



Republic of the Philippines
DEPARTMENT OF ENERGY
(Kagawaran ng Enerhiya)

**GUIDELINES ON THE GRANT OF PERFORMANCE-BASED BONUS (PBB)
FOR FISCAL YEAR 2018
INCLUDING THE PROCESS/CRITERIA OF RANKING DELIVERY UNITS**

1.0 Background

- 1.1 In his 2017 State of the Nation Address, President Rodrigo Duterte called for a government equipped with political will and braced by a concerned citizenry to be able to overcome the problems facing the country through collective purpose and collaborative actions. He emphasized the need for heightened transparency and deeper accountability to the Filipino people to fight corruption and cleanse the bureaucracy.
- 1.2 Hence, among his priorities is to ensure citizen-centric public service to bring the government closer to people with the citizenry empowered to evaluate and give feedback on public services and the bureaucracy, especially on frontline transactions. He reiterated his directive to all government offices to quickly respond and yield meaningful results in streamlining processes, working more efficiently, and providing high quality and genuine public service that Filipinos deserve without delay and bureaucratic red tape. He underscored the responsibility of each public servant to act with commitment and urgency in protecting and serving the values, welfare and well-being of every Filipino.
- 1.3 Moreover, in his Veto Message in the Fiscal Year 2018 National Budget, President Duterte declared confidence in strengthening the country's foundation for a "*matatag, maginhawa at panatag na buhay*" that Filipinos aspire for. The FY 2018 National Budget represents the sound priorities and programs aimed at fostering the golden age of sustained and inclusive growth. To this goal, he called for efficient, responsible and disciplined utilization of the National Budget.
- 1.4 To tighten the advocacy for intensified public accountability, heightened transparency, stronger fiscal discipline and more efficient government processes, the government is leveraging the priorities of its Results-Based Performance Management System (RBPMS) and its people-centered Performance-Based Incentive System (PBIS) through requirements and conditions aiming to fight corruption, achieve higher citizen satisfaction and implement a firmer validation process to recognize outstanding performance in government service.

2.0 Coverage

- 2.1 All offices of the DOE including all executive offices, operating bureaus, support services and field offices.

- 2.2 All officials and employees holding regular plantilla positions; and contractual and casual employees having an employer-employee relationship with the office, and whose compensation are charged to the lump sum appropriation under Personnel Services, or those occupying positions in the DBM-approved contractual staffing pattern of the Department.

3.0 Eligibility Criteria

- 3.1 As highlighted in Memorandum Circular No. 2018-1 dated May 28, 2018 of the Inter-Agency Task Force (IATF), each agency must satisfy the following conditions:
 - a. **Good Governance Conditions:** Satisfy 100% of the Good Governance for FY 2018 set by the AO 25 IATF as provided in Section 4.0.
 - b. **Performance Targets:** Achieve each one of the Physical Targets, Support to Operations (STO) and General Administration and Support Services (GASS) requirements for FY 2018.
 - c. **Performance Rating of Employees and CES positions.** Use the CSC-approved Strategic Performance Management System (SPMS) in rating the performance of First and Second level officials and employees of departments/agencies, including officials holding Director positions but are not Presidential appointees. The rating of the performance of Career Executive Service (CES) officers and incumbents to CES positions shall be based on the requirement to be issued by the Career Executive Service Board (CESB).

4.0 FY 2018 Good Governance Conditions (GGCs)

- 4.1 The AO 25 IATF sets the following GGCs based on performance drivers of the RBPMS and the priorities of the Duterte Administration for 1) heightened transparency, 2) stronger public accountability, and 3) people-centered public service:
 - a. **Maintain/Update the Agency Transparency Seal (TS)** pursuant to Section 99 of the General Provisions of the FY 2018. The Agency Transparency Seal page should be accessible by clicking on the TS logo on the home page, and should contain the following documents:
 - a.1. Agency's mandates and functions, names of its officials with their position and designation and contact information;
 - a.2. Annual financial reports;
 - a.3. DBM-approved budget and corresponding targets for FY 2018;
 - a.4. Major projects and programs, beneficiaries and status of implementation for FY 2018;
 - a.5. FY 2018 Annual Procurement Plan (FY 2018 APP-nonCSE), Indicative FY 2019 APP non-CSE and FY 2019 APP for common supplies and equipment;
 - a.6. QMS Certification to ISO 9001:2015 issued by any of the certification bodies (CB) accredited by an International Accreditation Forum (IAF) members or similar standards relating to Total Quality Management (TQM), e.g. Philippine Quality Award, ISO/IEC 17025. ISO 17020, and Omentum Accreditation Canada, of at least one (1) core process or frontline service;
 - a.7. System of Agency Ranking Delivery Units for FY 2018 PBB;
 - a.8. The Agency Review and Compliance Procedure of Statements and Financial Disclosures; and

- a.9. The Final People's Freedom to Information (FOI) Manual signed by head of agency; Agency Information Inventory; 2017 and 2018 FOI Summary Report, and 2017 and 2018 FOI Registry.
- b. **Post/update the PhilGEPS posting of all Invitations to Bids and awarded contracts** in the Philippine Government Procurement Reform Act (RA No. 9184) for transactions from November 16, 2017 to January 31, 2018, including the Early Procurement of FY 2019 Non-CSE items (status may be tracked through PhilGEPS microsite: <http://data.philgeps.gov.ph/directory/pbb.aspx>)
- c. **Maintain/update the Citizen's or Service Charter or its equivalent**, reflecting the agency's enhanced service standards for all its front line services to citizens, businesses and government agencies, consistent with the objective of the Anti-Red Tape Act of 2007 (RA No. 9485), and the President's directive to reduce processing time of all public transactions with government, and ensure accessible and convenient delivery of services to the public, as reiterated in CSC Memorandum Circular No. 14, s. 2016.

