



Republic of the Philippines
Department of Education
CARAGA REGION



February 1, 2021

REGIONAL MEMORANDUM

No. 051, s. 2021

To: ASSISTANT REGIONAL DIRECTOR
SCHOOLS DIVISION SUPERINTENDENTS
CHIEFS OF THE FUNCTIONAL DIVISIONS
This Region

PERFORMANCE-BASED BONUS (PBB) INDICATORS AND TIMELINES FOR FY
2020 AND DESIGNATION OF PBB FOCAL PERSONS

1. The Department of Education has disseminated Memorandum DM-PHROD-2021-0029 known as the Performance-Based (PBB) Indicators and Timelines for FY 2020 and Designation of PBB Focal Persons in the Region and the Schools Division Offices, in support of the implementation of Republic Act No. 11032, "*Ease of Doing Business and Efficient Delivery Service Act of 2018.*"
2. The same indicators are used for FY 2019 and 2020 PBB. However, the following indicators have been added by the AO 25 IATF for FY 2020 PBB:
 - i. **Digitization initiatives**
Departments/agencies to undertake digitization, develop online systems and/or transform their critical services from manual to contactless transactions, for faster and more efficient public service delivery.
 - ii. **Citizen/Client Satisfaction Survey**
Departments/agencies to embed feedback mechanisms and citizen/client satisfaction measurement in their process improvement efforts. Report the results of each action plan and the FY 2020 Citizen/Client Satisfaction Survey (CCSS) for each service.
 - iii. **Agency's Best Practice**
Departments/agencies to report one (1) of the agency's best practice for FY 2020 in delivering quality services that focuses on the following thematic areas: Citizen Centric, Institutionalized Performance Management and Innovative and Relevant Service Quality and Productivity.
 - iv. **Standardized Agency-wide Processes for Frontline Services**
Frontline agencies to endeavor standardized frontline service processes, including those implemented at the Regional, Satellite, and Extension Offices.



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3. The detailed list of PBB indicators for FY 2020 is contained in Memorandum Circular No. 2020-1 entitled Guidelines on the Grant of the PBB for FY 2020 and the online recording of the PBB Online Orientation held on July 3, 2020 may be viewed through the link: <https://youtu.be/YHSOCIOyBkU>, while the replay on the online orientation on the Citizen/Client Satisfaction Survey (CCSS) held on August 20, 2020 may also be accessed via: https://youtu.be/vp1rd_kiQHS.

4. Moreover, the AO 25 IATF sets the FY 2020 PBB TIMELINE OF ACTIVITIES for the agency's strict compliance, as indicated in the enclosed Memorandum DM-PHROD-2021-0029 (*Enclosure No. 1*).

5. Apropos, to ensure agency's compliance with the requirements and timelines starting FY 2020 PBB, designation of PBB Focal Persons in the Region and Schools Division Offices (SDOs) is enjoined.

6. The Regional Director and the Schools Division Superintendents shall be the lead PBB Focal Persons of their respective offices. To assist them in carrying out this task as well as to help ensure that all of the PBB requirements are complied, the region and division office shall designate its PBB Focal Persons.

7. The PBB Focal Lead shall identify one PBB Focal Person and an alternate holding a permanent plantilla position who can commit to handle and manage all PBB concerns including but not limited to the following such as coordination with DepEd CO PBB Secretariat, attendance and participation to all of the meetings concerning PBB, communication and/or information dissemination, monitoring and evaluation of their office's PBB compliance, etc.

8. The PBB Focal Persons will have the following roles and responsibilities:

- a. Assist the Regional Director or the Schools Division Superintendents in ensuring that the PBB requirements are complied;
- b. Oversee and monitor the implementation of the PBB criteria;
- c. Communicate, coordinate and report PBB updates to the PBB focal lead and the PBB Secretariat;
- d. Engage, direct and support offices and personnel in the attainment of the PBB requirements;
- e. Attend meetings, and cascade information to their offices and personnel; and
- f. Promote the continuous improvement of the office and the agency to better serve its stakeholders.

9. The Regional Office and the SDOs are requested to accomplish the template for the focal persons (*Enclosure No. 2*) which can also be downloaded through the google drive with the link; <http://deped.in/PBB>.
10. Considering that the Regional Office will consolidate the list of PBB Focal persons at the SDO level, submission to the Regional Office of filled-out Enclosure No. 2 is set on or before Feb. 4, 2021.
11. Immediate dissemination and compliance to this Memorandum is highly desired.


