-Red Tape Authority at compliance@arta.gov.ph and copy furnish the AO25 Secretariat at ao25secretariat@dap.edu.ph on or before 04 December 2020.

The CoC based on the format prescribed by ARTA as stated in ARTA MC No. 2019-002 series of 2019 shall be the basis of the validation. Conduct of validation is on January 2021.

- d. Non-compliance with all Good Governance Conditions will render the entire agency ineligible for the 2020 PBB. .

FY 2020 PERFORMANCE TARGETS

Streamlining and Process Improvement of the Agency's Critical Services covering Government-to-Citizens (G2C), Government to Businesses (G2B), and Government-to-Government (G2G) transactions as declared in the agency's Citizen's Charter.

1. In the government's effort to further streamline processes and fully maximize our digital capabilities, as well as ICT infrastructures and other resources, PRA should take digitization, develop online systems, 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 etc.

To promote the periodic measurement of agency performance in delivering said services, PRA 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:

- Number of steps
- Transaction Costs
 - Primary Transaction Costs
 - Other Transaction Costs
- Substantive Compliance Costs
- Number of Signatures
- Number of Required Documents
- Turnaround Time

PRA shall report the baseline information of each of the above-mentioned streamlining criteria based on the agency's Citizen's Charter updated before FY 2020. PRA shall set the FY 2020 Streamlining Improvement Target for each streamlining criterion for every declared service including the following targets:

- Reduction in the number of signatories to not more than three;
- Simplification of application forms or reduction in the number of documentary requirements;
- 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 under the EODB law.

a. Citizen/Client Satisfaction

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

To further incentivize excellence in providing quality and efficient public service among government offices, agencies 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 in improving their services but would also contribute in assisting other agencies to develop similar initiatives that could be implemented, replicated, and/or enhanced.

Agencies shall prepare and submit a report following information found in Annex 4 of IATF MC No. 2020-1: Guide for Conducting Citizen/Client Satisfaction Surveys: GOCCs covered by RA No. 10149 will report the results of client/customer satisfaction surveys based on the standard methodology and corresponding questionnaire prescribed by the GCG.

b. Support To Operations (STO) Target.

1. Initial Certification/Recertification of the QMS for at least one (1) critical frontline service or core process as mandated under its existing pertinent laws.

For the ISO 9001:2015 QMS Certification, it must be issued by any of the certification bodies accredited by the International Accreditation Forum (IAF) members. Preferably the certifying body is accredited by the Philippine Accreditation Bureau under the DTI, 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, and must be posted in the agency TS webpage not later than December 31, 2020

2. Standardized Agency-wide Processes for Frontline Agencies. Frontline agencies shall endeavor that their frontline processes are standardized, including those implemented at the Regional, Satellite, and Extension Offices. Beginning FY 2020, agencies shall secure agency-wide QMS certifications for these processes, and continue these efforts aimed at achieving this target by the end of FY 2021. The A025 IATF shall conduct the validation of the implementation of a standardized agency-wide process/es.

c. GASS Targets.

1. GASS targets shall include the following:

Budget Utilization Rate (BUR) for GOCCs is computed as follows:

- i. Obligations BUR = Total Obligations/DBM Approved COB (both net of Personnel Services)
- ii. Disbursements BUR = Total Actual Disbursement/Total Actual Obligations (both net of Personnel Services)

2. 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 PPE-related items of the Annual Audit Report. Audit findings closed since 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.

3. Submission of Annual Procurement Plan (APP-non CSE) approved by the HOPE to the Government Procurement Policy Board in the format prescribed under GPPB Circular No. 07-2015.

- FY 2020 APP-non CSE should have been submitted to the GPPB-TSO on 31 March 2020 but only for purposes of PBB compliance. The same should be posted on the agency Transparency Seal page.
- The APP non-CSE shall be submitted through electronic mail at app@gppb.gov.ph with the subject line: "APP for CY ____ of (Complete Name of Head of Office/Agency)
- Agency representatives should be able to receive an auto acknowledgment from the GPPB-TSO as proof of submission. In case of non-receipt of the auto-acknowledgment within one (1)

hour after submission, the APP-Non CSE shall be re-submitted to the same electronic mail address. If no acknowledgment is still received, the representatives shall call the Performance Monitoring Division of the GPPB-TSO at (02) 7900 - 67 - 41 to 44 to confirm whether the submission was received and if so, request for the acknowledgment of receipt of the submitted APP-Non CSE.

