



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

March 31, 2020

ABNER M. CAGA

Officer-in-Charge
Philippine Information Agency
Visayas Avenue, Quezon City

ATTENTION: Girlie G. Bangunan
PBB Focal Person

Dear Officer-in-Charge Caga:

We affirm the **Philippine Information Agency (PIA)** for complying with the FY 2018 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 grant of the performance-based bonus (PBB), we hope that the Results-Based Performance Management System (RBPMS) including its initiative on Streamlining and Process Improvement of Critical Services significantly contributed to strengthening your agency's performance in efficiently providing public services.

To complete the PBB process, may we remind your office to publish the agency **FY 2018 Agency Scorecard** in your website or official publication. Kindly coordinate with the AO 25 Technical Secretariat for the finalization of the said report cards.

Furthermore, please be advised that the evaluation of agency accomplishments for FY 2019 shall be tightened in accordance with the review of your Agency's report on Streamlining and Process Improvement of Critical Services. Additionally, agencies are encouraged to continue efforts in accelerating procurement and timely utilization of approved budgets to properly support their operations and delivery of high-quality services.

Thank you very much for your usual support.

Sincerely yours,

LAURA B. PASCUA

Undersecretary, Department of Budget and Management
and Chair, AO25 Technical Working Group
March 31, 2020



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Philippine Information Agency (PIA)	
Eligibility Requirements	Final Assessment
2018 Good Governance Conditions	
1. Transparency Seal	• Compliant
2. PhilGEPS Posting	• Compliant
3. Citizen's Charter (ARTA)	• Compliant
2018 Physical Target	
4. Streamlining and Process Improvement of Agency Services	<ul style="list-style-type: none"> • Met the streamlining and process improvement requirement for FY 2018 PBB. <ul style="list-style-type: none"> ▪ PIA reported streamlining efforts for four (4) critical services as declared in its Citizen's Charter. <ol style="list-style-type: none"> 1. Development and Production of IEC Materials 2. Dissemination of IEC Materials - Online Dissemination/Social Media 3. Dissemination of IEC Materials - Physical) 4. Provision of Training Assistance ▪ PIA was able to report improvements in the number of steps, number of signatures, number of required documents, and turnaround time for all of its services. PIA explained that the improvements are based on the process review of the agency for 2018 for the QMS ISO 2015 Version. ▪ PIA may explore to further reduce the number of signatures required for the Development and Production of IEC Materials. ▪ PIA is encouraged to implement a Client Satisfaction/Feedback mechanism for all of its critical services. Measuring the satisfaction level of citizens/clients can provide extremely valuable insight for improving the agency's services. ▪ PIA is also encouraged to continuously update its Citizen's Charter in order to reflect necessary revisions and changes made to their services. This will help maintain or better improve the delivery of their services to their clients, as well as to effectively perform its mandates.



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2018 STO and GASS Requirements	
5. QMS Requirement	<ul style="list-style-type: none"> Compliant
6. Submission of FY 2018 APP non-CSE	<ul style="list-style-type: none"> Compliant
7. Submission of Indicative FY 2019 APP non-CSE	<ul style="list-style-type: none"> Compliant
8. Submission of FY 2019 APP-CSE	<ul style="list-style-type: none"> Compliant
9. Undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> Compliant
10. Submission of FY 2017 APCPI	<ul style="list-style-type: none"> Compliant
11. Submission of Financial Reports	<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. Submission of Budget and Financial Accountability Reports (BFARs)	<ul style="list-style-type: none"> Failed to comply with the BFAR requirement per DBM BMB-C report The justifications provided by PIA for the delays in the submission was considered to be due to uncontrollable factors based on DBM BMB-C report .
14. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> Did not meet the 100% target for Obligations and Disbursements BUR under GASS. Actual accomplishments were 84.62% and 99.95%, respectively. The justifications for the non-accomplishment of the Obligations and Disbursements BUR targets were considered to be due to uncontrollable factors based on DBM BMB-C report .
2018 Other Cross-Cutting Requirements	
15. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> Compliant
16. FOI Manual	<ul style="list-style-type: none"> Compliant
17. Posting of Agency's System of Ranking Delivery Units	<ul style="list-style-type: none"> Compliant
OVERALL ASSESSMENT	<ul style="list-style-type: none"> Based on the results of validation, PIA is eligible for the grant of FY 2018 PBB.