



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

30 November 2023

**JOHN HENRY D. NAGA**

Privacy Commissioner and Chairman  
National Privacy Commission  
5th Floor, East Banquet Hall, PICC Delegation Building  
Roxas Boulevard, Pasay City

**Attention: Atty. Ivy Grace T. Villasoto**  
Alternate PBB Focal Person

Dear **Privacy Commissioner and Chairman Naga**:

We are pleased to inform you that the **National Privacy Commission (NPC)** 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 achieved a performance rating of below 4 in one (1) out of four (4) PBB Criteria and Conditions and was found non-compliant in two (2) of the Agency Accountabilities under Section 5.0, it is important to note that the unit(s) primarily responsible for these non-compliances, 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 NPC 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 PRIVACY COMMISSION**



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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 <b>less than 80%</b> of performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to controllable factors</b>	Met <b>less than 80%</b> of performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to uncontrollable factors</b>	Met <b>at least 80%</b> of performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to controllable factors</b>	Met <b>at least 80%</b> of performance indicators of the Congress-approved performance targets for FY 2022; <b>deficiencies due to uncontrollable factors</b>	Met <b>each one</b> of the Congress-approved performance targets for FY 2022 (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 improvement in ease transaction in <b>internal service</b>	Achieved substantial improvement to ease transaction in <b>external service</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>1-19%</b> Disbursement BUR	<b>20-39%</b> Disbursement BUR	<b>40-59%</b> Disbursement BUR	<b>60-79%</b> Disbursement BUR	<b>80-100%</b> Disbursement BUR

TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS				
1	2	3	4	5
<b>No submission/Did not conduct CCSS</b>	<b>Average satisfaction rate with unresolved complaints and at least 30% compliance rate to #8888 and CCB</b>	<b>More than average rate with unresolved complaints and at least 50% compliance rate to #8888 and CCB</b>	<b>High satisfaction rate with 100% complaints resolved and at least 80% compliance rate to #8888 and CCB</b>	<b>High satisfaction rate with 100% complaints resolved and compliance rate to #8888 and CCB</b>

**FINAL ELIGIBILITY ASSESSMENT FOR FY 2022 PERFORMANCE-BASED BONUS**

**NATIONAL PRIVACY COMMISSION**

**Overall Assessment:** The National Privacy Commission (NPC) achieved **90 points** and is **eligible** for the grant of FY 2022 PBB.

