



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

15 November 2023

MARIA TERESITA D. LACSAMANA-CANCIO

Executive Director
National Conciliation and Mediation Board
4th-6th Floors, Arcadia Building,
860 Quezon Avenue, Quezon City

Attention: Ms. Marinelle R. Go
PBB Focal Person

Dear **Executive Director Lacsamana-Cancio**:

We are pleased to inform you that the **National Conciliation and Mediation Board (NCMB)** is **eligible** for the grant of the FY 2022 Performance-Based Bonus (PBB), as the agency obtained **90 points** for the PBB Criteria and Conditions as provided in Section 4.0 of the AO25 Inter-Agency Task Force Memorandum Circular No. 2022-1. The FY 2022 Final Eligibility Assessment is attached for your reference.

Since the agency was found non-compliant in three (3) of the Agency Accountabilities under Section 5.0, it is important to note that the unit(s) primarily responsible for this non-compliance, including its head, will be excluded from receiving the FY 2022 PBB.

Furthermore, in order to qualify for the FY 2022 PBB, employees at the First, Second, and Third Levels are required to attain a performance rating of at least "Very Satisfactory." This rating should align with the agency's Strategic Performance Management System, which has been duly approved by the Civil Service Commission. Meanwhile, members of the Career Executive shall adopt the Career Executive Service Performance Evaluation System prescribed by the Career Executive Service Board.

In order to finalize the PBB process, we kindly request your office to publish the **FY 2022 Agency Scorecard** on your official website or publication. The agency has a thirty (30) working day window to submit **Annex 10 (Form 1.0: Report on Ranking of Offices/Delivery Units)** for the processing and subsequent release of your agency's FY 2022 PBB.



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

Very truly yours,



ACHILLES GERARD C. BRAVO

Assistant Secretary, DBM and
Chair, AO25 IATF TWG





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FY 2022 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT

NATIONAL CONCILIATION AND MEDIATION BOARD



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FY 2022 PERFORMANCE-BASED BONUS ELIGIBILITY CRITERIA AND CONDITIONS
per the AO 25 Memorandum Circular (MC) No. 2022-1

To be eligible for the FY 2022 PBB, the agency must attain a total score of at least 70 points

TABLE 1: FY 2022 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 less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to controllable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for FY 2022 (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 improvement in ease transaction in internal service	Achieved substantial improvement to ease transaction in external service	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
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	Average satisfaction rate with unresolved complaints and at least 30% compliance rate to #8888 and CCB	More than average rate with unresolved complaints and at least 50% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and at least 80% compliance rate to #8888 and CCB	High satisfaction rate with 100% complaints resolved and compliance rate to #8888 and CCB

FINAL ELIGIBILITY ASSESSMENT FOR FY 2022 PERFORMANCE-BASED BONUS
NATIONAL CONCILIATION AND MEDIATION BOARD

Overall Assessment: The National Conciliation and Mediation Board (NCMB) achieved **90 points** and is **eligible** for the grant of FY 2022 PBB.

A. Physical Accomplishments

Criteria	Score	Points	Remarks
1. Performance Results Achieved 92.31% (12 out of 13) Congress-approved performance targets for FY 2022; deficiency due to uncontrollable factor.	4	20	<p>The NCMB did not achieve the performance target "Settlement rates of Requests for Assistance (RFAs)."</p> <p>The NCMB explained that the non-attainment of the target was due to legal impediments and the postponement of pertinent meetings/conferences.</p> <p>The Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-B considered the non-attainment of the performance target to be due to uncontrollable factor based on the DBM-BMB-B Agency Performance Review (APR) report dated March 31, 2023.</p> <p>Accordingly, the NCMB is advised to revisit physical targets for the past three (3) years to avoid understatement of physical targets.</p>
2. Process Results Achieved substantial improvements to ease transaction in priority core service (external) and internal service.	5	25	<p>The NCMB reported in its Modified Form A that there was a reduction of 3 and a half days in the processing time for external service "Implementation of Labor-Management Cooperation (LMC) Programs." The NCMB noted that the processing time are needed by the NCM staff to complete preparatory work such as background check of the company, checking and coordination of the availability of both the requesting client and the concerned regional branch, and preparation of materials. The NCMB also noted that these processes are complex, and entails longer time to be completed.</p> <p>Moreover, the NCMB reported that the indirect costs, transportation, and other incidental costs borne by the clients are reduced since the agency ensures that the clients are not required to come back to the Branch once the request is received. The clients were contacted through all available media (electronic mail, telephone/cellphone calls, and text messaging) for confirmation. Clients may also send their request-letter through electronic mail addresses of the Regional Branches which are written in the directory portion of the Citizens Charter.</p> <p>Based on the Anti-Red Tape Authority (ARTA) report dated November 8, 2023, the NCMB achieved substantial improvement in its external service.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<p>For the internal service "Request for Issuance of Common-Used Supplies," the NCMB reported that there was a reduction of 2 hours and 5 minutes in the processing time. The NCMB noted that the client steps cannot be reduced anymore since these are necessary in the complete delivery of the service. As regards the agency action steps, the NCMB reduced it from six (6) to four (4). The review of the Chief Administrative Officer of the Administrative Division was found to be unnecessary.</p> <p>As for the indirect costs, the number of man-hours utilized in the process and the number of waiting time for the clients are reduced since there is a reduction in the number of steps required to complete the service.</p> <p>Based on the ARTA report dated November 8, 2023, the NCMB achieved substantial improvement in its internal service.</p> <p>Hence, there is substantial improvement in both external and internal services of the NCMB.</p>
3. Financial Results Achieved 98.31% Disbursement BUR.	5	25	<p>The actual accomplishment of the NCMB for Disbursement Budget Utilization Rate (BUR) was 98.31% based on the DBM BMB-B APR report dated March 31, 2023.</p> <p>The agency is advised to continuously implement tighter linkage between strategic and operational planning and budgeting to meet the agency's financial targets for the period.</p>
4. Citizen/Client Satisfaction Results Achieved 4.80 satisfaction rate; 100% resolution and 0% compliance of #8888 complaints; and no complaints received from CCB.	4	20	<p>The NCMB reported an overall client satisfaction rating of 4.80 and observed the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 5 of the AO 25 MC 2022-1.</p> <p>The NCMB achieved 100% (2 out of 2) resolution and 0% compliance rate of the complaints received through the #8888 platform for the period of January 1, 2022 to December 31, 2022, based on the Office of the President (OP) report dated May 3, 2023.</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, 2022 to December 31, 2022, based on the Civil Service Commission (CSC) report dated June 15, 2023.</p>
Total	18	90	

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 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	Compliant
• Submission of FY 2022 APP Non-Common Use Supplies and Equipment (APP non-CSE)	Non-compliant
• Posting of Indicative FY 2023 APP non-CSE	Compliant
• Submission of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI)	Compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2023 Procurement Projects	Non-compliant
• Designation of the Agency's Committee on Anti-Red Tape (CART)	Compliant
• Compliance with the National Competition Policy (NCP)	Not applicable

C. Eligibility of Delivery Units and Individuals/Rates

To be eligible for the FY 2022 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 2022-1 with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 of MC 2022-1 will also be isolated from the grant of the FY 2022 PBB.

To be eligible for FY 2022 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 2022-01.