



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

January 26, 2023

ATTY. RICHARD P. PALPAL-LATOC

Chairperson

Commission on Human Rights

State Auditing and Accounting Building,
Magsaysay Ave, 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 2021 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. 2021-1. The FY 2021 Final Eligibility Assessment is attached for your reference.

Since the agency was found non-compliant in two (2) of the Agency Accountabilities under Section 5.0, the unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities will be isolated from the grant of the FY 2021 PBB. Further, to be eligible for FY 2021 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's Strategic Performance Management System approved by the Civil Service Commission, or the requirement prescribed by the Career Executive Service Board.

To complete the PBB process, may we remind your office to publish the **FY 2021 Agency Scorecard** on your website or official publication. The agency is given thirty (30) working days to submit **Annex 2 (Form 1.0: Report on Ranking of Offices/Delivery Units)** for the processing and release of your agency's FY 2021 PBB.

Again, we commend the CHR management and staff, and we hope for your continued participation and support of the PBB implementation. Thank you very much.

Sincerely yours,

ACHILLES GERARD C. BRAVO

Assistant Secretary, DBM and
Chair, AO25 IATF TWG



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Technical Secretariat and Resource Institution



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FY 2021 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT

COMMISSION ON HUMAN RIGHTS



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FY 2021 PERFORMANCE-BASED BONUS ELIGIBILITY CRITERIA AND CONDITIONS
per the AO 25 Memorandum Circular (MC) No. 2021-1 and 2021-2

To be eligible for the FY 2021 PBB, the agency must attain a total score of at least 70 points.

TABLE 1: FY 2021 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
Performance Results	5	5pts	10pts	15pts	20pts	25pts
Process Results	5	5pts	10pts	15pts	20pts	25pts
Financial Results	5	5pts	10pts	15pts	20pts	25pts
Citizen/Client Satisfaction Results	5	5pts	10pts	15pts	20 pts	25pts
TOTAL SCORE	MAXIMUM = 100 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 2021; deficiencies due to controllable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for FY 2021 (all performance indicators)

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
a. For departments/agencies and GOCCs covered by the DBM				
No demonstrated ease of transaction	Achieved targets to ease transaction (streamlining, digitization, standardization) only for non-frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in less than 80% of frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in at least 80% of frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in all frontline services
b. For SUCs				
No demonstrated standardization/quality assurance	Achieved ISO-certification or its equivalent certification only for non-frontline services	Achieved ISO-certification or its equivalent certification for less than 80% of frontline services	Achieved ISO-certification or its equivalent certification for at least 80% of frontline services	Achieved ISO-certification or its equivalent certification for all frontline services

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	Low satisfaction rate with unresolved #8888/CCB complaints	Average to high satisfaction rate with unresolved #8888/CCB complaints	Average satisfaction rate with 100% #8888/CCB complaints resolved	High satisfaction rate with 100% #8888/CCB complaints resolved

FINAL ELIGIBILITY ASSESSMENT FOR FY 2021 PERFORMANCE-BASED BONUS

COMMISSION ON HUMAN RIGHTS

Overall Assessment: The Commission on Human Rights (CHR) achieved **100 points and is eligible** for the grant of FY 2021 PBB.

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
<p>1. Performance Results</p> <p>Achieved 100% (12 out of 12) of the Congress-approved performance targets for FY 2021.</p>	5	25	<p>The CHR met all the Congress-approved performance targets for FY 2021 based on the Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-D - Agency Performance Review (APR) report dated April 6, 2022.</p> <p>The CHR accomplished all its targets within its budget for the period January to December of FY 2021.</p>
<p>2. Process Results</p> <p>Achieved ease of transaction for 100% (11 out of 11) of its frontline services.</p>	5	25	<p>While the CHR was not able to achieve ease of transaction for all of its eleven (11) frontline services by retaining its ISO 9001:2015 certification for human rights protection services, prevention services, promotion services, policy advisory services, administrative and financial services, and client feedback, certified by the Worldwide Quality Assurance (WQA) Ltd. The CHR is recognized for its efforts to maintain service standardization.</p> <p>The agency is encouraged to continually implement efforts to standardize its services and to digitize or transform its frontline services from manual to contactless transactions for faster and more efficient public service delivery.</p>
<p>3. Financial Results</p> <p>Achieved 97.64% Disbursement BUR</p>	5	25	<p>The actual accomplishment of the CHR for Disbursement Budget Utilization Rate (BUR) was 97.64%, based on the DBM-BMB-D APR report dated April 6, 2022.</p> <p>The CHR is encouraged to continuously implement tighter linkage between strategic and operational planning and budgeting to meet the agency's physical and financial targets for the period.</p>
<p>4. Citizen/Client Satisfaction Results</p> <p>Achieved a 99% overall satisfaction rating and 100% resolution of complaints received thru the #8888 and CCB platforms.</p>	5	25	<p>The CHR achieved a 100% (4 out of 4) resolution rate of complaints received through the #8888 platform for the period of January 1, 2021 to December 31, 2022 based on the Office of the President (OP) report dated December 21, 2022.</p> <p>The CHR also achieved a 100% (3 out of 3) resolution rate of complaints received through the Contact Center ng Bayan (CCB) platform for the period of January 1, 2021 to December 31, 2021 based on the Civil Service Commission (CSC) report dated February 24, 2022.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			The agency reported an overall satisfaction rating of 99% and observed the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 4 of the AO 25 MC 2021-1.
Total	20	100	

B. Agency Accountabilities	Compliance Status
• Transparency Seal	Compliant
• Freedom of Information	Not applicable
• Updating of Citizen's Charter	Compliant
• Compliance to Audit Findings	Compliant
• Posting of Agency Review and Compliance Procedure (ARCP) of SALN	Compliant
• PhilGEPS Posting	Compliant
• Submission of FY 2022 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	Compliant
• Submission of FY 2021 Non-Common Use Supplies and Equipment (APP non-CSE)	Non-compliant
• Posting of Indicative FY 2022 APP non-CSE	Compliant
• Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)	Compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2022 Procurement Projects	Non-compliant

C. Eligibility of Delivery Units and Individuals/Rates

To be eligible for the FY 2021 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 2021-1 with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 of MC 2021-1 will also be isolated from the grant of the FY 2021 PBB.

To be eligible for FY 2021 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 2021-01.