



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

20 March 2024

JOSELITO F. VILLARUZ
President
West Visayas State University
Luna Street, La Paz, Iloilo City

Attention: Mr. Wilhelm P. Cerbo
PBB Focal Person

Dear **President Villaruz**:

This has reference to the request for reconsideration of the **West Visayas State University (WVSU)** dated March 11, 2024, relative to its rating on the **Citizen/Client Satisfaction Results criteria** for the grant of the FY 2022 Performance Based-Bonus (PBB).

The assessment of Office of the President (OP) on the justifications/supporting documents submitted by the WVSU is as follows:

Justification	Assessment
<p>On obtaining a score of 3 due to having 77% resolution and 8% compliance of #8888 complaints.</p> <p>The WVSU explained the agency responded promptly to complaints received under Administrative Order 25 from the Inter-Agency Task Force Technical Working Group, resolving all ten complaints raised under #8888 within the required timeframe, as confirmed by a trail of email transactions, demonstrating the university's commitment to transparency and accountability.</p>	<p>Based on the revalidation report dated March 11, 2024, conducted by the Office of the President (OP), it was observed that four scholarship-related tickets were handled by the Commission on Higher Education (CHED) Region VI, rather than being directly forwarded to the WVSU. Despite this, the WVSU promptly addressed the remaining nine tickets referred through CHED Region VI within the required 72-hour compliance period. As a result, WVSU achieved a 100% resolution and compliance rate for the year 2022.</p> <p>With this, the WVSU's Citizen/Client Satisfaction Results score of 3 will change to 5.</p>

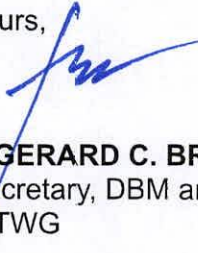
In view of the foregoing, the WVSU has now obtained **90 points** for the PBB Criteria and Conditions as provided in Section 4.0 of the AO25 IATF MC 2022-1 due to the change in its rating on the **Citizen/Client Satisfaction Results Criteria**. Thus, the WVSU is **eligible** for the grant of the FY 2022 PBB. However, the WVSU should **isolate** the following:

- a. The unit/s most responsible (including its head) for the **non-compliance** to the Agency Accountabilities on the updating of PhilGEPS Posting; and
- b. The unit/s most responsible (including its head) for the **non-compliance** to the Agency Accountabilities on the submission of Designation of the Agency's Committee on Anti-Red Tape (CART).

Attached is the revised Final Eligibility Assessment and Scorecard of the WVSU.

Thank you very much.

Sincerely yours,



ACHILLES GERARD C. BRAVO
Assistant Secretary, DBM and
Chair, IATF/TWG

REVISED FINAL ELIGIBILITY ASSESSMENT FOR FY 2022 PERFORMANCE-BASED BONUS

WEST VISAYAS STATE UNIVERSITY

Overall Assessment: The West Visayas State University (WVSU) achieved **90 points** and is **eligible** for the grant of FY 2022 PBB.

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
<p>1. Performance Results</p> <p>Achieved 83.33% (15 out of 18) of the Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors.</p>	4	20	<p>The WVSU did not meet three (3) performance indicators:</p> <ol style="list-style-type: none"> MFO1:Higher Education Program PI3:Percentage of undergraduate student population enrolled in CHED-identified and RDC-identified priority programs. The actual accomplishment was 70.16% of the targeted 74.12%. MFO3:Research Program PI3:Percentage of research outputs published in internationally-refereed or CHED-recognized journals within the years. The actual accomplishment was 12.72% of the targeted 19.39%. MFO5:Hospital Services Program PI3:Bed occupancy rate. The actual accomplishment was 56.16% of the targeted 86%. <p>The Commission on Higher Education (CHED) considered the non-attainment of the three (3) targets to be due to uncontrollable factors based on the CHED report dated October 9, 2023.</p>
<p>2. Process Results</p> <p>Achieved substantial improvements to ease transaction in priority core service (external) and internal service.</p>	5	25	<p>In its Modified Form A, the WVSU reported improvement initiatives for external service "Issuance of Student's Records and Other Enrollment-Related Documents."</p> <p>The WVSU explained that in response to the constraints posed by the COVID-19 Pandemic, which significantly curtailed face-to-face transactions, the utilization of online requests for student credentials was facilitated through the WVSU Ticketon portal. This adjustment not only addresses the challenges brought about by the pandemic but also streamlined and modernized WVSU's external service, ensuring a more efficient and accessible process for the issuance of student records and related documents.</p> <p>On October 24, 2023, the AO25 IATF-TWG provided an initial assessment of the WVSU's FY 2022 Process</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<p>Results accomplishments and requested additional information from the SUC, specifically emphasizing tangible results that quantify the improvements made in the identified external service.</p> <p>On October 31, 2023, the WVSU reported that with limited face-to-face transactions at the Registrar's Office, clients and students were directed to leverage the Ticketon Online request system to obtain their credentials. The WVSU also noted that the physical release of credentials continued to transpire at the Registrar's Office. This process adhered closely to the guidelines delineated in the Citizen's Charter, explicitly outlining turnaround times, transaction costs, and documentary requirements to ensure transparency and efficiency.</p> <p>The WVSU also reported the following substantial improvements for the external service:</p> <p>Access:</p> <ul style="list-style-type: none"> The WVSU Ticketon portal allowed clients from different locations to schedule their visits to the university and collect requested documents. Initially, due to pandemic restrictions, the Registrar's Office limited daily client visits to 30. As the situation improved, the WVSU increased the limit to 50 per day until the end of the FY 2022. Eventually, on-site transactions were resumed to serve more clients. <p>Processing Time:</p> <ul style="list-style-type: none"> On-site transaction processing and waiting times have been reduced. The streamlined process ensured that clients only needed to pick up the requested documents. When dealing with on-site document requests, the processing period initiates upon the client's submission of the request. However, for online requests, the turnaround time is not instantaneous due to the continuous availability of the portal, including weekends and holidays. In response to this, the WVSU has instituted a more precise measure, wherein the turnaround time for online requests commences when the designated staff first accesses the online request and concludes upon the affixing of the University Registrar's signature on the document. This meticulous approach ensures clarity and accuracy in determining the processing duration for online document requests.

