



OFFICE ORDER NO. 2022-14

Series of 2022

TO

ALL OFFICIALS, OFFICERS, AND EMPLOYEES

This Authority

SUBJECT

GUIDELINES ON THE GRANT OF PERFORMANCE-BASED

BONUS (PBB) FOR FY 2022

1.0 PURPOSE

This Office Order prescribes the criteria and conditions on the grant of the Performance Based Bonus (PBB) for FY 2022 to officials and employees of the Cooperative Development Authority (CDA) pursuant to Memorandum Circular No. 2022-1 dated March 24, 2022 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting System (Administrative Order (AO) No. 25).

The comprehensive goal of the PBB is to strengthen the effectiveness of the incentives system to help agencies achieve the Mission- critical objectives and expected outcomes of the government.

The FY 2022 cycle shall continue to observe the simplified PBB scheme. The FY 2022 PBB will sustain focus on results especially on the delivery of agency performance commitments and optimum utilization of agency budget, and make stronger the roles of agencies in ensuring accountability for results of their delivery units. Further, the FY 2022 PBB shall measure and evaluate agency performance highlighting the public's satisfaction with the quality of public service delivery, utilization of resources, and strengthened agency stewardship. The FY 2022 PBB shall facilitate a more transparent and objective assessment of performance and timely release of the PBB to eligible agencies.

2.0 COVERAGE

This Office Order covers identified eligible Delivery Units (DUs) of the CDA at the Head Office and Regional Offices that comply with the requirements and conditions for the grant of FY 2022 PBB. The following are the DUs of the Agency based on the abovementioned Memorandum Circular of the AO25 IATF:

- Sixteen (16) Regional Offices
- Five (5) Services
- One (1) Office of the Chairman (including the Office of the Administrator and the Internal Audit Division)

Office of the Chairman: (02) 8721-5325 (02) 8721-5324

Office of the Administrator : (02) 8721-0633 Officer of the Day : (02) 8725-3764

TÜVRheinland

Management System ISO 9001:2015

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All CDA employees holding regular, contractual, and casual positions are covered by this Office Order. Excluded from the coverage herein are individuals engaged without employer-employee relationship and funded from non-Personnel Services (PS) budget.

3.0 ELIGIBILITY

To be eligible for the grant of the FY 2022 PBB, the criteria and conditions under the four dimensions of accountability namely: Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results must be satisfied. A total score of at least 70 points must be attained based on the PBB Scoring System. This is discussed in detail in Section 4 of MC 2022-1 issued under AO No. 25.

Similar to FY 2021 PBB, the **Performance Results** refer to the accomplishment of the Congress-approved performance targets under the Performance- Informed Budgeting (PIB) of the FY 2022 General Appropriations Act (GAA). The **Process Results** refer to the achievements in ease of doing business/ease of transaction with the agency as a result of streamlining, standardization e.g., through the ISO-certified QMS or its equivalent, digitization, systems and procedures reengineering, and other related improvements. The **Financial Results** refer to the actual spending of the agency's budget allotment vis-a-vis the realization of the committed programs and projects based on the FY 2022 GAA. The **Citizen/Client Satisfaction Results** refer to the achievements in satisfying the quality expectations of the transacting public/client.

For FY 2022 PBB, the Agency Accountability requirements as discussed in Section 5.0 of MC 2022-1 issued under AO No. 25 are retained and shall be used as the basis in determining the eligibility of responsible units and individuals.

4.0 FY 2022 PBB TARGETS, ASSESSMENT, AND SCORING SYSTEM

The agency accomplishments for each criterion shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight, as shown in Table 1 in MC 2022-1 issued under AO No. 25. The maximum score that may be obtained by the agency is 100 points. To be eligible for the FY 2022 PBB, the CDA must attain a total score of at least 70 points, and achieve at least a rating of 4 for at least three (3) criteria.

