



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

December 29, 2021

RIZAL GIOVANNI P. APORTADERA JR.

Director

Bureau of Broadcast Services

4/F, PIA Bldg., Visayas Avenue, Vasra, Quezon City

ATTENTION: Ms. Maria Elizabeth B. Raymundo
PBB Focal Person

Dear Dir. Aportadera:

We regret to inform you that the **Bureau of Broadcast Services (BBS)** is **NOT ELIGIBLE** from the grant of the Performance-Based Bonus (PBB) for Fiscal Year 2019. The summary of the final IATF assessment result is attached.

To complete the PBB process, may we remind your office to publish the **FY 2019 Agency Scorecard** in your website or official publication. Please coordinate with the AO25 Technical Secretariat for the finalization of the said report cards.

We wish to reiterate the responsibility of the Head of Agency and the Performance Management Group (PMG) to communicate this to your employees and address comments and concerns they may raise.

Please be advised that the evaluation of agency accomplishments for FY 2020 shall be tightened in accordance with the review of your Agency's report on Streamlining and Process Improvement of Critical Services. Additionally, agencies are encouraged to continue efforts in accelerating procurement and timely utilization of approved budgets to properly support their operations and delivery of high-quality services.

Thank you very much and we look forward to your participation and full cooperation in the 2020 PBB cycle.

Sincerely yours,

KIM ROBERT C. DE LEON

Undersecretary, DBM

Chairperson, AO25 IATF and AO25 Technical Working Group



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Bureau of Broadcast Services (BBS)	
Eligibility Requirements	Final Assessment
2019 Good Governance Conditions	
1. Transparency Seal	<ul style="list-style-type: none"> ● Compliant
2. PhilGEPS Posting	<ul style="list-style-type: none"> ● Compliant
2019 Physical Target	
3. Streamlining and Process Improvement of Agency Services	<p>Did not meet the streamlining and process improvement requirement for FY 2019 PBB.</p> <ul style="list-style-type: none"> ● The BBS reported streamlining efforts only for the service “Radio Broadcast,” which is the only service declared in its Citizen’s Charter. ● The AO25 Composite Team observed inconsistencies in the reported 2018 status provided by BBS vis-a-vis the FY2018 Accomplishment report submitted by the BBS to the AO25 IATF for the FY 2018 PBB. ● The AO25 Composite Team also observed that the BBS did not reduce the turnaround time, signatures, and the number of required documents. The BBS did not provide justifications/explanations. ● The AO25 Composite Team noted that the BBS maintained the fees charged to clients. The BBS also did not justify maintaining the fees paid. ● The BBS did not include Citizen’s/Client Satisfaction (CCSS) feedback results. The BBS indicated that the CCSS is not-applicable for BBS services in its Forms A/A1. The BBS did not submit its Client/Citizen Satisfaction Report - Annex 4. The BBS is encouraged to observe the procedures in conducting the Citizen/Client Satisfaction Survey (CCSS) according to the updated Annex 4 of MC 2020-1. Measuring the satisfaction level of citizens/clients can provide extremely valuable insight into the agency’s services. ● The BBS is encouraged to digitalize its processes, develop online systems, and transform critical services from manual to contactless transactions for faster and more efficient public service delivery. ● The BBS is encouraged to periodically update its Citizen’s Charter to reflect necessary revisions and changes in the



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Bureau of Broadcast Services (BBS)	
	process. This will help maintain and improve its services and enable the agency to perform its mandates effectively.
2019 STO and GASS Requirements	
4. QMS Requirement	● Non-Compliant
5. Submission of FY 2019 APP non-CSE	● Compliant
6. Posting of Indicative FY 2020 APP non-CSE	● Compliant
7. Submission of FY 2020 APP-CSE	● Compliant
8. Undertaking of Early Procurement for at least 50% of goods and services	● Compliant
9. Submission of FY 2018 APCPI	● Compliant
10. Submission of Financial Reports	● Compliant
11. Compliance with at least 30% of Prior Years' Audit Recommendations	● Compliant
12. Budget Utilization Rate (BUR)	<ul style="list-style-type: none">● Met the 100% target for Obligations BUR under GASS. The actual accomplishment was 100%. ● Did not meet the 100% target for Disbursements BUR under GASS. The actual accomplishment was 88% The BBS explained that the 12% variance represents the “not yet due and demandable obligations.” ● The DBM BMB-C considered the justifications provided by BBS for not meeting its target for the Disbursements BUR to be due to uncontrollable factors based on the DBM BMB-C report dated 4/16/2021.
2019 Other Cross-Cutting Requirements	
13. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosures	● Compliant
14. FOI Compliance	● Non-Compliant



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Bureau of Broadcast Services (BBS)	
15. Posting of Agency's System of Ranking Delivery Units	<ul style="list-style-type: none"> ● Compliant
OVERALL ASSESSMENT	<ul style="list-style-type: none"> ● Based on the results of validation, the BBS did not satisfy the requirements of the grant of FY 2019 PBB as it failed three (3) indicators: <ul style="list-style-type: none"> ○ One (1) Physical Target: Streamlining and Process Improvement of Agency Services ○ One (1) STO Requirement: ISO-QMS Requirement ○ One (1) Other Cross-Cutting requirements: Compliance with FOI Program ● The BBS did not satisfy the requirements and is not eligible for the grant of FY 2019 PBB.