



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

February 14, 2023

**DORIS U. GACHO**

OIC Executive Director  
Construction Industry Authority of the Philippines  
5/F Executive Center Bldg.  
369 Sen. Gil J. Puyat Ave., cor. Makati Ave., Makati City

ATTENTION: Ms. Jamila A. Maranda  
PBB Focal Person

Dear OIC Executive Director Gacho:

We are pleased to inform you that the Construction Industry Authority of the Philippines (CIAP) is **eligible** for the grant of the FY 2021 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. 2021-1. The FY 2021 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, 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 CIAP 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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# **FY 2021 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT**

## **CONSTRUCTION INDUSTRY AUTHORITY OF THE PHILIPPINES**



**development academy  
of the philippines**

Technical Secretariat and Resource Institution



**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.

<b>TABLE 1: FY 2021 PBB SCORING SYSTEM</b>						
<b>CRITERIA AND CONDITIONS</b>	<b>WEIGHT</b>	<b>PERFORMANCE RATING</b>				
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
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
<b>TOTAL SCORE</b>		<b>MAXIMUM = 100 POINTS</b>				

<b>TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS</b>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Met <b>less than 80%</b> of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to controllable factors</b>	Met <b>less than 80%</b> of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to uncontrollable factors</b>	Met <b>at least 80%</b> of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to controllable factors</b>	Met <b>at least 80%</b> of performance indicators of the Congress-approved performance targets for FY 2021; <b>deficiencies due to uncontrollable factors</b>	Met <b>each one</b> of the Congress-approved performance targets for FY 2021 (all performance indicators)

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

<b>TABLE 4: RATING SCALE FOR FINANCIAL RESULTS</b>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<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

<b>TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS</b>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
No submission/Did not conduct CCSS	<b>Low satisfaction rate</b> with unresolved #8888/CCB complaints	<b>Average to high satisfaction rate</b> with unresolved #8888/CCB complaints	<b>Average satisfaction rate</b> with 100% #8888/CCB complaints resolved	<b>High satisfaction rate</b> with 100% #8888/CCB complaints resolved



## FINAL ELIGIBILITY ASSESSMENT FOR FY 2021 PERFORMANCE-BASED BONUS

### CONSTRUCTION INDUSTRY AUTHORITY OF THE PHILIPPINES

**Overall Assessment:** The Construction Industry Authority of the Philippines (CIAP) achieved **90 points and is eligible** for the grant of FY 2021 PBB.

#### A. Physical Accomplishments

Criteria	Score	Points	Remarks
<b>1. Performance Results</b>  Achieved 92.31% (12 out of 13) of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors.	4	20	<p>Based on the Department of Budget and Management-Budget and Management Bureau (DBM-BMB)-A letter dated March 31, 2022, the CIAP failed to upload its quarterly Budget and Financial Accountability Reports (BFARs) in a timely manner, as provided in Section 4.1 of AO 25 MC No. 2021-1. Hence, the DBM-BMB-A was unable to issue the FY 2021 Agency Performance Review (APR) covering the physical, financial, and income performance of the CIAP.</p> <p>Nonetheless, the DBM-BMB-A validated the Performance Results of the CIAP and reported that the agency did not achieve one (1) Congress-approved performance target for FY 2021: Percentage increase in the number of contractors with the Philippines Contractors Accreditation Board (PCAB) license.</p> <p>The CIAP explained that the non-attainment of the performance target was due to the COVID-19 pandemic resulting in contractors failing to renew their licenses.</p> <p>The DBM-BMB-A considered the non-attainment of the performance target to be due to uncontrollable factors based on the DBM-BMB-A validation report dated January 27, 2023.</p> <p>As the results of the APR are deemed critical inputs for determining the budget level for the succeeding fiscal year, and assessing eligibility to PBB, among others, the CIAP should ensure the timely submission of its quarterly BFARs through the DBM-Unified Reporting System (URS), i.e., within thirty (30) days after the end of each quarter, as these will be the basis for periodic monitoring and validating agency accomplishments.</p>
<b>2. Process Results</b>  Achieved ease of transaction for 88% (22 out of 25) of its frontline services.	4	20	<p>The CIAP achieved ease of transaction for its services through the full implementation of the PCAB Online Licensing Portal, enhancement of the existing online platforms (i.e., electronic filing and electronic payment systems), and reduction in the turnaround time. The CIAP also achieved ease of transaction through the issuance of Memorandum Circular No. 02-2021 re: Clarification on the Determination of Arbitration Cost in the Arbitral Award under Section 16.5 of the Construction Industry Arbitration Commission (CIAC) Rules of Procedure Governing Construction Arbitration, and CIAC Resolution No. 02-2021 - Further Amending Annex A of CIAC Resolution No. 10-2006 as Amended by Resolution No. 10-2007 (Prescribing Protocols to be Observed in Rendering Dissenting Opinion).</p>