FRANCIS CESAR B. BRINGAS, CESO V
Regional Director

Encls.: as stated
References: Memorandum DM-PHROD-2021-0029
To be indicated in the Perpetual Index under the following subjects:

DESIGNATION	INDICATORS	MEMORANDUM	PBB
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ASD/mcd
02/01/2021



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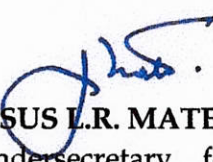
Department of Education

OFFICE OF THE UNDERSECRETARY

PLANNING, HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM DM-PHROD-2021-0029

FOR : Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Divisions Superintendents
All Other Concerned

FROM :  JESUS L.R. MATEO
Undersecretary for Planning, and Human Resource and
Organizational Development

SUBJECT : *Performance-Based Bonus (PBB) Indicators and Timelines for FY
2020 and Designation of PBB Focal Persons*

DATE : 25 January 2021

Pursuant to Memorandum Circular No.2020 -1 with regard to the “Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016,” the same indicators used for FY 2019 PBB are being issued for FY 2020 PBB to continually support the Administration's focus on the streamlining of services in the government offices due to the implementation of Republic Act No. 11032 also known as the *Ease of Doing Business and Efficient Government Delivery Service Act of 2018*. Moreover, the following indicators have been added by the AO 25 IATF for FY 2020 PBB:

1. Digitization Initiatives

Departments/agencies to undertake digitization, develop online systems, and/or transform their critical services from manual to contactless transactions, for faster and more efficient public service delivery.

2. Citizen/Client Satisfaction Survey

Departments/agencies to embed feedback mechanisms and citizen/client satisfaction measurement in their process improvement efforts. Report the results of each action plan and the FY 2020 Citizen Client Satisfaction Survey (CCSS) for each service. (See Annex A)

3. Agency’s Best Practice

Departments/agencies to report one (1) of the agency’s best practice for FY 2020 in delivering quality services that focuses on the following thematic areas: **Citizen Centric, Institutionalized Performance Management and Innovative and Relevant Service Quality and Productivity.**

4. Standardized Agency-wide Processes for Frontline Services

Frontline agencies to endeavor standardized frontline service processes, including those implemented at the Regional, Satellite, and Extension Offices.

Beginning FY 2020, departments/agencies to secure agency-wide QMS certifications on these processes, and to continue these efforts until FY 2021.

For the detailed list of PBB indicators for FY 2020, attached are MC No.2020-1 entitled “Guidelines on the Grant of the PBB for FY 2020” (Annex B) and the power point presentation of PBB FY 2020 Guidelines (Annex C) used by the AO 25 Secretariat during the online orientation on July 3, 2020.The online recording of the PBB Online Orientation may also be viewed through this link <https://youtu.be/YHSOCIOyBkU>, while the replay of the online orientation on the Citizen/Client Satisfaction Survey (CCSS) held on August 20, 2020 may also be accessed via our YouTube channel: https://youtu.be/vp1rd_kiQH8.

Meanwhile, the AO 25 IATF sets the following implementation timeline of activities for FY 2020 PBB for the agency’s strict compliance.

FY 2020 PBB TIMELINE OF ACTIVITIES

Deadline	Requirement	Validating Agency
Within thirty (30) days after the approval of the GAA	Early Procurement Activities	Government Procurement Policy Board Technical Support Office (GPPB-TSO)
March 31, 2020	FY 2020 APP-non CSE	GPPB-TSO
June 30, 2020	FY 2019 APCPI	GPPB-TSO
September 30, 2020	Indicative FY 2021 APP-non CSE	GPPB-TSO
October 1, 2020	Transparency Seal	Department of Budget and Management - Office of the Chief Information Officer (DBM-OCIO)