4. Submission of FY 2021 Annual Procurement Plan-Common-Use Supplies and Equipment (FY 2021 APP-CSE) to the DBM-PS on or before 15 December 2020, in the prescribed format by the DBM-PS. The same should be posted in the agency Transparency Seal page not later than 15 December 2020.

5. Submission of results of FY 2019 Agency Procurement Compliance and Performance Indicators (APCPI) System per GPPB Resolution No. 39-2017, complete with the following 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. The APCPI Tool may be downloaded from the GPPB website using this link: <http://www.gppb.qov.ph/apcpi/apcpi.html>.

The APCPI results must be submitted to the GPPB-TSO through email address apcpi@gppb.qov.ph indicating "2019 APCPI Initial Results of (Complete Name of Head of Office/Agency) for PBB" in the subject line.'

Agency representatives should be able to receive an auto acknowledgment from the GPPB-TSO as proof of submission. In case of non-receipt of the auto-acknowledgment within one (1) hour after submission, the APCPI Results shall be re-submitted to the same electronic mail address. If no acknowledgment is still received, the representatives shall call the Performance Monitoring Division of the GPPB-TSO at (02) 7900 - 67 - 41 to 44 to confirm whether the submission was received and if so, request for the acknowledgment of receipt of the submitted APCPI results.

- d. Other cross-cutting requirements
 - a. Establishment and Conduct of Agency Review and Compliance Procedure of SALN

The scanned copy of the same shall be uploaded in the agency Transparency Seal page not later than 01 October 2020.

b. Comply with the Freedom of Information (FOI) Program

PRA should comply to the following FOI requirements within the set deadline:

- Updated People's FOI Manual duly signed by the Head of Agency and uploaded in the Transparency Seal page on or before 29 January 2021;
- The FOI Reports (Agency Information Inventory, 2020 FOI Registry and the 2020 FOI Summary Report) uploaded in the Transparency Seal page on or before 29 January 2021;
- Screenshot of the PRA website's home page containing a visible and functional FOI logo linked to the electronic FOI portal submitted through e-mail: foi.pco@gmail.com on or before 29 January 2021
- Modified One-page FOI Manual (including FOI Receiving Office/rs 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 page on or before January 29, 2021. For reference, please see FOI MC No. 1, s. 2020 at www.foi.gov.ph/resources.

PRA should submit the accomplished FOI Reports strictly in one (1) Excel format based on templates provided in www.bit.ly/2018FOIReports. Submission not compliant to the file format will not be considered. All agencies including those already on board the eFOI portal, are required to send the soft copy submissions to foi.pco@gmail.com. Policy issuances and memoranda can be accessed in this link: www.foi.gov.ph/resources.

In case the agency is not able to meet any of the above performance targets, the Head of Agency 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.

e. To reinforce fairness in the assessment of the performance of each delivery unit under operations with those under support services, PRA 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 A025 IATF agencies. Likewise, it will also provide performance data to support the equitable ranking of each delivery unit.

ELIGIBILITY OF INDIVIDUALS

- a. The PRA General Manager/CEO will be eligible only if PRA is eligible for the grant of PBB 2020. The PBB rate for FY 2020 shall be equivalent to 65% of his monthly basic salary as of 31 December 2020. He shall not be included in the Form 1.0 – Report on Ranking of Delivery Units.
- b. Employees belonging to the First, Second and Third Levels should receive a rating of at least “Satisfactory” based on the PRA’s CSC-approved SPMS or the requirement prescribed by the CESB.
- c. Personnel on detail to another government agency for six (6) months or more shall be included in the ranking of employees in the recipient agency that rated his/her performance. Payment of the PBB shall come from the mother agency.
- d. Personnel who transferred from one government agency to another agency shall be rated and ranked 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.
- e. Officials and employees who transferred from government agency to another agency 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 PBB on a pro-rata basis corresponding to the actual length of service to the participating implementing agency.
- f. An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least Satisfactory rating may be eligible to the full grant of the PBB.
- g. An official or employee who rendered less than nine (9) months but a minimum of three (3) months service and with at least Satisfactory Rating shall be eligible for the grant of 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 valid reasons for an employee who may not meet the nine (9) month actual service requirement to be considered for PBB on a pro-rata basis:

- Being a newly hired employee;
- Retirement;
- Resignation;
- Rehabilitation Leave;
- Maternity/Paternity Leave;
- Vacation/Sick Leave with or without pay;
- Scholarship/Study Leave
- Sabbatical Leave

- h. An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible to the grant of the PBB.
- i. Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2020 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.
- j. 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, shall not be entitled to the FY 2020 PBB.
- k. Officials and employees who failed to liquidate all cash advances received in FY 2020 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 2020 PBB.
- l. Officials and employees who failed to submit their complete SPMS Forms shall not be entitled to the FY 2020 PBB.
- m. The PRA General Manager/CEO shall ensure that officials and employees submitted their 2019 SALN, liquidated their FY 2020 Cash Advances, and completed the SPMS Forms, as these will be the basis for the release of FY 2020 PBB to individuals.
- n. Officials and employees responsible for the implementation of prior years' audit recommendations, QMS certification, or posting and dissemination of the agency system of ranking performance of delivery units shall not be

entitled to the FY 2020 PBB if PRA fails to comply with any of these requirements.

RANKING OF DELIVERY UNITS (DIVISIONS/OFFICES)

A delivery unit is the primary subdivision of the agency performing substantive line functions, technical services or administrative support as reflected in the Agency's organizational structure/functional chart.

Ranking of Delivery Units

PRA shall have seventeen (17) delivery units as follows:

- Office of the General Manager/CEO
- Office of the Deputy General Manager
- Office of the Board Secretary
- Internal Audit Division
- Information and Communications Technology Division
- Corporate Planning Division
- Administrative Support Division
- Financial Management Division
- Procurement Management Division
- Advertising and Promotions Division
- Client Relations and Program Development Division
- Processing Division
- Servicing Division
- Baguio Satellite Office
- Subic/Clark Satellite Office
- Cebu Satellite Office
- Davao Satellite Office

Delivery units eligible to the PBB shall be forced ranked according to the following categories:

Ranking	Performance Category
Top 10%	Best Delivery Units
Next 25%	Better Delivery Units
Next 65%	Good Delivery Units

Basis in Evaluating the Delivery Units

- The Delivery Units shall be ranked based on their accomplishments for FY 2020 with significant impact to the Agency's over-all performance.

- Completion of targets on plans and programs, projects, activities as of 31 December 2020
- Must have submitted its Quarterly Accomplishment Report to the Corporate Planning Division by 31 December 2020.

Percentage Distribution on Office/Delivery Units Performance Rating

Description	Percentage
Accomplishment with Significant Impact	50%
Completion of Plans & Programs	40%
On time submission of Accomplishment Reports	10%

Distribution of Slots for PBB Ranking

Delivery Units	Best Division (10%)	Better Divisions (25%)	Good Divisions (65%)
17	2	4	11

WHO SHALL EVALUATE AND RANK

The PRA CEO/General Manager shall evaluate and rank the performance of the different offices/delivery units to be assisted by the Performance Management Team.

RATES OF PBB

The rates of the PBB 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 (MBS) as of December 31, 2018 based on the table below:

Performance Category	Multiple of MBS
Best Delivery Unit	65%
Better Delivery Unit	57.5%
Good Delivery Unit	50.0%

4. CASCADING OF GUIDELINES

The Administrative & Finance Services Department shall be responsible for the circulation of this Office Order via distribution of hard copies and cascading during the Flag Raising Ceremony.

5. EFFECTIVITY

This shall take effect upon approval by the undersigned.

APPROVED:



ATTY. BIENVENIDO K. CHY
CEO/General Manager