



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

16 November 2023

**RIZAL GIOVANNI P. APORTADERA, JR.**

Director

Bureau of Broadcast Services

4th Floor PIA Media Center Building,

Visayas Avenue, Diliman, Quezon City

**Attention: Ms. Maria Elizabeth B. Raymundo**  
PBB Focal Person

Dear **Director Aportadera**:

We are pleased to inform you that the **Bureau of Broadcast Services (BBS)** is **eligible** for the grant of the FY 2022 Performance-Based Bonus (PBB), as the agency obtained **100 points** for the PBB Criteria and Conditions as provided in Section 4.0 of the AO25 Inter-Agency Task Force Memorandum Circular No. 2022-1. The FY 2022 Final Eligibility Assessment is attached for your reference.

Due to the agency's non-compliance with one (1) of the specified Agency Accountabilities under Section 5.0, it is important to note that the unit(s) primarily responsible for this non-compliance, including its head, will be excluded from receiving the FY 2022 PBB.

Furthermore, in order to qualify for the FY 2022 PBB, employees at the First, Second, and Third Levels are required to attain a performance rating of at least "Very Satisfactory." This rating should align with the agency's Strategic Performance Management System, which has been duly approved by the Civil Service Commission. Meanwhile, members of the Career Executive shall adopt the Career Executive Service Performance Evaluation System prescribed by the Career Executive Service Board.

In order to finalize the PBB process, we kindly request your office to publish the **FY 2022 Agency Scorecard** on your official website or publication. The agency has a thirty (30) working day window to submit **Annex 10 (Form 1.0: Report on Ranking of Offices/Delivery Units)** for the processing and subsequent release of your agency's FY 2022 PBB.



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Again, we commend the BBS management and staff for their outstanding performance. We appreciate your continued support and participation in the successful implementation of the PBB program. Thank you very much.

Very truly yours,



**ACHILLES GERARD C. BRAVO**  
Assistant Secretary, DBM and  
Chair, AO25 IATF TWG



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# **FY 2022 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT**

## **BUREAU OF BROADCAST SERVICES**



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**FY 2022 PERFORMANCE-BASED BONUS ELIGIBILITY CRITERIA AND CONDITIONS**  
per the AO 25 Memorandum Circular (MC) No. 2022-1

To be eligible for the FY 2022 PBB, the agency must attain a total score of at least 70 points

TABLE 1: FY 2022 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5 points	10 points	15 points	20 points	25 points
Process Results	5	5 points	10 points	15 points	20 points	25 points
Financial Results	5	5 points	10 points	15 points	20 points	25 points
Citizen/Client Satisfaction Results	5	5 points	10 points	15 points	20 points	25 points

TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5
Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for FY 2022 (all performance indicators)

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
No substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvement in ease of transaction in internal service	Achieved substantial improvement to ease transaction in external service	Achieved substantial improvements to ease transaction in external but non priority core service and internal service	Achieved substantial improvements to ease transaction in priority core service (external) and internal service

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

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
No submission/Did not conduct CCSS	Average satisfaction rate with unresolved complaints and at least 30% compliance rate to #8888 and CCB	More than average rate with unresolved complaints and at least 50% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and at least 80% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and compliance rate to #8888 and CCB



## FINAL ELIGIBILITY ASSESSMENT FOR FY 2022 PERFORMANCE-BASED BONUS

### BUREAU OF BROADCAST SERVICES

**Overall Assessment:** The Bureau of Broadcast Services (BBS) achieved **100 points** and is **eligible** for the grant of FY 2022 PBB.

#### A. Physical Accomplishments

Criteria	Score	Points	Remarks
<b>1. Performance Results</b>  Achieved 100% (3 out of 3) of the Congress-approved performance targets for FY 2022.	5	25	The BBS met all the Congress-approved performance targets for FY 2022 based on the Department of Budget and Management- Budget and Management Bureau (DBM-BMB)-C Agency Performance Review (APR) report dated March 20, 2023.  The BBS is encouraged to revisit its physical targets for the past three (3) years to set more realistic annual targets.
<b>2. Process Results</b>  Achieved substantial improvements to ease transaction in priority core service (external) and internal service.	5	25	In its Modified Form A, the BBS reported that its enhanced its external service, "Radio Broadcast Service." These improvements include a reduction in turnaround time, streamlining of processes, and a decrease in the number of required signatures. In particular, the agency has reported a notable reduction in turnaround time, decreasing it from 19 days in FY 2021 to 17 days in FY 2022. Furthermore, the number of steps has been decreased from 6 in FY 2021 to 5 in FY 2022. Similarly, the number of signatures required has been reduced from 11 in FY 2021 to 10 in FY 2022.  Moreover, the BBS reported that it embraced technological advancements by implementing online payment acceptance and expanding the availability of its external service to digital platforms like Facebook live streaming through its dedicated Facebook page. The BBS claimed that these efforts have not only enhanced accessibility but have also modernized the service's reach.  Furthermore, the BBS has improved accessibility to the Radio Broadcast Service by making it accessible to all interested producers, contingent upon compliance with the PBS Program Policies and Regulations. This process can be conveniently initiated via email unless specific circumstances necessitate a personal appearance as requested by the agency.  Based on the Anti-Red Tape Authority (ARTA) report dated November 8, 2023, the BBS achieved substantial improvement in its external service.  The BBS reported a blend of streamlining, standardization, and digitization strategies to enhance its internal service, "Request for Payment of Terminal Leave Benefits." These initiatives have yielded a reduction in its processing time. In FY 2021, the process required 10 days and 1 hour for completion,