TABLE 1: FY 2022 PBB SCORING SYSTEM						
CRITERIA AND	WEIGHT		PERFORMANCE RATING			;
CONDITIONS		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	5	5pts	10pts	15pts	20pts	25pts
Satisfaction						
TOTAL SCORE			MA	MUMIXA	= 100 POI	NTS

As can be gleaned in Table 1 above, a performance rating of 4 in all criteria will yield a total score of 80 points. In case the agency fails to meet a rating of 4 in at least three (3) criteria, the unit most responsible (including its head) for the criteria with a performance rating of below 4 will be isolated from the grant of the PBB.

4.1. Performance Results

The targets under Performance Results will enable CDA to concentrate its efforts and available resources on its mandates and core functions, as well as ensure delivery of high quality and high impact activities.

The agency shall achieve each one of the Congress-approved performance targets under the Performance Informed Budgeting (PIB) of the FY 2022 General Appropriations Act (GAA).

The agency performance in the achievement of targets shall be closely monitored through the use of the Unified Reporting System (URS) - generated Budget and Financial Accountability Reports (BFARs).

The quarterly BFARs, as uploaded in the URS, shall be submitted within thirty (30) days after the end of each quarter. BFARs will be used to monitor and validate accomplishments.

For deficiencies or non-attainment of FY 2022 targets, justifications must be submitted together with the prescribed BFAR forms to the Commission on Audit (COA), the DBM, and the Bureau of Treasury (BTr), as applicable through the DBM URS, thirty (30) days after the end of the 4th quarter of FY 2022.

The Performance Results shall be assessed and scored as follows:

TAB	TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS				
1	2	3	4	5	
Meet less	Meet less than	Meet at least	Meet at least	Meet each	
than 80% of	80 % of	80% of	80 % of	one of the	
performance	performance	performance	performance	Congress-	
indicators of	indicators of the	indicators of	indicators of the	approved	
the Congress-	Congress-	the Congress-	Congress-	performance	
approved	approved	approved	approved	targets for	
performance	performance	performance	performance	FY 2022 (all	
targets for FY	targets for FY	targets for FY	targets for FY	performance	
2022;	2022;	2022;	2022;	indicators)	
deficiencies	deficiencies	deficiencies	deficiencies		
due to	due to	due to	due to		
controllable	uncontrollable	controllable	uncontrollable		
factors	factors	factors	factors		

4.2. Process Results

The target under Process Results is the greater ease of transaction of core services based on mandated functions (external) covering government-to-citizens (G2C), government-to-businesses (G2B), and government-to-government (G2G) transactions, and the administrative and supporting services (internal) within the agency.

The ease of transaction of critical external and internal services may be achieved through streamlining: standardization of core processes including those implemented at the Regional, Satellite, and Extension Offices; digitization e.g., by developing electronic or online paperless systems, new service delivery channels, contactless transactions] and systems and procedures reengineering for faster, easily accessible, seamless, and more efficient public service delivery.

4.2.1 For FY 2022, the target will be substantive improvements in ease of doing business/ease of transaction with respect to two (2) critical services consisting of one (1) core service (external) based on the mandated function of the agency and one (1) support/administrative service (internal) as declaied in the agency's updated Citizen's Charter and in 1inC with the Anti-Red Tape Authority (ARTA)'s Whole-of- Government (WOG) Reengineering Manual.

In the process of improving the services of agencies and in promoting the WOG approach in the bureaucracy, the ARTA enjoins all government agencies to adopt

the WOG Reengineering Manual as a tool in the reengineering of government services which focuses on the reengineering of systems and procedures. It aims to support government agencies towards a new way of service delivery, giving better services for citizens though improvements in government agencies working in a more integrated, WOG approach.

As defined in ARTA MC 2019-002-A the services may be categorized based on the following:

- a. External services refer to government services applied for or requested by external citizens or clients or those who do not form part or belong to the government agency or office.
- b. Internal services refer to government services applied for or requested by internal clients or individuals who are within the respective government agency or office, such as, but not limited to, its personnel or employees, whether regular or contractual. Internal services include services such as, but are not limited to, back- end/support services to regulatory functions related to permitting, licensing, and issuance of a privilege, right, reward, clearance, authorization, or concession.
- 4.2.2. In selecting the critical services to be prioritized by the agency (and which will be validated later by the ARTA for purposes of determining eligibility for the PBB), the following factors shall be considered. The selected critical service is:
 - a. A core service which is a process needed to achieve the overall mission and objectives of the public sector organization. These services may refer to those that are aligned with the agency's mandate and main functions.
 - b. The most **complained service** with the greatest number of complaints received by the agency and other complaints-handling agencies.
 - c. The service/s with the greatest number of pending transactions or backlogs that went beyond its prescribed processing time as declared in the agency's Citizen's Charter.
 - d. A service that generates income/revenue for the government.
 - e. A service attributable to the Major Final Outputs (MFOs)/Programs of agencies.
 - f. A service that involves inter-agency action to complete the transaction.

4.2.3 The agency may use the concepts and tools indicated in the WOG Reengineering Manual in their reengineering efforts and may refer to the submitted initial Reengineering Plan to ARTA as the basis in prioritizing areas for improvement. The results of the implemented reengineering plan shall be reported though Annex 2: Modified Form A which also contains a guide in accomplishing said form. The agency must report objectively verifiable evidence of achievements in ease of doing business/ease of transaction using Annex 2 of MC 2022-1.

The report should highlight the tangible improvements from the **viewpoint of the transacting public/client** in terms of access, turnaround time requirements. Proof or evidence may be any of the following:

- a. ISO-QMS certification or equivalent certification, which covers the selected critical external and internal services. The ISO-QMS certification or equivalent certification of critical external and internal services of the agency must be valid as of 31 December 2022. The certificate must indicate the scope of certification. The agency must pursue continued certification, i.e., ensure that there is no gap or minimal gap in terms of the expiration of its previous certification and the effectivity date of its existing certification, except with justifiable reasons, e.g., change of certification body which may cause a gap in the certification. For specific details on the validation of ISO QMS certification submitted as evidence or requirement, and the list of the acceptable ISO QMS and equivalent certifications. Guidelines on the validation of ISO Quality Management System (QMS) Certification/Recertification.
- b. Most current and updated Citizen's Charter, reflecting the agency's improved and streamlined/re-engineered system and procedure for all its government services to citizens, businesses, and government agencies as prescribed by ARTA.
- c. Report on the digitization initiatives or digital transformation of external and internal services through the development of electronic or online and/or paperless application systems, payment systems, new service delivery channels, contactless transactions, and other process improvements using information technology. The report should highlight the tangible results of digitization in terms of ease of doing business or ease of transaction from the point of view of the transacting public/client.

d. Standard operating procedures, manual or documentation of service delivery standards for frontline and non-frontline services of the agency, including those implemented at the Regional, Satellite, and Extension Offices. The report should highlight the tangible results of standardization of the frontline and non-frontline services in assuring ease of transaction and doing business with the agency.

The Process Results shall be assessed and scored as follows:

TABLE 3: RATING SCALE FOR PROCESS RESULTS				
1	2	3	4	5
No substantial improvement in ease of transaction in both external core and internal services	Achieved substantial improvements to ease transaction in internal service	Achieved substantial improvement s to ease transaction in external service only	Achieved substantial improvements to ease transaction in external but non-priority core service and internal service	Achieved substantial improvements to ease transaction priority score service (external) and internal service

4.3. Financial Results

Targets under Financial Results reflect final payments made from the agency's annual budget allotment to realize their committed programs and projects based on the valid appropriations for FY 2022. Hence for FY 2022, agencies shall accomplish the following Disbursements BUR:

Disbursements BUR is measured by the ratio of total disbursements (cash and non-cash, excluding PS) to the total obligations for MOOE and CO made in 2022, net of goods and services obligated by **December 31**, **2021**, but paid only in 2022. The **total obligations for MOOE and CO** shall refer to those made from the current appropriations under the FY 2022 GAA and the continuing appropriations under FY 2021, respectively. The objective is to measure the disbursements for the obligations for MOOE and CO made in 2022 from all valid appropriations. Transfers to other agencies shall not be considered as disbursements until such time such transferred funds have been actually utilized for payment, inspection and acceptance of goods delivered and services rendered. Hence:

Disbursements BUR = Total Disbursements (cash and non-cash, excluding PS), net of payments made in 2022 for past years' obligations Total Obligations

Same as the Performance Results, concerned offices shall ensure the submission of the quarterly BFARs through the DBM-URS, in a timely manner within thirty (30) days after the end of each quarter. The submitted FY 2022 Financial Accountability Reports (FAR) No.1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) shall be the basis in determining the FY 2022 BUR accomplishment of agencies.