The Certificate of Compliance (CoC) submitted pursuant to CSC MC No. 14, s.2017 shall be the basis for the validation for FY 2018. For agencies which have not submitted the CoC, the same shall be complied with pursuant to the guidelines set forth in CSC MC No 14, 2017 and shall be submitted on or before August 1, 2018 to the CSC's Office for Strategy Management through the AO 25 Secretariat. The CSC validation shall be complemented with reports on feedback and complaints from citizens gathered by the OP, PMS, CSC and PCOO from the 8888 Hotline and the FOI portals. The CSC shall issue guidelines in the validation of the Citizen's Charter requirements for FY 2018.

- 4.2. Non-compliance with any GGC will render the entire department/agency ineligible for the PBB. Assessment of agency compliance with the GGCs requirements shall be conducted starting October 1, 2018.

5.0 FY 2018 Performance Targets

With respect to the Physical Targets, the AO 25 IATF sets the following requirements to strengthen the performance of departments and agencies in efficiently providing public services.

- 5.1 **Streamlining and Process Improvement of the Agency's Critical Services** covering Government-to-Citizens (G2C), Government-to-Business (G2B), and Government-to-Government (G2G) transactions as cited in the agency's Citizen's/Service Charter. To promote the periodic measurement of agency performance in delivering said services, agencies shall determine and report the following using Modified Form A-Department/Agency Performance Report (Annex A):
 - a. **Number of Steps.** For each critical service, departments/agencies shall report the number of steps necessary to complete the service/process.
 - b. **Transaction Costs.** These are the costs incurred by the transacting citizens/clients in securing services from government. For purposes of FY 2018 PBB, these costs are categorized as follows:
 - 1) **Primary Transaction Costs/Fees.** These are the fees incurred by the transacting citizens/clients paid to government agencies in availing the

critical services. These are the fees declared in the agency's Citizen's/Service Charter. Examples are application fees, registration fees, etc.

- 2) **Other Transaction Costs.** These are the other fees that transacting citizen/client has to pay in obtaining supporting information from another agency to secure needed primary information. Examples of these costs are those for getting birth certificates to secure passports, barangay clearance to secure business permit, and required photos, printing costs, photocopying costs, etc.
- c. **Substantive Compliance Costs** which are the incremental costs to the target group in complying with a regulation, other than administrative costs. These costs can include implementation costs, direct labor costs, overhead costs, equipment costs, etc.
- d. **Number of Signatures.** Departments/Agencies shall declare the number of signatures required to complete each service/process, including the initials required.
- e. **Number of Documents.** For each critical service, departments/agencies shall indicate the total number of documents necessary to complete the transaction cycle. The number of documents shall refer to the documents required from the transacting citizens/clients, and the documents that are used by departments/agencies in their internal processing until the completion/delivery of the critical service to the transacting citizens/clients.
- f. **Turnaround Time.** For each critical service, departments/agencies shall estimate the turnaround time to complete the service/process. Turnaround time is the sum of the waiting and processing time. 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.

The information above shall serve as the baseline data for each service/process. Departments/agencies should aim to achieve the following improvements for each of their critical services/processes:

- a. Reduction in the number of signatures to not more than three (3);
- b. Simplification of application forms or documentary requirements; and
- c. 50% reduction in the turnaround time and completion of the transaction within 15 days.

Departments/agencies shall declare the bureaus/offices/delivery units responsible for the delivery and completion of each critical service. Every bureau/office/delivery unit should be declared in at least one (1) of the critical services, or other key processes performed by the department/agency. The details of the performance of bureaus/offices/delivery units shall be reported using the Modified Form A1.

In the event the department/agency is unable to achieve the targets they set in this section, they shall provide justifications/explanations using the "Remarks" column. The acceptance of explanation shall be subject to the review and recommendation of the validating agency.

- 5.2 **Citizen/Client Satisfaction.** In order to determine the effectiveness of the streamlining and process improvements initiated by agencies, the satisfaction level

of the citizens/clients will be measured and reported. Thus, agencies should embed feedback mechanisms and citizen/client satisfaction measurement in their process improvement efforts. Agencies shall report the results of the Citizen/Client Satisfaction Survey for each service.

- 5.3 **STO Target.** Initial certification/Recertification of the QMS for at least one (1) core process¹ or frontline service as mandated under its existing pertinent laws.

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 and Industry, which is the Philippine Accreditation Body of the IAF. ISO 9001:2015 QMS equivalent certifications/attestations granted by similar internationally recognized bodies promoting Total Quality Management (TQM) shall be considered, e.g. Philippine Quality Award, ISO/IEC 17025, ISO 17020 and Omentum Accreditation Canada.

The certification must be valid until December 31, 2018 or a later date, and must be posted in the agency TS page not later than December 31, 2018. A certified-true copy of the Agency's QMS Certificate/s shall be submitted to the Government Quality Management Committee(GQMC), through the DBM Secretariat – Systems and Productivity Improvement Bureau, immediately after obtaining a QMS Certificate or Recertification not later than December 31, 2018, for verification purposes.

- 5.4 **GASS Targets.** The common GASS targets shall include the following:

a. **Budget Utilization Rate (BUR),** which shall consist of:

- 1) **Obligations BUR** computed as obligation rates for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) of all programs, activities, and projects funded in FY 2018 from all appropriation sources, including those released under the GAA as the allotment order policy, net of savings from procurement, and implementation of cost-cutting measures; and
- 2) **Disbursements BUR** which is measured by the ratio of total disbursements (cash and non-cash, excluding Personnel Services) to total obligations for MOOE and CO in FY 2018, net of goods and services obligated by December 31, 2018 but accounts payable and not yet due and demandable on the said date.

b. **Sustained Compliance with Audit Findings.** Fully implemented 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 2017 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 2020.

¹ For frontline agencies, it is expected that the core process pertains to an agency process most demanded by citizens and business and targeted for improvement.