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<p>Moreover, no charge is required for this service. The WVSU-Ticketon allowed the requesting public (alumni, faculty, staff, students, and parents/representatives) to schedule their on-site visit and pick-up the requested document as scheduled. The cueing line on-site was reduced and the incidence of COVID-19 was limited. The results were evidenced by the following documents:</p> <ol style="list-style-type: none"> 1. Memo No. 20-129 dated June 19, 2020 on the Implementation of the WVSU Online Ticketing System (Ticketon) and Procedure of Online; 2. Request through the WVSU Ticketon; 3. Summary of Clients Served; 4. Screenshot of Ticketon Request; 5. Client's Logbook/Log Sheet; 6. Summary of Client's Served Through Ticketon (TAT); and 7. Registrar's Citizen Charter (External Services). <p>The WVSU also mentioned that face-to-face transactions would only continue until the end of the FY 2022. However, to enhance the services, it plans to include the improved Ticketon system in a project proposal for the Public Sector Service Initiatives (PSSI). According to WVSU, it hopes to get assistance from the Development Academy of the Philippines. This upgraded system will be used across all campuses and added to the revised Citizen's Charter, pending approval by the Board of Regents and submission to oversight agencies.</p> <p>Based on the Anti-Red Tape Authority (ARTA) validation report dated December 7, 2023, the WVSU presented digitization initiatives that demonstrated improvements in processing time, steps, and transaction costs incurred by the clients for its external service "Issuance of Student's Records and Other Enrollment-Related Documents," evidenced by its submitted Means of Verification (MOV).</p> <p>As for its internal service, "Availment of Hospital Services on Account (Employees Only)," additional frontline besides the Billing and Cash Section which resulted in reduced transmission of COVID-19.</p> <p>On October 24, 2023, the AO25 IATF-TWG provided an initial assessment of the WVSU's Process Results accomplishments and requested additional information from the WVSU, specifically emphasizing tangible results that quantify the improvements made in the identified internal service.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
			<p>On October 31, 2023, the WVSU reported that for FY 2021, improvements in terms of the Salary Deduction for employees can be generated and encoded through the Credit and Collection Section upon receipt of the laboratory and other Diagnostic Request/Drugs and Medicine duly approved by the Accountant in less than 5 minutes. Thus, ensuring fast and accurate encoding of services in the Credit and Collection system.</p> <p>For FY 2022, the same service or process was adopted but an additional section/cubicle or a dedicated facility was provided to cater the WVSU Employees availing of hospitalization services. The results were evidenced by the following documents:</p> <ol style="list-style-type: none"> 1. Area view or dedicated facility for the Credit and Collection Section (located inside the Billing Section); 2. Screenshot of the Credit and Collection System; 3. Logbook for the Salary Deduction; 4. Sample Entries of Logbook; and 5. Credit and Collection Section Citizen's Charter (Internal Service). <p>Access:</p> <ul style="list-style-type: none"> • The new Credit and Collection window improved waiting and queuing times for internal clients, offering a dedicated service. <p>Processing Time:</p> <ul style="list-style-type: none"> • Once the accountant signs the salary deduction form, the charging unit's account is promptly opened for charging (completed within 2-3 minutes). Clients receive assistance until the transaction is finished. The Management Information System (MIS) enables swift and accurate online account charging, along with precise reporting and easy data retrieval. <p>The WVSU also explained that its employees were not charged any additional costs for availing this service.</p> <p>Based on the ARTA validation report dated December 7, 2023, the WVSU demonstrated improvements in processing time for its internal service "Availment of Hospital Services on Account (Employees Only)," evidenced by its submitted MOVs.</p> <p>Hence, the WVSU achieved substantial improvements to ease transactions in both external and internal services.</p>

A. Physical Accomplishments			
Criteria	Score	Points	Remarks
3. Financial Results Achieved an average of 74.03% Disbursements and Earmarked Income BUR.	4	20	The actual accomplishment of the WVSU for Disbursements and Earmarked Income Budget Utilization Rate (BUR) was 74.03% based on the validation report from the Department of Budget and Management - Region 6 dated April 20, 2023.
4. Citizen/Client Satisfaction Results Achieved 4.79 satisfaction rate; 100% resolution and compliance of #8888 complaints; and no complaints received from CCB.	5	25	<p>The WVSU reported an overall satisfaction rating of 4.79 and observed the procedures for conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 5 of the AO25 MC 2022-1.</p> <p>The WVSU achieved 100% (13 out of 13) 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) revalidation report dated March 19, 2024.</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)	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	Compliant
• Designation of the Agency's Committee on Anti-Red Tape (CART)	Non-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.