The requirements under the Financial Results shall be scored as follows:

T	ABLE 4: RATING	SCALE FOR FIN	NANCIAL RESUL	TS
1	2	3	4	5
1-19%	20-39%	40-59%	60-79%	80-100%
Disbursements	Disbursements	Disbursements	Disbursements	Disbursements
BUR	BUR	BUR	BUR	BUR

4.4. Citizen/Client Satisfaction Results

The Citizen/Client Satisfaction Survey (CCSS) must be undertaken and reports must be submitted. Likewise, all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB) must be resolved.

- a. For evidence on the citizen/client satisfaction results, the results of the CCSS may be submitted using *Annex 5* under MC 2022-1. Said report should follow the prescribed requirements and rating scale as stated in the *Annex*. It should include a description of the methods ad rating scale used in determining the FY 2022 Overall Satisfaction Score for its services. It should also contain the overall agency rating in the service quality dimensions and overall agency citizen/client satisfaction score for the reported services.
- b. Resolution and compliance to reported complaints from Hotline #8888 and CCB. The agency shall ensure the resolution of all complaints and grievances reported to Hotline #8888 and CCB, and their compliance with the 72-hour prescribed period to take actions on complaints as provided in EO No. 6, s. 2016.

Reported complaints and grievances shall cover the service and procedures of the

agency, acts of red tape, corruption, and/or other interferences to public service delivery by any government agency, individuals, or instrumentalities.

To provide evidence on the resolution of complaints, submit a report summarizing the Hotline #8888 and CCB complaints received in FY 2022 and their status if resolved or pending.

To determine the resolution and compliance rates with Hotline #8888 and CCB complaints, refer to item IV of Annex 5.

The requirements under the Citizen/Client Satisfaction Results shall be scored as follows:

1	2	3	4	5
No submission/ Did not conduct CCSS	Average satisfaction rate with unresolved complaints and at least	More than average rate with unresolved complaints and at least 50%	High satisfaction rate with 100% complaints resolved and	High satisfaction rate with 100% complaints resolved and
	30% compliance	compliance rate to #8888 and	at least 80% compliance	compliance rate to
Í	rate to #8888	CCB	rate to #8888	#8888 and
	and CCB		and CCB	CCB

5.0. AGENCY ACCOUNTABILITIES

To sustain the institutionalization of compliance to existing government- mandated laws and standards, the Agency and the Performance Management Team (PMT) shall continue to implement, monitor, and enforce compliance with the following requirements: (See Annex 6. FY 2022 Agency Accountability Timelines)

TABLE 6. AGENCY ACCOUNTABILITIES
a. Updating of Transparency Seal
 b. Compliance to Audit Findings and Liquidation of Cash Advances
c. Compliance with the Freedom of Information (FOi) Program

	d. Submission and RGview of Statement of Assets, Liabilities	
Existing Agency	and	
Accountabilities	Net Worth (SALN)	
	e. PhilGEPS posting of all invitations to bids and awarded contracts (Annex 7)	
	f. FY 2022 Non-Common Use Supplies and Equipment (APP-non CSE)	
	g. Posting of Indicative FY 2023 APP-non CSE	
	h. FY 2023 Annual Procurement Plan- Common Use	
	Supplies and Equipment (APP-CSE) (Annex 8)	
	i. Results of FY 2021 Agency Procurement Compliance	
	and Performance (APCPI) System	
	j. Undertaking of Early Procurement Activities covering FY2023 Procurement Projects	
New Agency Accountabilities	k. Designation of the Agency's Committee on Anti-Red Tape (CART)	
beginning FY 2022 PBB	. The state of the	

Compliance with the designation of a Committee on Anti-Red Tape (CART) pursuant to Section 1, Rule III of the Implementing Rules and Regulations of RA No. 11032 and in accordance with the issued ARTA Memorandum Circular 2020-007 or "Guidelines on the Designation of a CART".