- c. **Compliance with Quarterly Submission of Budget and Financial Accountability Reports (BFARs) Online Using the DBM's Unified Reporting System (URS)** 15 days after end of each quarter, as provided in Section 95 of the FY 2018 GAA.
- d. **Submission of Annual Procurement Plan (APP-non CSE)** approved by the Head of Procuring Entity (HOPE) to the Government Procurement Policy Board (GPPB) in the format prescribed under GPPB Circular No. 07-2015 by posting it in the agency TS.
 - 1) **FY 2018 APP-non CSE** should have been submitted to the GPPB-TSO on January 31, 2018 per Section 7.3.5 of the 2016 Revised IRR of RA No. 9184. The same should be posted on the agency TS page on not later than one (1) month after the issuance of this Circular.
 - 2) To support Early Procurement, **the Indicative FY 2019 APP-non CSE consistent with the FY 2019 National Expenditure Program (NEP)** should be posted on the agency TS page not later than August 31, 2018.

The APP non-CSE submissions must indicate "APP for CY <Year> of <Complete Name of Head Office/Agency> <Regions __ to __, if applicable> for PBB" in the subject line. The list of agencies complying with the APP submission requirement shall be posted in the GPPB website (www.gppb.gov.ph).

- e. **Submission of FY 2019 Annual Procurement Plan-Common Use Supplies and Equipment (FY 2019 APP-CSE)** to the DBM-Procurement Service on or before August 31, 2018 in the prescribed format by DBM-PS. The same should be posted in the agency TS page not later than August 31, 2018.
- f. **Undertaking of Early Procurement for at least 50% of the value of goods and services based on the department's/agency's budget submitted to the Congress consistent with the NEP.** In transitioning towards annual cash-based budgeting, departments/ agencies should subject at least 50% of the volume of their goods and services requirements for the FY 2019 operations to Early Procurement, short of award, from September to December 2018. Departments/Agencies should update their PhilGEPs postings for Early Procurement by posting the Approved Contract and Notice to Proceed in PhilGEPs on or before January 31, 2019. DBM shall soon be issuing a Budget Circular on this.
- g. **Submission of results of FY 2017 Agency Procurement Compliance and Performance Indicators (APCPI) System**, per GPPB Resolution No. 10-2012, 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 August 31, 2018. The APCPI Tool may be downloaded from the GPPB website using this link: <http://www.gppb.gov.ph/apcpi.html>. Submit either in electronic (Excel) format through apcpi@gppb.gov.ph indicating "2017 APCPI Initial Results of <Complete Name of Head Office/Agency> for PBB" in the subject line; or printed (signed) copies hand carried/mailed through the GPP-TSO front desk. The list of agencies complying with the APCPI requirement shall be posted in the GPPB website (www.gppb.gov.ph).

5.5 Other cross-cutting requirements. The AO 25 IATF sets the following cross-cutting requirements:

- a. **Establishment and Conduct of Agency Review and Compliance Procedure of SALN** pursuant to Section 10 of the Code of Conduct and Ethical Standards for Public Officials and Employees (RA No. 6713), and CSC Resolutions Nos. 1300455 and 150088. Each department/agency shall have a SALN Review and Compliance Committee to implement the provisions on reviewing and complying with SALN requirements to determine whether said statements have been submitted on time, are complete, and are in proper form.

Agency heads should ensure that officials and employees covered by RA NO. 6713 submitted their 2018 SALN to the respective SALN repository agencies, as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015. The Agency Review and Compliance Procedure of SALN used by the department's/agency's SALN Review and Compliance committee should be cascaded to all employees. The scanned copy of the same shall be uploaded in the agency TS page not later than October 1, 2018.

- 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 to the following FOI requirements within the set deadline:
- 1) The People's FOI Manual duly signed by the Head of the Agency and uploaded in the agency TS page on or before September 30, 2018;
 - 2) The Agency Information Inventory uploaded in the agency TS page on or before September 30, 2018;
 - 3) The 2017 and 2018 FOI Summary Report uploaded in the agency TS page on or before January 31, 2019;
 - 4) The 2017 and 2018 FOI Registry uploaded in the agency TS page on or before January 31, 2019; and
 - 5) A screenshot of the agency website's home page containing a visible and functional FOI logo linked to the electronic FOI portal (www.foi.gov.ph) submitted through email: foipco@gmail.com on or before September 30, 2018.

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

5.6 In case a department/agency is not able to meet any of the above performance targets, the Department Secretary/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. Acceptance of justifications/explanations shall be subject to the recommendation of validating agencies.

5.7 To reinforce fairness in the assessment of the performance of each delivery unit under operations with those under support services, departments/agencies should also declare critical services provided to internal 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, and internal units/employees. Likewise, it will also provide performance data to support the equitable ranking of each delivery unit.

6.0 Eligibility of Individuals

- 6.1 Department Secretaries are eligible only if their respective departments are eligible. If eligible, their maximum PBB rate for FY 2018 shall be equivalent to 65% of their monthly basic salary as of December 31, 2018. They shall not be included in the Form 1.0 Report of Delivery Units.
- 6.2 Employees belonging to the First, Second and Third Levels should receive a rating of at least "Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the CESB.
- 6.3 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.
- 6.4 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.
- 6.5 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.
- 6.6 An official or employee who rendered less than nine (9) months but a minimum of three (3) months of 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 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
- 6.7 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.
 - 6.8 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2017 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.

- 6.9 Officials and employees who failed to submit the 2017 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015; or those who are responsible fo the non-compliance with the establishment and conduct of the review and compliance procedure of SALN, shall not be entitled to the FY 2018 PBB.
- 6.10 Officials and employees who failed to liquidate all cash advances received in FY 2018 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 2018 PBB.
- 6.11 Officials and employees who failed to submit their complete SPMS Forms shall not be entitled to the FY 2018 PBB.
- 6.12 Agency heads should ensure that officials and employees covered by RA 6713 submitted their 2017 SALN to the respective SALN repository agencies, liquidated their FY 2018 Cash Advances, or completed SPMS Forms, as these will be the basis for the release of FY 2018 PBB to individuals.
- 6.13 Officials and employees responsible for the implementation of the prior years' audit recommendations, QMS certification, or posting and dissemination of the department/agency system of ranking performance of delivery units, shall not be entitled to the FY 2018 PBB if the Department/Agency fails to comply with any of these requirements.