A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<p>Meanwhile, the agency did not achieve ease of transaction for the following services:</p> <ul style="list-style-type: none"> <li>• Accreditation of Constructors Performance Evaluation System (CPES) Evaluators (New and Renewal);</li> <li>• Accreditation as CPES Trainers; and</li> <li>• Rental of Training Facilities.</li> </ul> <p>For the Rental of Training Facilities service, the Composite Team noted that even if a service did not have clients for the year, the agency could still have exerted efforts to study how it can enhance the service. The CIAP is advised to revisit its Citizen's Charter and frontline services for possible further improvements.</p> <p>The CIAP is enjoined to ensure that its reports are clear, all information are available and verifiable, and all source documents are submitted accordingly. Further, the agency is encouraged to continually implement efforts to either streamline, digitize or standardize services even for those that did not receive client transactions.</p>
<b>3. Financial Results</b>  Achieved 85.55% Disbursement BUR.	5	25	<p>Based on the DBM-BMB-A letter dated March 31, 2022, the CIAP failed to upload its quarterly BFARs in a timely manner, as provided in Section 4.1 of AO 25 MC No. 2021-1. Hence, the DBM-BMB-A was unable to issue the FY 2021 APR covering physical, financial, and income performance of the CIAP.</p> <p>Nonetheless, the DBM-BMB-A validated the Financial Results of the CIAP and reported on January 27, 2023 that the actual Disbursement Budget Utilization Rate (BUR) of the agency was 85.55%.</p> <p>As the results of the APR are deemed critical inputs for determining the budget level for the succeeding fiscal year, and assessing eligibility to PBB, among others, the CIAP should ensure the timely submission of quarterly BFARs through the DBM-URS, i.e., within thirty (30) days after the end of each quarter, as these will be the basis for periodic monitoring and validating agency accomplishments.</p>
<b>4. Citizen/Client Satisfaction Results</b>  Achieved 92.50% satisfaction rate with 100% #8888 complaints resolved; and no CCB complaints received.	5	25	<p>The CIAP achieved 100% (10 out of 10) resolution rate of the complaints received through the #8888 platform for the period of January 1, 2021 to December 31, 2021, based on the Office of the President report dated December 21, 2022.</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, 2021 to December 31, 2021, based on the Civil Service Commission report dated February 24, 2022.</p> <p>The agency reported an overall client satisfaction rating of 92.50% but did not observe the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 4</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			of the AO 25 MC No. 2021-1.  The CIAP is recommended to observe the procedures in conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 5 of the AO 25 MC No. 2022-1 for FY 2022 PBB.
<b>Total</b>	<b>18</b>	<b>90</b>	

B. Agency Accountabilities	Compliance Status
• Transparency Seal	Compliant
• Freedom of Information	Non-Compliant
• 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)	Compliant
• Posting of Indicative FY 2022 APP non-CSE	Non-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.