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<p>whereas in FY 2022, this time was reduced to a 1 day and 4 hours.</p> <p>Additionally, the BBS streamlined the process by reducing the number of steps involved. In FY 2021, there were 13 process steps, but through careful optimization, the agency has managed to trim this down to 12 steps in FY 2022.</p> <p>The BBS also implemented the following strategic measures. Firstly, the agency standardized the checklist of documentary requirements, aligning them with the guidelines set forth by the Commission on Audit (COA) and the Government Service Insurance System. This standardization has not only ensured adherence to regulatory requirements but has also contributed to more efficient processes.</p> <p>In a significant step towards digitization, the BBS introduced an online monitoring system designed to swiftly record and oversee transactions and fund statuses. This digital platform enhances transparency and expedites the management of financial resources.</p> <p>Furthermore, to bolster accuracy and speed in financial transaction documentation and reporting, the BBS has adopted the electronic new government accounting system recommended by the COA. This shift to electronic financial management tools enhances the agency's ability to maintain precise records and generate timely reports.</p> <p>Additionally, to facilitate faster and more accessible interactions with employee-claimants, the BBS now disseminates electronic copies of the required forms via email. This approach not only expedites the processing of internal service requests but also provides greater convenience for the individuals involved.</p> <p>Based on the Anti-Red Tape Authority (ARTA) report dated November 8, 2023, the BBS achieved substantial improvement in its internal service.</p> <p>Hence, there is <b>substantial improvement in both external and internal services</b> of the BBS.</p>



<b>A. Physical Accomplishments</b>			
<b>Criteria</b>	<b>Score</b>	<b>Points</b>	<b>Remarks</b>
<b>3. Financial Results</b>  Achieved 94.00% Disbursement BUR.	5	25	<p>The actual accomplishment of the BBS for Disbursement Budget Utilization Rate (BUR) was 94.00% based on the DBM BMB-C APR report dated March 20, 2023.</p> <p>The BBS is encouraged to evaluate and have close monitoring of the procurement and the delivery of commodities and strengthen logical support structure. Frequent coordination with the suppliers or contractors is also recommended so that supporting documents for billings can be easily complied with. Otherwise, delayed compliance may hamper the disbursement program of the BBS.</p>
<b>4. Citizen/Client Satisfaction Results</b>  Achieved 4.5 satisfaction rate; and no #8888 and CCB complaints received.	5	25	<p>The BBS reported an overall client satisfaction rating of 4.5 and observed the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 5 of the AO 25 MC 2022-1.</p> <p>The BBS did not receive any complaints through the #8888 platform for the period of January 1, 2022 to December 31, 2022, based on the OP report dated May 3, 2023.</p> <p>In addition, the agency did not receive any complaints through the Contact Center ng Bayan (CCB) platform for the period of January 1, 2022 to December 31, 2022, based on the Civil Service Commission (CSC) report dated June 15, 2023.</p>
<b>Total</b>	<b>20</b>	<b>100</b>	

<b>B. Agency Accountabilities</b>	<b>Compliance Status</b>
• Transparency Seal	Compliant
• Freedom of Information	Compliant
• Compliance to Audit Findings	Compliant
• Posting of Agency Review and Compliance Procedure (ARCP) of SALN	Compliant
• PhilGEPS Posting	Non-compliant
• Submission of FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	Compliant
• Submission of FY 2022 APP Non-Common Use Supplies and Equipment (APP non-CSE)	Compliant
• Posting of Indicative FY 2023 APP non-CSE	Compliant
• Submission of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI)	Compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2023 Procurement Projects	Compliant
• Designation of the Agency's Committee on Anti-Red Tape (CART)	Compliant
• Compliance with the National Competition Policy (NCP)	Not applicable

**C. Eligibility of Delivery Units and Individuals/Rates**

To be eligible for the FY 2022 PBB, the agency must attain a total score of at least 70 points. To be able to attain at least 70 points, the agency should achieve a performance rating of 4 in at least three (3) criteria. In such a case, while the agency will be eligible, the unit/s most responsible (including its head) for the criteria stated in Section 3.0 of MC 2022-1, with a performance rating of below 4, will be isolated from the grant of the FY 2022 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 of MC 2022-1 will also be isolated from the grant of the FY 2022 PBB.

To be eligible for FY 2022 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.

For additional information, please refer to Section 6.0 (Eligibility of Delivery Units and Individuals) and Section 7.0 (Rates of the PBB) of MC 2022-01.