7.0 Ranking of Delivery Units

- 7.1 Departments and their corresponding offices/delivery units that meet the criteria and conditions in Section 3.0 are eligible to the FY 2018 PBB. Bureaus, offices or delivery units eligible to the PBB shall be forced ranked according to the guidelines set by AO 25.
- 7.2 Following the percentage prescribed by AO25 for the forced ranking, the distribution of delivery units per performance categories is as follows:

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

- 7.3 The resulting ranking of offices/delivery units shall be indicated in the Form 1.0 (Report on Ranking of Delivery Units). Financial and Administrative Services (FS and AS) shall review and validate the names of individuals eligible for the PBB.
- 7.4 Only the personnel belonging to eligible delivery units are qualified for the PBB.

8.0 Rates of the PBB

- 8.1 The rates of the PBB for each individual shall be based on the performance ranking of the individual's bureaus or delivery units with the rate of incentive as a multiple of one's monthly basic salary as of 31 December 2018 based on the table below:

| Performance Category | Multiple of Basic Salary |
|----------------------|--------------------------|
| Best Delivery Unit | 0.65 |
| Better Delivery Unit | 0.575 |
| Good Delivery Unit | 0.50 |

9.0 Submission of Reports

- 9.1 Departments/Agencies should submit FY 2018 accomplishments using the Modified Form A – Department/Agency Performance Report, Modified Form A1-Details of Bureau/Office Performance Report, Citizen/Client Satisfaction Report, Form 1 and the PBB Evaluation Matrix. They should submit duly completed and signed forms and reports to the IATF (two hard copies and e-copy of forms and other supporting documents) through the AO 25 Secretariat which shall endorse copies to the oversight/validating agencies for review/evaluation. All forms and reports should be signed by the agency head or the duly designated official.
- 9.2 Submission of agency physical accomplishments and other requirements will be until February 28, 2019 for small agencies and August 31, 2019 for big departments following the review schedule of the IATF under MC 2017-4, dated December 21, 2017. Agencies shall ensure that all explanations and justifications are already attached to their submission.
- 9.3 The COA Audit Team Leaders shall verify/monitor compliance of their respective agencies with the audit recommendations shown in the Status of Implementation of Prior Years' Audit Recommendations in the Annual Audit Report/Management Letter and submit a report thereon, to the concerned Supervising Auditor (SA). The SA will then prepare a summary report for submission to the concerned Cluster Director. Based on the reports submitted by the SAs, the Cluster Director shall submit to the IATF Secretariat, copy furnished the Sector Head and RMBO, PFMS, both of COA, a Summary List of Agencies that complied with the required minimum 30% full implementation of audit recommendations.
- 9.4 Results of the validation showing non-compliant agencies shall be posted in the RBPMS website. The IATF shall conduct spot-checks to validate claims and certifications made by departments/agencies.
- 9.5 The AO 25 IATF sets the following implementation timeline for the FY 2018 PBB.

| REQUIREMENTS | VALIDATING AGENCY | DEADLINE OF SUBMISSION | START OF VALIDATION |
|--|---|------------------------|----------------------------|
| Physical Targets | | | |
| Operations | | | |
| Streamlining and Process Improvement of Agency Services | Composite Team from AO 25 IATF agencies | August 31, 2019 | Sept 1, 2019 |
| Citizen/Client Satisfaction | Composite Team from AO 25 IATF agencies | August 31, 2019 | Sept 1, 2019 |
| Support to Operations (STO) | | | |
| QMS Certification • Post QMS Certification in TS page • Submit certified true copy of QMS certificate to GQMC through DBM-SPIB | GQMC | December 31, 2018 | From January 1 to 31, 2019 |
| General Administration and Support Services (GASS) | | | |
| BUR | DBM-BMBs | August 31, 2019 | Sept 1, 2019 |
| Sustained Compliance with Audit Findings | COA | December 31, 2018 | December 31, 2018 |

| REQUIREMENTS | VALIDATING AGENCY | DEADLINE OF SUBMISSION | START OF VALIDATION |
|---|--|---|--|
| Submission of BFARs online through the URS <ul style="list-style-type: none"> • First Quarter • Second Quarter • Third Quarter • Fourth Quarter | DBM and COA | April 15, 2018 July 15, 2018 October 15, 2018 January 15, 2019 | April 15, 2018 July 15, 2018 October 15, 2018 January 15, 2019 |
| COA Financial Reports <ul style="list-style-type: none"> • Small agencies • Big agencies | COA | March 30, 2018 April 30, 2018 | March 30, 2018 April 30, 2018 |
| Procurement Documents <ul style="list-style-type: none"> • FY 2018 APP-non CSE • Indicative FY 2019 APP-nonCSE • FY 2019 APP-CSE • Undertaking of Early Procurement for at least 50% of goods and services • Results of FY 2017 APCPI System | GPPB-TSO GPPB-TSO DBM-PS GPPB-TSO GPPB-TSO | January 31, 2018 August 31, 2018 August 31, 2018 January 31, 2019 August 31, 2018 | 1mo. after the issuance of reso August 31, 2018 August 31, 2018 January 31, 2019 August 31, 2018 |
| Good Governance Conditions | | | |
| Transparency Seal | DBM-OCIO | October 1, 2018 | October 1, 2018 |
| PhilGEPS Posting (transactions above P1M and with December 31, 2018 as cut-off), including the Early Procurement of FY 2019 Non-CSE items | PhilGEPS | January 31, 2019 | February 1, 2019 |
| Citizen's/Service Charter <ul style="list-style-type: none"> • CoC pursuant to CSC MC No. 14, 2.2017 | CSC | August 1, 2018 | August 1, 2018 |
| Other cross-cutting requirements | | | |
| Submission of SALN of employees | OP, Ombudsman, CSC | April 30, 2018 | April 30, 2018 |
| Agency Review and Compliance Procedure of Statement and Financial Disclosures | CSC | October 1, 2018 | October 1, 2018 |
| FOI Compliance <ul style="list-style-type: none"> • People's FOI Manual • Agency Information Inventory • 2017 and 2018 FOI Summary Report • 2017 and 2018 FOI Registry • Screenshot of agency's home page | PCOO | Sept 30, 2018 Sept 30, 2018 January 31, 2019 January 31, 2019 Sept 30, 2018 | Sept 30, 2018 Sept 30, 2018 January 31, 2019 January 31, 2019 Sept 30, 2018 |
| Posting of Agency's System Ranking Delivery Units | DAP | October 1, 2018 | October 1, 2018 |
| Submission of Agency Report on Ranking of Delivery Units (Form 1 and PBB Evaluation Matrix | DBM-BMBs | August 31, 2019 | September 1, 2019 |