**A. Physical Accomplishments**

Criteria	Score	Points	Remarks
<p><b>1. Performance Results</b></p> <p>Achieved 100% (6 out of 6) Congress-approved performance targets for FY 2022.</p>	5	25	<p>The NPC met all the Congress-approved performance targets for FY 2022 based on the Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-E Agency Performance Review (APR) report dated March 31, 2023.</p> <p>The NPC's high performance in the achievement of its physical targets was notable for the past years. Accordingly, the agency is advised to revisit/review its physical targets for the past three (3) years to avoid overstatement or understatement of physical targets. The same should also represent a balance between challenging and current levels of the agency's performance, given the budgetary support provided by the national government.</p>
<p><b>2. Process Results</b></p> <p>Achieved substantial improvements to ease transactions in priority core service (external) and internal service.</p>	5	25	<p>The NPC reported the following improvement initiatives for the external service "Handling of Complaints" concerning access, reduced processing time, minimized transaction costs, and streamlined documentary requirements:</p> <p><b><u>Access:</u></b></p> <ul style="list-style-type: none"> <li>• Updated and fillable forms are available on the NPC website, facilitating convenient submissions via email. Hearings are conducted either online or in person;</li> <li>• To further streamline communication, dedicated channels and emails (complaints@privacy.gov.ph and hearings@privacy.gov.ph) are provided for complaints and hearings;</li> <li>• Additional mobile phone contacts (Smart-09708180555 and Globe-09055061478) have been incorporated for submitting complaints; and</li> <li>• The complaint filing processes, along with relevant information, are promptly shared with complainants through email, complete with links to the website. Comprehensive details of these procedures are communicated and posted on the NPC website.</li> </ul> <p><b><u>Processing Time:</u></b></p> <ul style="list-style-type: none"> <li>• The Complaints and Investigation Division (CID) has integrated the new 2021 NPC Rules of Procedure, instituted an effective Case Management System, and digitized physical case files for enhanced efficiency and accessibility.</li> </ul>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<p><b><u>Transaction Costs:</u></b></p> <ul style="list-style-type: none"> <li>The filing of complaints incurs no transaction costs as the CID seamlessly receives and docketed complaints without imposing any associated fees.</li> </ul> <p><b><u>Documentary and Other Requirements:</u></b></p> <ul style="list-style-type: none"> <li>The CID actively enhances its external processes and continuously refines its Operations Manual for ongoing improvement.</li> </ul> <p>Based on the Anti-Red Tape Authority (ARTA) report dated November 30, 2023, the Rules of Procedure provided by the NPC presented standardization initiatives in the reported external service.</p> <p>For the internal service, the NPC reported in its Modified Form A that the agency Standardized/Streamlined the use of Learning Needs Assessment and other Learning and Development tools, templates, forms, and its post-evaluation for the "Manage Learning and Development Program."</p> <p>The NPC also highlighted its improvement for its internal service concerning access, reduced processing time, minimized transaction costs, and streamlined documentary requirements:</p> <p><b><u>Access:</u></b></p> <ul style="list-style-type: none"> <li>An easily accessible online link to the documented information templates and associated forms has been provided through an advisory/memorandum, which was disseminated via email blast. Additionally, the forms, tools, and templates are designed to be fillable, and their submission is facilitated through email.</li> </ul> <p><b><u>Processing Time:</u></b></p> <ul style="list-style-type: none"> <li>In FY 2022, the NPC implemented a comprehensive procedure, as outlined in the approved Human Resource Development Division (HRDD) Operations Manual. This marked a notable improvement from the absence of a formalized process flow chart in FY 2021.</li> </ul> <p><b><u>Transaction Costs:</u></b></p> <ul style="list-style-type: none"> <li>No transaction/processing cost in availing the services.</li> </ul>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<p><b><u>Documentary and Other Requirements:</u></b></p> <ul style="list-style-type: none"> <li>To streamline the submission of updated Personal Data Sheets by NPC personnel at the beginning of each year, the NPC has introduced a checklist of requirements. This checklist serves as the foundation for evaluation by the HRDC Secretariat, utilizing existing records. Additionally, the HRDD has a monitoring tool to guarantee an equitable distribution of Learning and Development programs among all personnel, aligning with the approved Annual Learning and Development Plan.</li> </ul> <p>Based on the ARTA report dated November 30, 2023, the Operations Manual of the Human Resources Development Division provided by the agency presented standardization initiatives in the reported internal service.</p> <p>Hence, there is <b>substantial improvement</b> in <b>both external and internal services</b> of the NPC.</p>
<p><b>3. Financial Results</b></p> <p>Achieved 92.70% Disbursement BUR.</p>	5	25	<p>The actual accomplishment of the NPC for Disbursement Budget Utilization Rate (BUR) was 92.70% based on the DBM BMB-E APR report dated March 31, 2023.</p> <p>The NPC is advised to continuously implement tighter linkage between strategic and operational planning and budgeting to meet the agency's physical and financial targets for the period, as well as promotion of better designed, well-prepared, and "shovel-ready" programs and projects.</p> <p>The NPC is likewise reminded to sustain the application of the Common Fund System to optimize the use of the available cash allocations, provided that mandatory items are fully funded.</p>
<p><b>4. Citizen/Client Satisfaction Results</b></p> <p>Achieved 3.67 satisfaction rate; 0% resolution and compliance of #8888 complaints; and no complaints received from CCB.</p>	3	15	<p>The NPC reported an overall client satisfaction rating of 3.67. Notably, the NPC used a 4-point Likert Scale to measure the satisfaction level of its clients. The agency is advised to observe the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 5 of the AO 25 MC 2022-1.</p> <p>The NPC achieved 0% (0 out of 475) resolution and 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>
<b>Total</b>	<b>18</b>	<b>90</b>	

<b>B. Agency Accountabilities</b>	<b>Compliance Status</b>
• 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	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)	Compliant
• Posting of Indicative FY 2023 APP non-CSE	Compliant
• Submission of FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI)	Non-compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2023 Procurement Projects	Compliant
• Designation of the Agency's Committee on Anti-Red Tape (CART)	Non-compliant
• Compliance with the National Competition Policy (NCP)	Compliant



**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.