



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

March 24, 2022

MARIA TERESITA D. LACSAMANA-CANCIO

Executive Director

National Conciliation and Mediation Board

4th - 6th Flrs., Arcadia Bldg., 860 Quezon Ave. Quezon City

ATTENTION: OIC-Director Edithliane P. Tadeo
PBB Focal Person

Dear Executive Director Lacsamana-Cancio:

We affirm the **National Conciliation and Mediation Board (NCMB)** for complying with the FY 2020 Performance-Based Bonus (PBB) requirements and qualifying for the grant of the bonus. The summary of the final IATF assessment result is attached.

More than the incentive, we hope that the PBB has significantly contributed to your agency's organizational and employee performance, leading to concrete and visible improvements in the delivery of goods and services to the public. To complete the PBB process, may we remind the publication of the **FY 2020 Agency Scorecard** in your website or official publication. Kindly coordinate with the AO25 Technical Secretariat for the finalization of the said report cards.

Furthermore, please be informed that the criteria and conditions for the grant of the FY 2021 PBB have been improved to strengthen the effectiveness of the incentives system in helping agencies achieve the mission-critical objectives and expected outcomes of the government. These improvements aim to measure and evaluate agency performance with emphasis on the public's satisfaction on the realization of the agencies' performance targets, quality of service delivery, efficiency in the use of resources, and strengthened agency stewardship.

Again, we commend the NCMB management and staff and wish you all safety.

Thank you very much for your usual support.

Sincerely yours,

KIM ROBERT C. DE LEON

Undersecretary, DBM

Chairperson, AO25 IATF and AO25 Technical Working Group



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Eligibility Requirements	Final Assessment
2020 Good Governance Conditions	
1. Transparency Seal	• Compliant
2. PhilGEPS Posting	• Compliant
3. Citizen's or Service Charter	• Compliant
2020 Physical Target	
4. Streamlining and Process Improvement of Agency Services	<p>Met the streamlining and process improvement requirement for FY 2020 PBB.</p> <ul style="list-style-type: none"> The NCMB reported streamlining efforts for seven (7) critical services covering all Government-to-Citizens (G2C), Government-to-Businesses (G2B), and Government-to-Government (G2G) transactions dealing with external clients as declared in its Citizen's Charter: <ul style="list-style-type: none"> 1. Case Handling of Notice of Strike/Lockout 2. Case Handling of Preventive Mediation (PM) 3. Case Handling of Request for Assistance 4. Facilitation and Handling of Voluntary Arbitration Case 5. Processing of Voluntary Arbitration (VA) Subsidy 6. Collection of Collective Bargaining Agreement (CBA) Registration Fee 7. Issuance of Certificate of No Pending Case The AO25 Composite Team observed that the processing time indicated by the NCMB in its Citizen's Charter does not reflect the total processing time of its services. According to the ARTA, the total processing time of service should reflect the total turnaround time needed to complete the service or the total time from the client's request to the time the client receives the output of the service. This includes all the waiting time in processing or



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	<p>completing the service. The NCMB is encouraged to follow the ARTA's prescribed content of the Citizen's Charter as indicated in ARTA MC 2019-002.</p> <ul style="list-style-type: none"> • The NCMB increased the turnaround time for the Handling of Notice of Strike/Lockout (NS/L) due to the COVID-19 pandemic. The number of required documents for the Case Handling of Preventive Mediation service was also increased. The NCMB explained that the documents required would depend on the circumstances of the filer/client. • The NCMB maintained the number of steps, required signatures, and documents needed for most of its services. The agency explained that the process is already minimum and necessary to ensure quality service. • The NCMB is encouraged to periodically revisit and update its Citizen's Charter to reflect revisions and changes. This will help maintain and improve its services and enable the agency to perform its mandates effectively. • The NCMB reported that 95% to 100% of clients who availed of NCMB services are Very Satisfied based on its Client Customer Satisfaction Survey (CCSS). The agency is encouraged to continually measure client satisfaction using the prescribed service quality dimensions in the AO25 guidelines in conducting CCSS indicated in Annex 4 of the MC 2021-1. • The NCMB reported digitization initiatives for the Issuance of Certificate of No Pending Case that allow clients to submit their requests for their certificates online through ncmb.gov.ph or the different websites of the RCMBs for clients residing in the provinces.



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	<ul style="list-style-type: none"> The agency is encouraged to continue its digitization initiatives by developing online systems and transforming its critical services from manual to contactless transactions for faster and more efficient public service delivery. The agency is also advised to refer to ARTA MC No. 2020-06 for more information on digitization initiatives on permits and licenses under the “new normal.”
5. Compliance of agencies under priority sectors concerned with Program NEHEMIA commitments	<ul style="list-style-type: none"> Not applicable The NCMB is not included in Annex 9: List of Agencies under Priority Sectors or Program NEHEMIA of MC 2020-1.
6. QMS Requirement	<ul style="list-style-type: none"> Compliant
7. Submission of FY 2020 APP non-CSE	<ul style="list-style-type: none"> Compliant
8. Posting of Indicative FY 2021 APP non-CSE	<ul style="list-style-type: none"> Compliant
9. Submission of FY 2021 APP-CSE	<ul style="list-style-type: none"> Compliant
10. The undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> Compliant
11. Submission of FY 2019 APCPI	<ul style="list-style-type: none"> Compliant
12. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> Compliant
13. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> Met the 90% target for Obligations BUR under GASS. The actual accomplishment was 91.71%, based on the DBM BMB-B report dated September 6, 2021. Met the 85% target for Disbursement BUR. The actual accomplishment was 95.06%.



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2020 Other Cross-Cutting Requirements	
14. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosures	<ul style="list-style-type: none"> Compliant
15. FOI Compliance	<ul style="list-style-type: none"> Compliant
16. Posting of Agency's System of Rating and Ranking of Delivery Units	<ul style="list-style-type: none"> Compliant
OVERALL ASSESSMENT	<ul style="list-style-type: none"> Based on the validation results, the NCMB is eligible for the grant of FY 2020 PBB.