10.0 Effects of Non-Compliance

10.1 For FY 2018, agencies that are unable to comply with all the Good Governance Conditions shall be considered ineligible for the FY 2018 PBB.

10.2 Agencies that are unable to comply with Performance Targets shall be considered ineligible for the FY 2018 PBB.

- 10.3 In the event the AO 25 IATF conducted random check of submitted SALN of employees and found non-compliance with the guidelines prescribed by the CSC and the posted Review and Compliance Procedure of the concerned department/agency, such incident could be a cause to disqualify the department/agency in the succeeding cycle of the PBB.
- 10.4 Prohibited Acts: A Department/Agency, which, after due process by the oversight agency has been determined to have committed the following prohibited acts, shall be disqualified from the PBB in the succeeding year of its implementation. Moreover, the CSC or Ombudsman shall file the appropriate administrative case:
- a. Misrepresentation in the submitted reports required for the PBB, commission of fraud in the payment of the PBB and violation of the provisions of the PBB Circular; and,
 - b. Evenly distributing PBB among employees in an agency, in violation of the policy of paying the PBB based on the ranking of delivery units.

11.0 Feedback and Change Management

- 11.1 Department Secretaries/Head of Agencies with the support of their Performance Management Groups shall develop and implement an internal communications strategy on PBIS, and fulfill the following:
- a. Engage their respective employees in understanding of the PBIS, the performance targets of their respective departments/agencies, as well as the services and outputs that they will need to deliver in order to meet these targets.
 - b. Disseminate the performance targets and accomplishments of their departments/agencies to their employees through the intranet and other means, as well as publish these on their respective websites for the public's information.
 - c. Set up a Complaints Mechanism to respond to the PBIS-related issues and concerns raised by officials and employees of their respective departments/agencies. Such may be incorporated in the functions of their Grievance Committee.
- 11.2 The Department Secretary/Head of Agency shall designate a senior official who shall serve as a PBB focal person. The offices responsible for the performance management may be tasked to provide secretariat support to the PMG and to recommend strategies to instill a culture of performance within the Department/Agency.

12.0 Information and Communication

- 12.1 The Department Secretary/Head of Agency shall confirm with the IATF the name, position and contact details (email, landline, facsimile, cellular phone) of the senior officials designated as the PBB focal person and the spokesperson, respectively.
- 12.2 Departments/Agencies should strengthen their communications strategy and ensure transparency and accountability in the implementation of the PBB.

12.3 The IATF shall maintain the following communication channels:

- a. AO 25 Secretariat at ao25secretariat@dap.edu.ph
- b. RPBPMs website www.dap.edu.ph/rbpm
- c. Telephone: (02) 400-1469; (02) 400-1490; (02) 400-1582
- d. Facebook (www.facebook.com/PBBSecretariat)
- e. Twitter: @pbbsecretariat

13.0 The Performance Management Team (PMT)

13.1 The DOE's PMT was reconstituted pursuant to Department Order (DO) No. 2017-02-0001 as part of the requirement of the IATF as well as the Civil Service Commission on the establishment and implementation of SPMS.

13.2 Under Special Order (SO) No. 2017-02-00015, the composition of the Committee is as follows:

| | |
|-------------------------|---|
| Chairperson | Undersecretary Raul B. Aguilos, CESO I |
| Vice-Chairperson | Asst. Sec. Robert B. Uy |
| Members | Asst. Sec. Gerardo D. Erguiza, Jr. HEA Maria Teresa F. Mendoza President, DOE Employees Association |
| Technical Working Group | |
| Chairperson | Dir. Patrick T. Aquino, CESE |
| Members | Dir. Angelina V. Manga, CESO IV Dir. Araceli S. Soluta |
| Secretariat | Planning Division |

13.3 The functions and responsibilities of the PMT include the following:

- a. Set consultation meetings with all heads of office/bureaus and services to discuss the targets set in the Department performance commitment and rating form
- b. Ensure that units' performance targets and measures as well as the budget are aligned with those of the Department and that work distribution of units is rationalized
- c. Recommend approval of the units performance commitment and rating to the Secretary
- d. Act as appeals body and final arbiter for performance management issues of the Department
- e. Identify potential top performers and provide inputs to the PRAISE Committee for grant of awards and incentives
- f. Adopt its own internal rules, procedures and strategies in carrying out the above responsibilities including schedule of meetings, deliberations and delegation of authority to representatives in case of absence of its members

13.4 As stipulated in the SO, a Performance Review Committee (PRC) shall be created to take charge of the performance commitment and rating compliance. The PRC shall be composed of designated representatives from the following units:

- a. Energy Resource and Development Bureau (ERDB)
- b. Energy Power Industry Management Bureau (EPIMB)
- c. Renewable Energy Management Bureau (REMB)
- d. Oil Industry Management Bureau (OIMB)
- e. Energy Utilization Management Bureau (EUMB)
- f. Information Technology Management Services (ITMS)
- g. Energy Research and Testing Laboratory Services (ERTLS)