While the above-mentioned conditions are no longer required in determining the overall PBB eligibility of the agency, compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals. The Agency should submit these legal requirements directly to the validating agencies.

6.0. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

- 6.1 For FY 2022 PBB, similar to FY 2021 PBB, the delivery units (DUs) of CDA shall no longer be ranked. However, the unit/s most responsible for deficiencies shall be isolated.
 - a. Based on Table 1, to be eligible for the FY 2022 PBB, the agency must attain a total score of at least 70 points and achieve at least a rating of 4 for at least three
 (3) criteria. 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 case the agency fails to meet a rating of 4 in at least three (3) criteria, the unit/s most responsible (including its head) for the criteria stated in Section 3.0 with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.

- b. The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 will also be isolated from the grant of the FY 2022 PBB.
- 6.2 Eligible DUs shall be granted FY 2022 PBB at uniform rates across the agency, including its officials and employees. The corresponding rates of the PBB shall be based on the agency's achieved total score as shown in Section 7.0 of MC 2022-1.
- 6.3 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.
- 6.4 The Chairman is eligible only if his agency is eligible. If eligible, his PBB rate shall be equivalent to the rate as stated in Section 7.0 and shall be based on his monthly basic salary as of 31 December 2022.
- 6.5 Personnel in detail to another government agency for six (6) months or more shall be included in the recipient agency that rated his/her performance. The payment of the PBB shall come from the mother agency.
- 6.6 Personnel who transferred from one government agency to another agency shall be included by the agency where he/she served the longest. If equal months were served for each agency, he/she will be included in the recipient agency.
- 6.7 Officials and employees who transferred from government agencies that are non-participating in the implementation of the PBB shall be rated by the agency where he/she served the longest; the official/employee shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service to the actual length of service to the participating implementing agency, as stated in Section 6.12 of MC 2022-1.

- 6.8 An official or employee who has rendered a minimum of nine (9) months of service during the fiscal year and with at least a Very Satisfactory rating may be eligible for the full grant of the PBB.
- 6.9 An official or employee who rendered less than nine (9) months but a minimum of three (3) months of service and with at least a Very Satisfactory rating shall be eligible for the grant of the PBB on a pro-rata basis corresponding to the actual length of service rendered, as follows:

TABLE 7. LENGTH OF SERVICE AND PERCENTAGE OF PBB		
LENGTH OF SERVICE	% OF PBB	
8 months but less than 9 months	90%	
7 months but less than 8 months	80%	
6 months but less than 7 months	70%	
5 months but less than 6 months	60%	
4 months but less than 5 months	50%	
3 months but less than 4 months	40%	

The following are the valid reasons for an employee who may not meet the ninemonth actual service requirement to be considered for PBB on a pro-rata basis:

- a. Being a newly hired employee;
- b. Retirement;
- c. Resignation;
- d. Rehabilitation Leave;
- e. Maternity Leave and/or Paternity Leave;
- f. Vacation or Sick Leave with or without pay;
- g. Scholarship/Study Leave; and/or
- h. Sabbatical Leave.
- 6.10 An employee who is on vacation or sick leave, with or without pay, for the entire year is not eligible for the grant of the PBB.
- 6.11 Personnel found guilty of administrative and/or criminal cases by final and executory judgment in FY 2021 shall not be entitled to the PBB. If the penalty meted out is only a reprimand, such penalty shall not cause the disqualification to the PBB.

- 6.12 Officials and employees who failed to submit the 2021 SALN as prescribed in the rules provided under CSC Memorandum Circular No. 3 s. 2015; or those who are responsible for the non-compliance with the establishment and conduct of the review and compliance procedure of SALN, shall not be entitled to the FY 2022 PBB.
- 6.13 Officials and employees who failed to liquidate all cash advances received in FY 2021 within the reglementary period, as prescribed in COA Circular 97-002 dated February 10, 1997, and reiterated in COA Circular 2009-002 dated May 18, 2009, shall not be entitled to the FY 2022 PBB.

