



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF BUDGET AND MANAGEMENT
GENERAL SOLANO STREET, SAN MIGUEL

21 January 2025

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 2023 Performance-Based Bonus (PBB), as the agency obtained **95 points** for the PBB Criteria and Conditions as provided in Section 4.0 of the AO25 Inter-Agency Task Force Memorandum Circular No. 2023-1. The FY 2023 Final Eligibility Assessment is attached for your reference.

However, since the agency was found non-compliant in four (4) of the Agency Accountabilities under Section 5.0, the units primarily responsible for these non-compliances, including its head, should be excluded from receiving the FY 2023 PBB.

Furthermore, in order to qualify for the FY 2023 PBB, first, second, and third-level employees are required to attain a performance rating of at least "Very Satisfactory" based on the agency's Strategic Performance Management System duly approved by the Civil Service Commission; and the Career Executive Service Performance Evaluation System prescribed by the Career Executive Service Board.

To finalize the PBB process, we kindly request to publish the **FY 2023 Agency Scorecard** in your official website or publication. The agency is given **thirty (30) working days**, upon the receipt of this letter, to submit **Annex 10 (Form 1.0: Report on Ranking of Offices/Delivery Units)** to facilitate the processing and subsequent release of your agency's FY 2023 PBB.

We thank the BBS management and staff for its continued participation and support to the PBB implementation.

Very truly yours,

ATTY. LEONIDO J. PULIDO III
Assistant Secretary, DBM and
Chair, AO25 TWG



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

FY 2023 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT

BUREAU OF BROADCAST SERVICES



**development academy
of the philippines**

Technical Secretariat and Resource Institution

FY 2023 PERFORMANCE-BASED BONUS ELIGIBILITY CRITERIA AND CONDITIONS
per the AO25 Memorandum Circular (MC) No. 2023-1

To be eligible for the FY 2023 PBB, the agency must attain a total score of at least 70 points

TABLE 1: FY 2023 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 below 50% of performance indicators of the Congress-approved performance targets for FY 2023	Met 50% to less than 70% of performance indicators of the Congress-approved performance targets for FY 2023	Met 70% to less than 80% of performance indicators of the Congress-approved performance targets for FY 2023	Met 80% to less than 100% of performance indicators of the Congress-approved performance targets for FY 2023	Met each one or 100% of the Congress-approved performance targets for FY 2023 (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 improvements to ease transactions in internal service	Achieved substantial improvements to ease transactions in external service only	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
Below 40% Disbursements BUR	40%-55% Disbursements BUR	55%-70% Disbursements BUR	70%-85% Disbursements BUR	85%-100% Disbursements BUR

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS

1	2	3	4	5
0% resolution and compliance rate to #8888/CCB complaints	At least 1% resolution and compliance rate to #8888/CCB complaints	At least 50% resolution and compliance rate to #8888/CCB complaints	At least 75% resolution and compliance rate if there are more than 250 tickets to #8888/CCB complaints	100% resolution and compliance to #8888/CCB complaints
			At least 80% resolution and compliance rate for 250 or less tickets to #8888/CCB complaints	

FINAL ELIGIBILITY ASSESSMENT FOR FY 2023 PERFORMANCE-BASED BONUS

BUREAU OF BROADCAST SERVICES

Overall Assessment: The Bureau of Broadcast Services (BBS) achieved **95 points** and is **eligible** for the grant of FY 2023 PBB.

A. Physical Accomplishments

Criteria	Score	Points	Remarks
1. Performance Results Achieved 100% (3 out of 3) of Congress-approved performance targets for FY 2023.	5	25	The BBS met all the Congress-approved performance targets for FY 2023 based on the Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-C Agency Performance Review (APR) report dated March 27, 2024. The agency is advised to review its physical targets against its accomplishments from the past three years to prevent both overstatement and understatement of targets. These targets should also strike a balance between being ambitious and reflective of the agency's current performance levels, considering the budgetary support provided by the national government, particularly for its major programs.
2. Process Results Achieved substantial improvements to ease transaction in priority core service (external) and internal service.	5	25	Based on the Anti-Red Tape Authority (ARTA) validation report dated August 29, 2024, the BBS was able to demonstrate a 29.41% reduction in the processing time in rendering its external service "Radio Broadcast Service". Likewise, the BBS achieved a 50% reduction in the processing time of its internal service "Terminal Leave benefits payment". Hence, consistent with the FY 2023 PBB Guidelines and ARTA Validation Guidelines, the agency achieved substantial improvement in both its priority core external service and internal service .
3. Financial Results Achieved 96.45% Disbursement BUR.	5	25	The actual accomplishment of the BBS for Disbursement Budget Utilization Rate (BUR) was 96.45% based on the DBM BMB-C APR report dated March 27, 2024. The agency is encouraged to evaluate and have close monitoring of the procurement and the delivery of commodities and strengthen the logical support structure. Frequent coordination with the suppliers or contractors so that supporting documents for billings can be easily complied with; otherwise, delayed compliance may hamper the disbursement program of the BBS.
4. Citizen/Client Satisfaction Results Achieved 100% resolution and 62.50% compliance rate for #8888 complaints; and	4	20	The BBS achieved 100% (8 out of 8) resolution and 62.50% compliance rate of the complaints received through the #8888 platform for the period of January 1, 2023 to December 31, 2023, based on the Office of the President (OP) report dated May 15, 2024. In addition, the agency achieved 100% (1 out of 1) resolution and compliance rate of the complaints received through the

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
100% resolution and compliance rate for CCB complaints.			Contact Center ng Bayan (CCB) platform for the period of January 1, 2023 to December 31, 2023, based on the Civil Service Commission (CSC) report dated February 12, 2024.
Total	19	95	

B. Agency Accountabilities	Compliance Status
• 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 2024 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	Compliant
• Submission of FY 2023 APP Non-Common Use Supplies and Equipment (APP non-CSE)	Non-compliant
• Posting of Indicative FY 2024 APP non-CSE	Compliant
• Submission of Results of FY 2022 Agency Procurement Compliance and Performance Indicators (APCPI) System	Non-compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2024 Procurement Projects	Compliant
• Designation of the Agency's Committee on Anti-Red Tape (CART)	Compliant
• Compliance with the National Competition Policy (NCP)	Not applicable
• Continuing ISO-QMS Certification or equivalent certification of at least one (1) critical frontline service or core process	Non-compliant
• Administered Client Satisfaction Measurement (CSM)	Compliant
• Report on the digitalization initiatives or digital transformation of external and internal services	Compliant

C. Eligibility of Delivery Units and Individuals/Rates

To be eligible for the FY 2023 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 No. 2023-1 with a performance rating of below 4 will be isolated from the grant of the FY 2023 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 of MC No. 2023-1 will also be isolated from the grant of the FY 2023 PBB.

To be eligible for FY 2023 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 No. 2023-1.

Prepared by:



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AO25 Secretariat

Noted by:



MAGDALENA L. MENDOZA
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AO25 Secretariat

Endorsed by:



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Date: 12 September 2024