- h. Legal Services (LS)
- i. Field Offices (Mindanao, Visayas and Luzon Field Offices)

14.0 Evaluation of Performance of Delivery Units

14.1 There are a total of 15 delivery units which are classified into Operations and Support units that will be evaluated:

| | |
|------------------|---|
| Bureaus | <ol style="list-style-type: none"> 1. Energy Policy and Planning Bureau (EPPB) 2. Electric Power Industry and Management Bureau (EPIMB) 3. Renewable Energy Management Bureau (REMB) 4. Oil Industry Management Bureau (OIMB) 5. Energy Resource Development Bureau (ERDB) 6. Energy Utilization and Management Bureau (EUMB) |
| Support Services | <ol style="list-style-type: none"> 7. Energy Research Testing Laboratory Services (ERTLS) 8. Information Technology Management Services (ITMS) 9. Legal Services (LS) 10. Financial Services (FS) 11. Administrative Services (AS) 12. Executive Offices (EO) including CWPO, IPO, IAS and PAO |
| Field Offices | <ol style="list-style-type: none"> 13. Luzon Field Office (LFO) 14. Visayas Field Office (VFO) 15. Mindanao Field Office (MFO) |

14.2 Executive Offices will be considered as one (1) delivery unit. However, the Undersecretaries and Assistant Secretaries will be ranked with the bureau/service that they are supervising. If an Undersecretary/Assistant Secretary is handling two (2) or more units, they will be rated with the bureau/service that has a higher rank.

14.3 The Bureau Directors will be ranked with the bureau/delivery unit they currently oversee.

14.4 For FY 2018, work units will be evaluated using a rating scale that consists of identified performance measures representing job-related performance criteria such as: (1) physical accomplishments based on Congress-approved physical accomplishments of their output indicators vis-à-vis targets identified in the GAA (for bureaus) or based on their Office Performance Commitment Review (OPCR) performance targets (for services and field offices); (2) financial performance; and (3) evaluation of the DOE Executive Committee (ExeCom) members.

14.5 The total numerical scores are computed as follows from which the final conclusions on the rankings are derived:

1) Physical Performance (60%)

- a. **Bureaus.** Performance score will be based on actual accomplishment of output indicators versus the GAA targets. Accomplishment rating computation is: $(\text{Actual Output} \div \text{Target Output}) * 100$.
 - Each output indicator will be assigned a corresponding percentage depending on its probability of success which will be identified by the concerned bureau. Total percentage should be 100%

- Based on SPMS Guidelines, accomplishment ratings higher than 130 points are considered outstanding. Therefore, an accomplishment rating for each indicator exceeding 130 points is capped at 130 points
- All final rating of each bureaus/service unit is the weighted average of all indicators

b. **Services/Field Offices.** Performance score will be based on the average score of the unit's OPCR's for the two semesters of 2018.

Accomplishment rating computation is:

$$(1^{\text{st}} \text{ semester OPCR} + 2^{\text{nd}} \text{ semester OPCR}) \div 2$$

2) Financial Performance (30%): Performance is evaluated by the efficient utilization of resources relative to the accomplishment/success rate of the work unit which includes the disbursement rate of their locally-funded projects. Disbursement rate computation is: $(\text{Disbursement} \div \text{Allocation}) * 100$

3) ExeCom Evaluation (10%): All ExeCom members will be provided with evaluation forms to score and evaluate units' performance in the delivery of specific initiatives and other special assignments.

- The DOE's Performance Management Team (PMT) will provide the ExeCom with the performance rating tool for the bureaus and services before the end of 3rd quarter
- ExeCom member may determine the areas of concern on how to score a particular unit or adapt the suggested items of PMT
- The unit's numerical score is the average points from all respondents

14.6 The final rating of each bureaus/service unit is the weighted average of the three (3) criteria.

14.7 The PMT-TWG shall deliberate the rankings based on resulting numerical scores obtained by each work unit. The computation and results will be presented to the PMT for the Committee's approval. In case of a tie, The PMT shall develop objective tie-breaking criteria for the work units. Should the case will be unresolved, EPPB shall elevate it to the Management Committee whose decision shall be enforced as final.

14.8 The PMT Secretariat shall ensure that the required forms for submission to the AO 25 Secretariat are completely filled up. The Secretariat shall also ensure all the forms/documents used in the rating and ranking are secured and shall safekeep them for consolidation and submission.

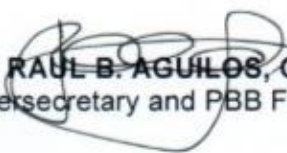
15.0 Compliance of Requirements by Focal Persons

15.1 Below is the matrix of the requirements with the designated focal person and corresponding deadline of submission and start of validation by the validating agency:

| REQUIREMENTS | FOCAL PERSON | DEADLINE OF SUBMISSION | START OF VALIDATION |
|---|--|---|--|
| Inputs to Modified Form A <ul style="list-style-type: none"> Streamlining and Process Improvement of Agency Services (Modified Form A) Citizen/Client Satisfaction | Directors, concerned Bureaus/Services (EPPB to consolidate) | August 31, 2019 | Sept 1, 2019 |
| QMS Certification <ul style="list-style-type: none"> Post QMS Certification in TS page Submit certified true copy of QMS certificate to GQMC through DBM-SPIB | | December 31, 2018 | From January 1 to 31, 2019 |
| BUR | Director, FS | August 31, 2019 | Sept 1, 2019 |
| Sustained Compliance with Audit Findings | Directors, concerned Bureaus/Services (FS to consolidate) | December 31, 2018 | December 31, 2018 |
| Submission of BFARs online through the URS <ul style="list-style-type: none"> First Quarter Second Quarter Third Quarter Fourth Quarter | Director, Financial Services; Director, EPPB (ITMS to post online) | April 15, 2018 July 15, 2018 October 15, 2018 January 15, 2019 | April 15, 2018 July 15, 2018 October 15, 2018 January 15, 2019 |
| COA Financial Reports <ul style="list-style-type: none"> Small agencies Big agencies | Directors, concerned Bureaus/Services (EPPB and FS to consolidate) | March 30, 2018 April 30, 2018 | March 30, 2018 April 30, 2018 |
| Procurement Documents <ul style="list-style-type: none"> FY 2018 APP-non CSE Indicative FY 2019 APP-nonCSE FY 2019 APP-CSE Undertaking of Early Procurement for at least 50% of goods and services Results of FY 2017 APCPI System | Secretariat, BAC; Chief, Procurement Management Division (PMD) | January 31, 2018 August 31, 2018 August 31, 2018 January 31, 2019 August 31, 2018 | 1mo. after the issuance of reso August 31, 2018 August 31, 2018 January 31, 2019 August 31, 2018 |
| Transparency Seal | Director, ITMS | October 1, 2018 | October 1, 2018 |
| PhilGEPS Posting (transactions above P1M and with December 31, 2018 as cut-off), including the Early Procurement of FY 2019 Non-CSE items | Director, ITMS; Head, BAC Secretariat; Chair, BAC (ITMS to post online) | January 31, 2019 | February 1, 2019 |
| Citizen's/Service Charter <ul style="list-style-type: none"> CoC pursuant to CSC MC No. 14, 2.2017 | Director, ITMS | August 1, 2018 | August 1, 2018 |
| Submission of SALN of employees | Director, AS; Chief, HRMD | April 30, 2018 | April 30, 2018 |
| Agency Review and Compliance Procedure of Statement and Financial Disclosures | Director, AS; Chief, HRMD | October 1, 2018 | October 1, 2018 |
| FOI Compliance <ul style="list-style-type: none"> People's FOI Manual Agency Information Inventory 2017 and 2018 FOI Summary Report 2017 and 2018 FOI Registry Screenshot of agency's home page | Director, AS; Chief, Records Division | Sept 30, 2018 Sept 30, 2018 January 31, 2019 January 31, 2019 Sept 30, 2018 | Sept 30, 2018 Sept 30, 2018 January 31, 2019 January 31, 2019 Sept 30, 2018 |

| REQUIREMENTS | FOCAL PERSON | DEADLINE OF SUBMISSION | START OF VALIDATION |
|--|-------------------------------------|------------------------|---------------------|
| Submission of Agency Report on Ranking of Delivery Units (Form 1 and PBB Evaluation Matrix) <ul style="list-style-type: none"> Updated list of eligible employees including months/ yrs of service and salary grade | Director, EPPB Chief, HRMD | August 31, 2019 | Sept 1, 2019 |
| Posting of Agency's System Ranking Delivery Units | Director, EPPB; Secretariat, PMT | October 1, 2018 | October 1, 2018 |

Recommended by:


RAUL B. AGUILOS, CESO I
 Undersecretary and PBB Focal Person

Approved by:


ALFONSO G. CUSI
 Secretary



MODIFIED FORM A- DEPARTMENT/AGENCY PERFORMANCE REPORT

DEPARTMENT/AGENCY:

I. Streamlining and Process Improvement of the Agency's Critical Services

| NAME OF SERVICES* (1) | NUMBER OF STEPS (2) | | TRANSACTION COSTS INCURRED BY THE TRANSACTION PUBLIC/CLIENT | | | | SUBSTANTIVE COMPLIANCE COST (5) | | NUMBER OF SIGNATURES (6) | | NUMBER OF REQUIRED DOCUMENTS (7) | | TURNAROUND TIME (8) | | CLIENT/CITIZEN SATISFACTION RESULTS (9) | |
|-------------------------------|--------------------------------|----------------|---|----------------|--|----------------|--|----------------|--------------------------|----------------|---|----------------|---|--|---|----------------|
| | TARGET | ACCOMPLISHMENT | TARGET | ACCOMPLISHMENT | TARGET | ACCOMPLISHMENT | TARGET | ACCOMPLISHMENT | TARGET | ACCOMPLISHMENT | TARGET | ACCOMPLISHMENT | TARGET | ACCOMPLISHMENT | TARGET | ACCOMPLISHMENT |
| Frontline Services | | | | | | | | | | | | | | | | |
| Name of Service 1 | % reduction of number of steps | | % reduction of fees paid | | % reduction of other transaction fees paid | | % reduction of substantive compliance cost | | Reduce to 3 signatures | | Reduction of required documents, OR simplification of forms | | 50% reduction of turnaround time, and complete the transaction within 15 days | Citizen/Citizen Satisfaction on Rating | | |
| Name of Service 2 | % reduction of number of steps | | % reduction of fees paid | | % reduction of other transaction fees paid | | % reduction of substantive compliance cost | | Reduce to 3 signatures | | Reduction of required documents, OR simplification of forms | | 50% reduction of turnaround time, and complete the transaction within 15 days | Citizen/Citizen Satisfaction on Rating | | |
| Name of Service 3 | % reduction of number of steps | | % reduction of fees paid | | % reduction of other transaction fees paid | | % reduction of substantive compliance cost | | Reduce to 3 signatures | | Reduction of required documents, OR simplification of forms | | 50% reduction of turnaround time, and complete the transaction within 15 days | Citizen/Citizen Satisfaction on Rating | | |
| Non-Frontline Services | | | | | | | | | | | | | | | | |
| Name of Service 1 | % reduction of number of steps | | % reduction of fees paid | | % reduction of other transaction fees paid | | % reduction of substantive compliance cost | | Reduce to 3 signatures | | Reduction of required documents, OR simplification of forms | | 50% reduction of turnaround time, and complete the transaction within 15 days | Citizen/Citizen Satisfaction on Rating | | |
| Name of Service 2 | % reduction of number of steps | | % reduction of fees paid | | % reduction of other transaction fees paid | | % reduction of substantive compliance cost | | Reduce to 3 signatures | | Reduction of required documents, OR simplification of forms | | 50% reduction of turnaround time, and complete the transaction within 15 days | Citizen/Citizen Satisfaction on Rating | | |
| Name of Service 3 | % reduction of number of steps | | % reduction of fees paid | | % reduction of other transaction fees paid | | % reduction of substantive compliance cost | | Reduce to 3 signatures | | Reduction of required documents, OR simplification of forms | | 50% reduction of turnaround time, and complete the transaction within 15 days | Citizen/Citizen Satisfaction on Rating | | |

* Departments/Agencies may add rows as needed.

