



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

21 January 2025

**RICHARD P. PALPAL-LATOC**

Chairperson  
Commission on Human Rights (CHR)  
SAAC Bldg, UP Complex, Commonwealth Avenue,  
Diliman, Quezon City

**Attention: Atty. Jacqueline Ann C. de Guia**  
PBB Focal Person

Dear **Chairperson Palpal-Latoc**:

We are pleased to inform you that the **Commission on Human Rights (CHR)** is **eligible** for the grant of the FY 2023 Performance-Based Bonus (PBB), as the agency obtained **80 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 CHR management and staff for its continued participation and support of the PBB implementation.

Very truly yours,

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



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

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# FY 2023 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT

## COMMISSION ON HUMAN RIGHTS



**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 <b>below 50%</b> of performance indicators of the Congress-approved performance targets for FY 2023	Met <b>50% to less than 70%</b> of performance indicators of the Congress-approved performance targets for FY 2023	Met <b>70% to less than 80%</b> of performance indicators of the Congress-approved performance targets for FY 2023	Met <b>80% to less than 100%</b> of performance indicators of the Congress-approved performance targets for FY 2023	Met <b>each one or 100%</b> of the Congress-approved performance targets for FY 2023 (all performance indicators)

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

TABLE 4: RATING SCALE FOR FINANCIAL RESULTS				
1	2	3	4	5
<b>Below 40%</b> Disbursements BUR	<b>40%-55%</b> Disbursements BUR	<b>55%-70%</b> Disbursements BUR	<b>70%-85%</b> Disbursements BUR	<b>85%-100%</b> 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	<b>At least 1%</b> resolution and compliance rate to #8888/CCB complaints	<b>At least 50%</b> resolution and compliance rate to #8888/CCB complaints	<b>At least 75%</b> resolution and compliance rate if there are <b>more than 250 tickets</b> to #8888/CCB complaints  <b>At least 80%</b> resolution and compliance rate for <b>250 or less tickets</b> to #8888/CCB complaints	<b>100% resolution and compliance</b> to #8888/CCB complaints

**FINAL ELIGIBILITY ASSESSMENT FOR FY 2023 PERFORMANCE-BASED BONUS**

**COMMISSION ON HUMAN RIGHTS (CHR)**

**Overall Assessment:** The Commission on Human Rights (CHR) achieved **80 points** and is **eligible** for the grant of FY 2023 PBB.

**A. Physical Accomplishments**

Criteria	Score	Points	Remarks
<p><b>1. Performance Results</b></p> <p>Achieved 100% (12 out of 12) of Congress-approved performance targets for FY 2023.</p>	5	25	<p>The CHR met all the Congress-approved performance targets for FY 2023 based on the Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-D Agency Performance Review (APR) report dated March 15, 2024.</p> <p>The agency is advised to continuously implement a tighter linkage between strategic and operational planning and budgeting to meet its financial targets for the period and sustain the application of the Common Fund System to optimize the use of the available cash allocations, provided that the mandatory items are fully funded.</p> <p>In addition, the CHR is advised to fast-track procurement activities and frequently coordinate with suppliers/creditors to facilitate the timely delivery of goods and services and the submission of the documentary requirements to avoid the accumulation of unpaid obligations.</p>
<p><b>2. Process Results</b></p> <p>No substantial improvement in ease of transaction in both external core and internal services.</p>	1	5	<p>Based on the Anti-Red Tape Authority (ARTA) validation report dated August 29, 2024, the Means of Verification submitted by the CHR, more specifically the agency Citizen's Charter, failed to substantiate improvement in any of the four parameters being measured. Hence, no substantial improvement can be determined for its nominated external "Request for Information, Education, and Campaign (IEC) Materials (Online) (a) for Central Office; (b) for Regional Office Note: The online request for IEC materials is a service being offered by both the Central Office and Regional Offices", and internal services "Provision of Information and Communication Technology (ICT) Services."</p> <p>Hence, consistent with the FY 2023 PBB Guidelines and ARTA Validation Guidelines, the agency has <b>failed to achieve substantial improvements to ease transactions</b> in both its nominated <b>external and internal services</b>.</p>
<p><b>3. Financial Results</b></p> <p>Achieved 97.67% Disbursement BUR.</p>	5	25	<p>The actual accomplishment of the CHR for Disbursement Budget Utilization Rate (BUR) was 97.67% based on the DBM BMB-C APR report dated March 15, 2024.</p> <p>The CHR is reminded to ensure the timely and accurate submission of reportorial requirements pursuant to DBM Circular Letter (CL) No. 2016-9 dated October 27, 2016, as amended under DBM CL No. 2017-12 dated October 19,</p>

<b>A. Physical Accomplishments</b>			
<b>Criteria</b>	<b>Score</b>	<b>Points</b>	<b>Remarks</b>
			<p>2017, and DBM CL No. 2018-10 dated November 18, 2018 and COA-DBM Joint Circular No. 2019-1 dated January 31, 2019, with due prudence, consistency, and accuracy on the information provided for an effective reporting, monitoring and evaluation of the agency's performance</p> <p>Finally, the agency is encouraged to comply with the monthly updating of e-Personnel Services, Itemization, and Plantilla of Personnel pursuant to National Budget Circular No. 549 (Monthly Updating of the PSIPOP) under the Web-based Application System.</p>
<p><b>4. Citizen/Client Satisfaction Results</b></p> <p>Achieved 100% resolution and compliance rate for #8888; and no CCB complaints were received.</p>	5	25	<p>The CHR achieved 100% (18 out of 18) 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.</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, 2023 to December 31, 2023, based on the Civil Service Commission (CSC) report dated February 12, 2024.</p>
<b>Total</b>	<b>16</b>	<b>80</b>	

<b>B. Agency Accountabilities</b>	<b>Compliance Status</b>
• Transparency Seal	Compliant
• Freedom of Information	Not applicable
• 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	Compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2024 Procurement Projects	Non-compliant
• Designation of the Agency's Committee on Anti-Red Tape (CART)	Not applicable
• 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)	Not applicable
• Report on the digitalization initiatives or digital transformation of external and internal services	Compliant

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

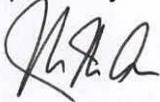
To be eligible for the FY 2023 PBB, the agency must attain a total score of at least 70 points. To be able to attain at least 70 points, the agency should achieve a performance rating of 4 in at least three (3) criteria. In such a case, while the agency will be eligible, the unit/s most responsible (including 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:



**MARIA ROSARIO A. ABLAN**  
Program Director, DAP  
AO25 Secretariat

Noted by:



**MAGDALENA L. MENDOZA**  
Senior Vice President, DAP  
AO25 Secretariat

Endorsed by:



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

Date: 12 September 2024