



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

January 26, 2023

**ATTY. JOHN HENRY DU NAGA**

Privacy Commissioner and Chairman

National Privacy Commission

5th Floor East Banquet Hall, PICC Delegation Bldg, Roxas Blvd., 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 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 achieved a performance rating of below 4 in one (1) out of four (4) PBB Criteria and Conditions and was found non-compliant in one (1) of the Agency Accountabilities under Section 5.0, the unit/s most responsible (including its head) for the non-compliance 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 NPC 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

## NATIONAL PRIVACY COMMISSION



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**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.

TABLE 1: FY 2021 PBB SCORING SYSTEM						
CRITERIA AND CONDITIONS	WEIGHT	PERFORMANCE RATING				
		1	2	3	4	5
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>					

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 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)

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
<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>

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
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**

**NATIONAL PRIVACY COMMISSION**

**Overall Assessment:** The National Privacy Commission (NPC) achieved **90 points and is eligible** for the grant of FY 2021 PBB.

**A. Physical Accomplishments**

Criteria	Score	Points	Remarks
<p><b>1. Performance Results</b></p> <p>Achieved 100% (6 out of 6) of the Congress-approved performance targets for FY 2021</p>	5	25	<p>The NPC met all the Congress-approved performance targets for FY 2021 based on the Department of Budget and Management-Budget and Management Bureau (DBM BMB)-E Agency Performance Review (APR) report dated June 29, 2022.</p> <p>The NPC is advised to revisit its physical targets for the past three (3) years to avoid overstatement or understatement. The agency should also represent a balance between challenging and current levels of the Departments/Agency's performance given the budgetary support provided by the national government, particularly on its major programs.</p>
<p><b>2. Process Results</b></p> <p>Achieved ease of transaction for 100% (6 out of 6) of its frontline services</p>	5	25	<p>The NPC achieved ease of transaction in 100% (6 out of 6) of its frontline services through streamlining, digitization initiatives, and standardization of its processes. The agency was able to achieve ISO 9001:2015 certification for the enforcement of the Data Privacy Act of 2012, certified by SOCOTEC Certification Philippines, Inc.</p> <p>The AO25 Composite Team noted the NPC's accomplishment in easing transactions by developing the National Privacy Commission Registration System (NPCRS), which digitized the <i>Registration and Issuance of Certificate of Personal Information Controller (PIC)/Personal Information Processor (PIP) and Requests for Amendment of Registration Records</i> services.</p> <p>In addition, the agency standardized the <i>Filing of Complaints</i> by implementing the NPC Special Order No. 028 s. 2021, which synergized its Quick Response and Special Cases (QRSC) Team, and the NPC Circular No. 2021-01, which introduced preliminary conferences and expanded the procedure for alternative dispute resolution.</p>
<p><b>3. Financial Results</b></p> <p>Achieved 86.03% Disbursement BUR</p>	5	25	<p>The actual accomplishment of the NPC for Disbursement Budget Utilization Rate (BUR) was 86.03% based on the DBM-BMB-E APR report dated June 29, 2022.</p> <p>The NPC is advised to prepare a catch-up plan to meet its committed targets for the period. The agency is also advised 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>

<b>A. Physical Accomplishments</b>			
<b>Criteria</b>	<b>Score</b>	<b>Points</b>	<b>Remarks</b>
<b>4. Citizen/Client Satisfaction Results</b>  Achieved a 3.56 (Satisfied) overall satisfaction rate; 15% resolution of #8888 complaints and no complaints received thru the CCB platform	3	15	<p>The NPC achieved a 15% (8 out of 55) resolution rate of complaints received through the #8888 platform for the period of January 1, 2021 to December 31, 2021 based on the Office of the President (OP) report dated December 21, 2022.</p> <p>The NPC 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 (CSC) report dated February 24, 2022.</p> <p>In addition, the NPC achieved an overall satisfaction rating of 3.56 or "Satisfactory" for its declared frontline services for FY 2021. The NPC observed the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) under Annex 4 of the AO 25 MC 2021-1.</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
• 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	Compliant
• Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)	Non-compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2022 Procurement Projects	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.