Prepared by:

Approved by:

Name of Officer / Designation

Date

Department Secretary/Agency Head

Date

MODIFIED FORM A- DEPARTMENT/AGENCY PERFORMANCE REPORT (PAGE 2)

II. SUPPORT TO OPERATIONS (STO)

- Posting of certification on TS Page Date posted on TS Page: _____
- Submission of ISO QMS certification Date submitted to SPB: _____

III. GENERAL ADMINISTRATION AND SUPPORT SERVICES (GASS)

A. Budget Utilization Rate (BUR)

| BUR | FY 2017 Accomplishment | FY 2018 Accomplishment | Remarks |
|--------------------|---------------------------|---------------------------|---------|
| • Obligations BUR | | | |
| • Disbursement BUR | | | |

B. Sustained Compliance with Audit Findings

| TOTAL NUMBER AUDIT RECOMMENDATIONS | NUMBER OF FULLY IMPLEMENTED RECOMMENDATIONS | NUMBER OF PARTIALLY IMPLEMENTED RECOMMENDATIONS | NUMBER OF RECOMMENDATIONS NOT IMPLEMENTED | PERCENTAGE (%) OF FULL IMPLEMENTATION |
|---------------------------------------|---|---|---|---|
| | | | | |

C. Compliance with Quarterly Submission of Financial Reports

- Quarterly BFARs
 - > 1st Quarter BFAR Date posted in online URS: _____
 - > 2nd Quarter BFAR Date posted in online URS: _____
 - > 3rd Quarter BFAR Date posted in online URS: _____
 - > 4th Quarter BFAR Date posted in online URS: _____
- COA Financial Reports Date submitted to COA: _____

D. Compliance with Procurement Requirements

- FY 2018 APP-non CSE Date posted on TS Page: _____
- Indicative FY 2019 APP-non CSE Date posted on TS Page: _____
- FY 2019 APP-CSE Date submitted to DBM-PS: _____
- Results of FY 2017 APCPI System Date posted on TS Page: _____
- Results of FY 2017 APCPI System Date submitted to GPPB-TSO: _____

IV. GOOD GOVERNANCE CONDITIONS (GGC)

A. Maintain/Update the Transparency Seal Date updated TS with all requirements: _____

B. Post/Update PhilGEPS Postings Date updated PhilGEPS postings: _____

If UNABLE to post or update the BAC Resolution, Notices of Award/Bid Results, Actual Approved/ Awarded Contracts and/or Notices to Proceed/Purchase Orders for transactions above one million (PHP 1,000,000), submit a letter of explanation to AO 25 Secretariat (See Annex G). Date submitted the explanation's: _____

C. Maintain/Update the Citizen's or Service Charter or its equivalent

- Submission of ARTA CoC Date submitted to AO 25 Secretariat: _____
- If with deficiencies, submit ARTA CoC After Validation Date submitted to CSC: _____

V. Other cross-cutting requirements

A. Establishment and Conduct of Agency Review and Compliance Procedure of SALN Date posted on TS page: _____

B. Compliance with FOI Program

- People's FOI Manual Date emailed to PCOO: _____
Date posted on TS Page: _____
- Agency Information Inventory Date emailed to PCOO: _____
Date posted on TS Page: _____
- 2017 and 2018 FOI Summary Report Date emailed to PCOO: _____
Date posted on TS Page: _____
- 2017 and 2018 FOI Registry Date emailed to PCOO: _____
Date posted on TS Page: _____
- Screenshot of agency's home page Date emailed to PCOO: _____

C. Agency's System of Ranking Delivery of Services Date posted on TS page: _____

Prepared by : _____
Name of Officer / Designation / Date

Approved by : _____
Department Secretary/Agency Head / Date

**GUIDELINE ON ACCOMPLISHING THE
FORM A-MODIFIED DEPARTMENT/AGENCY PERFORMANCE REPORT**

I. Streamlining and Process Improvement of the Agency's Critical Service

1. Indicate the name of the frontline / non-frontline service.
2. Indicate the target and actual improvement in the Number of Steps for each service.
3. Indicate the target and actual improvement in the Fees Paid for each service.
4. Indicate the target and actual improvement in the Other Transaction Fees for each service.
5. Indicate the target and actual improvement in the Substantive Compliance Cost for each service.
6. Indicate the actual improvement in the Number of Signatures for each service.
7. Indicate the target and actual improvement in the Number of Required Documents for each service.
8. Indicate the target and actual improvement in the Turnaround Time for each service.
9. Indicate the target and actual improvement in the Citizen/Client Satisfaction Results for each service.

II. Support to Operations (STO). Indicate the required dates for the ISO QMS requirement.

III. General Administration and Support Services (GASS).

1. Indicate the FY 2017 and FY 2018 Accomplishments for the BUR.
2. Indicate the results of agency's compliance with COA audit findings.
3. Indicate the required dates for the Quarterly BFARs and COA Financial Reports.
4. Indicate the required dates for the compliance with the each Procurement Requirements.

IV. Good Governance Conditions

1. Indicate the date when all requirements for TS were complied with.
2. Indicate the most recent date when PhilGEPS postings were updated.
3. Indicate the required dates for compliance with Citizen's/Service Charter requirement.

V. Other Cross-Cutting Requirements

4. Indicate the date when the Review and Compliance Procedure was posted in the TS page.
5. Indicate the required dates for the compliance with FOI program.
6. Indicate the date when the Agency's System of Ranking Delivery Units was posted in the TS page.