October 1, 2020	Establishment and Conduct of Agency Review and Compliance of SALN	Civil Service Commission (CSC)
October 1, 2020	System of Rating and Ranking	AO 25
December 04, 2020	Citizen's/Service Charter CoC for PBB grant	<i>Anti-Red Tape Authority (ARTA)</i>
December 15, 2020	FY 2021 APP-CSE	Department of Budget and Management - Procurement Service (DBM-PS)
December 31, 2020	QMS Certification	Government Quality Management Program (GQMP) and Department of Budget and Management - Systems and Productivity Improvement Bureau (DBM-SPIB)
December 31, 2020	Sustained Compliance w/ Audit Findings	Commission on Audit (COA)
December 31, 2020	Status of Standardized agency-wide processes for frontline services	AO 25
January 29, 2021	PhilGEPS posting	Philippine Government Electronic Procurement System (PhilGEPS)
January 29, 2021	Updated People's FOI manual	Presidential Communications Operations Office (PCOO)
January 29, 2021	FOI reports	PCOO
January 29, 2021	Modified One-page FOI Manual	PCOO
January 29, 2021	Screenshot of agency's home page	PCOO
August 31, 2020	BUR accomplishments	Department of Budget and Management - Budget and Management Bureaus (DBM-BMBs)
August 31, 2020	Form 1.0 and PBB Evaluation Matrix	Department of Budget and Management - Organization, Position Classification and Compensation Bureau (DBM-OPCCB)

DESIGNATION OF PBB FOCAL PERSONS FOR THE REGIONS AND DIVISIONS

To ensure agency's compliance with the requirements and timelines starting FY 2020 PBB, designation of PBB Focal Persons in the Regional and Schools Division Offices (SDOs) is enjoined.

All Regional Directors and Schools Division Superintendents shall be the lead PBB focal persons of the regions and divisions respectively. To assist them in carrying out this task as well as to help ensure that all of the PBB requirements are complied, each region and division office shall designate its **PBB focal persons**.

- The PBB focal lead shall identify one PBB focal person and an alternate holding a permanent plantilla position who can commit to handle and manage all PBB concerns including but not limited to the following such as coordination with DepEd CO PBB Secretariat, attendance and participation to all of the meetings concerning PBB, communication and/or information dissemination, monitoring and evaluation of their office's PBB compliance, etc.

Moreover, the PBB Focal Persons will have the following roles and responsibilities:

- a. Assist the Regional Director or the Schools Division Superintendents in ensuring that the PBB requirements are complied;
- b. Oversee and monitor the implementation of the PBB criteria;
- c. Communicate, coordinate and report PBB updates to the PBB focal lead and the PBB Secretariat;
- d. Engage, direct, and support offices and personnel in the attainment of the PBB requirements;
- e. Attend meetings, and cascade information to their office and personnel; and
- f. Promote the continuous improvement of the office and the agency to better serve its stakeholders.

The Regional Offices and SDOs are requested to accomplish the template for the focal persons (*Annex D*). This may also be downloaded through the Google Drive with this link: <http://deped.in/PBB>. Each region must consolidate the list of the PBB focal persons at the SDO level. The consolidated list of focal persons per region must be submitted to the PBB secretariat via email at bhrod.oed@deped.gov.ph and uploaded the same at this link <http://deped.in/PBB> on or before February 5, 2021.

Immediate dissemination and strict compliance with this Memorandum is desired.

[BHROD-OED/M.Fabian]

Annex D PBB FOCAL DIRECTORY

Region : Caraga Region					
Division	Position	Name	Office Telephone Number	Mobile Number	Email Address
Regional Office	Regional Director				
	Assistant Regional Director				
	Focal 1 Position				
	Alternate Focal 2 Position				
Agusan del Norte	Schools Division Superintendent				
	Focal 1 Position				
	Alternate Focal 2 Position				
Agusan del Sur	Schools Division Superintendent				
	Focal 1 Position				
	Alternate Focal 2 Position				
Bayugan City	Schools Division Superintendent				
	Focal 1 Position				
	Alternate Focal 2 Position				
Bislig City	Schools Division Superintendent				
	Focal 1 Position				
	Alternate Focal 2 Position				
Butuan City	Schools Division Superintendent				
	Focal 1 Position				
	Alternate Focal 2 Position				
Cabadbaran City	Schools Division Superintendent				
	Focal 1 Position				
	Alternate Focal 2 Position				
Dinagat Islands	Schools Division Superintendent				
	Focal 1 Position				
	Alternate Focal 2 Position				
Siargao Islands	Schools Division Superintendent				
	Focal 1 Position				
	Alternate Focal 2 Position				

	Alternate Focal 2 Position					
Surigao City	Schools Division Superintendent					
	Focal 1 Position					
	Alternate Focal 2 Position					
Surigao del Norte	Schools Division Superintendent					
	Focal 1 Position					
	Alternate Focal 2 Position					
Surigao del Sur	Schools Division Superintendent					
	Focal 1 Position					
	Alternate Focal 2 Position					
Tandag City	Schools Division Superintendent					
	Focal 1 Position					
	Alternate Focal 2 Position					