



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

21 January 2025

RENATO P. ACOSTA

Director
National Printing Office
EDSA cor. NIA North Road, Diliman, Quezon City

Attention: Ms. Yolanda B. Marcelo
PBB Focal Person

Dear **Director Acosta**:

We are pleased to inform you that the **National Printing Office (NPO)** is **eligible** for the grant of the FY 2023 Performance-Based Bonus (PBB), as the agency obtained **75 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 achieved a performance rating of below 4 in one (1) out of four (4) PBB Criteria and Conditions, and was found non-compliant in three (3) 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 NPO 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

NATIONAL PRINTING OFFICE



**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

NATIONAL PRINTING OFFICE

Overall Assessment: The National Printing Office (NPO) achieved **75 points** and is **eligible** for the grant of FY 2023 PBB.

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
1. Performance Results Achieved 83.33% (5 out of 6) Congress-approved performance targets for FY 2023.	4	20	<p>The NPO did not achieve the performance target "Number of printing work orders completed" based on the Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-C Agency Performance Review (APR) report dated March 22, 2024.</p> <p>The DBM-BMB-C observed that the failure to meet the target was due to the depletion of raw materials used for printing in the 4th quarter of FY 2023, with the bidding process for replenishment only beginning in the 1st quarter of FY 2024—a delay considered to be a controllable factor. As a result, the agency is advised to review its physical targets from previous years and establish more realistic targets for future annual performance.</p>
2. Process Results No substantial improvement in ease of transaction in both external core and internal services.	1	5	<p>Based on the Anti-Red Tape Authority (ARTA) validation report dated August 29, 2024, the Means of Verification submitted by the NPO failed to substantiate improvements in processing time, number of steps, costs, and number of requirements for its nominated external service. Thus, no substantial improvement can be determined for the external service, "Sales Order Return of Accountable and Non-Accountable Forms."</p> <p>Moreover, the ARTA noted that the NPO did not specify its nominated internal service indicating "ITU Ticketing System" only. However, even if the nominated internal service will be clarified and specified, validation cannot proceed as there is no baseline for comparison.</p> <p>Hence, consistent with the FY 2023 PBB Guidelines and ARTA Validation Guidelines, the agency has failed to achieve substantial improvements to ease transactions in both its nominated internal and external services.</p>
3. Financial Results Achieved 99.33% Disbursement BUR.	5	25	<p>The actual accomplishment of the NPO for Disbursement Budget Utilization Rate (BUR) was 99.33% based on the DBM BMB-C APR report dated March 27, 2024.</p> <p>Accordingly, the NPO is advised to revisit its revenue target by taking into consideration the current printing requirements of its regular clients, such as the Department of Education and Commission on Elections so that it can come up with realistic and attainable revenue targets.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
4. Citizen/Client Satisfaction Results Achieved 100% resolution and compliance rate for #8888 complaints and CCB complaints received.	5	25	The NPO achieved 100% (6 out of 6) resolution and 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 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	15	75	

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)	Compliant
• Posting of Indicative FY 2024 APP non-CSE	Compliant
• Submission of Results of FY 2022 Agency Procurement Compliance and Performance Indicators (APCPI) System	Compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2024 Procurement Projects	Compliant
• Designation of the Agency's Committee on Anti-Red Tape (CART)	Non-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	Compliant
• Administered Client Satisfaction Measurement (CSM)	Non-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.

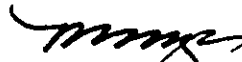
For additional information, please refer to Section 6.0 (Eligibility of Delivery Units and Individuals) and Section 7.0 (Rates of the PBB) of MC No. 2023-1.

Prepared by:



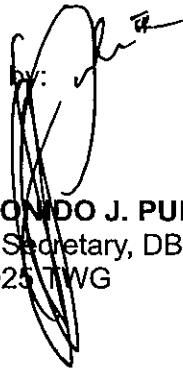
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Endorsed by:



ATTY. LEONIDO J. PULIDO III
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Date: 12 September 2024