7.0. RATES OF THE PBB

The total score as stated in Section 4.0 shall be the basis in determining the amount of the PBB an agency is eligible for. The maximum rate of the PBB for agencies that will achieve 100 points shall be 100% of the 65% monthly basic salary (MBS) of an individuals of December 31, 2022. For illustration, see Table 6 below:

TABLE 8: RATES OF THE PBB		
TOTAL SCORE	PBB RATES	
100 points	65%	
	(100% of the 65% monthly basic salary)	
95 points	61.75%	
	(95% of the 65% monthly basic salary)	
90 points	58.5%	
	(90% of the 65% monthly basic salary)	
85 points	55.25%	
	(85% of the 65% monthly basic salary)	
80 points	52%	
	(80% of the 65% monthly basic salary)	
75 points	48.75%	
	(75% of the 65% monthly basic salary)	
70 points	45.5%	
	(70% of the 65% monthly basic salary)	

8.0 JUSTIFICATION FOR DEFICIENCY

In the event of non-attainment of the prescribed performance rating of at least 4 for all the dimensions and non-compliance of the agency's accountabilities, the responsible Division/Unit shall provide a justification or underlying reasons for the deficiencies or non-

attainment of a particular PBB requirement in the report to be submitted on/or before the deadline.

9.0 TIMELINES AND SUBMISSION/POSTING OF REPORTS AND REQUIREMENTS

1.

- 9.1 The quarterly BFARs of CDA, as uploaded in the DBM URS, shall be submitted in a timely manner, i.e., within thirty (30) days after the end of each quarter, as provided under Item 3.15.2 of National Budget Circular No. 587 pursuant to Section 99 90, General Provisions of Republic Act No. 11639 (FY 2022 GAA). BFARs will be used to assess and validate Performance Results. Noncompliance thereto must be supported with relevant justification.
- 9.2. The CDA through the Planning and Policy Development Division should submit and consolidate evidence of accomplishments of Performance Results, Process Results, Financial Results, and Citizen/Client Satisfaction Results (as provided in Section 4.0) on or before February 28, 2023, thru an electronic submission (scanned or digital submission and editable MS Word or Excel files for use of the AO 25 Secretariat.)
- 9.3 The CDA shall ensure that all explanations and justifications for deficiencies are already attached in its submission.
- 9.4 The CDA shall provide information to the AO 25 Secretariat on compliance with the Agency Accountabilities provided in Section 5.0.
- 9.5 The **Human Resource Development Division** shall be responsible for the preparation of Form 1.0 (Report on Eligibility of Agency for the Grant of the FY 2022 PBB) following the format shown in Annex 8 including the Supplemental Report. It shall also take charge in the review and updating of the Personnel Services Itemization and Plantilla of Personnel (PSIPOP) under the DBM'S Government Manpower Information System (GMIS). The PSIPOP shall sense as the primary source of data in determining the total FY 2022 PBB requirement of the agency.

TABLE 7. SUMI	MARY OF TIMELINES
REQUIRED DOCUMENTS	DEADLINE OF SUBMISSION
Means of Verification and	

Justification for the non-attainment of targets	January 15, 2023
Consolidation of Reports per criterion	1st week of February 2023
Submission of packaged pertinent documents to AO25 Secretariat	February 28, 2023

10.0 EFFECTS OF NON-COMPLIANCE

Commission of a prohibited act as determined by the oversight agency, after due process, shall be a ground for disqualification from the PBB in the succeeding year of its implementation.

Moreover, the CSC or Ombudsman shall file the appropriate administrative case for misrepresentation in the submitted/posted reports and requirements for the PBB, a commission of fraud in the payment of the PBB, and violation of the provisions of AO No. 25.

To enhance the implementation of the internal communications strategy on the PBB, it shall be the responsibility of supervisors to engage their respective employees in understanding the PBB, the performance targets of CDA as well as the services and outputs that they will need to deliver to meet these targets.

11.0 EFFECTIVITY

This Office Order shall take effect immediately. Issued this 20th day of December 2022 Quezon City

> USEC. JOSEPH B. ENCABO Chairman