



Republic of the Philippines
Department of Education

24 FEB 2022

DepEd ORDER
No. **005**, s. 2022

**PERFORMANCE-BASED BONUS GUIDELINES ON ELIGIBILITY
REQUIREMENTS AND ACCOUNTABILITY MATRIX**

To: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) issues the enclosed **Performance-Based Bonus (PBB) Guidelines on Eligibility Requirements and Accountability Matrix** to provide guidance on the PBB Guidelines, including the new prescribed: (a) eligibility requirements, and (b) accountability matrix on the grant of PBB starting Fiscal Year 2021 and the succeeding years.
2. All public elementary and secondary schools and DepEd offices are directed to achieve the criteria and adhere to the accountability matrix on the grant of PBB set in this DepEd Order (DO).
3. The issuance of this policy shall guide all DepEd schools and offices in achieving the four dimensions of accountability and in evaluating the performance of each office and personnel.
4. Relevant sections of DO No. 007, s. 2021, **Multiyear Guidelines on the Grant of Performance-Based Bonus for the Department of Education Employees and Officials** and all previous issuances relative to this DO, which are found inconsistent, are deemed superseded or modified accordingly.
5. This Order shall take effect immediately upon its approval and publication in the DepEd website. Its certified copies shall be filed with the Office of the National Administrative Register (ONAR)-University of the Philippines Law Center (UP LC), UP Diliman, Quezon City.
6. For more information on the agency eligibility requirements, please contact the **Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED)**, 4th Floor Mabini Building, Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City through email at pbb.monitoring@deped.gov.ph or at telephone number (02) 8633-5375.
7. Immediate dissemination of and strict compliance with this Order is directed.



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DEPED-OSEC-454933




LEONOR MAGTOLIS BRIONES
Secretary

Encl.:

As stated

Reference:

DepEd Order No. (007, s. 2021)

To be indicated in the Perpetual Index
under the following subjects:

BENEFITS
ELIGIBILITY
EMPLOYEES
OFFICIALS
PERFORMANCE

POLICY
RATING
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SMMA/APA/MPC, DO Performance-Based Bonus
0038 - February 21, 2022



Republic of the Philippines
Department of Education



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(Enclosure to DepEd Order No. **005**, s. 2022)

**PERFORMANCE-BASED BONUS (PBB) GUIDELINES ON ELIGIBILITY
REQUIREMENTS AND ACCOUNTABILITY MATRIX**

I. Rationale

Pursuant to Memorandum Circular (MC) No.2021-1 titled “**Guidelines on the Grant of Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021 Under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016**” and Memorandum Circular (MC) No.2021-2 titled “**Supplemental Guidelines on the Grant of the Performance-Based Bonus (PBB) For Fiscal Year (FY) 2021 under Executive Order No. 80, 2021 and Executive Order No. 201, S. 2016**” issued by the Interagency Task Force (IATF) on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems, the Department of Education (DepEd) issues this DepEd Order to provide the PBB Guidelines, including the new prescribed (1) eligibility requirements and (2) accountability matrix on the grant of PBB starting Fiscal Year 2021 and the succeeding years.

II. Scope

This guideline on the Performance-Based Bonus (PBB) Guidelines on Eligibility Requirements and Accountability Matrix shall serve as a guide to all DepEd schools and offices in achieving the four (4) dimensions of accountability and evaluating the performance of each office and personnel starting Fiscal Year 2021 and the succeeding years.

III. Policy Statement

This Department issues this Performance-Based Bonus (PBB) Guidelines on Eligibility Requirements and Accountability Matrix to its employees and officials for Fiscal year 2021 and the succeeding years thereafter unless rescinded by another memorandum circular issued by the IATF and other oversight agencies on the grant of PBB. This policy establishes the accountability of each individual and office in achieving the Department goals that link the organizational and individual performance to personnel incentives and recognize as well as reward exemplary accomplishment.

All DepEd offices and schools are eligible for PBB criteria. They work collectively to attain the quality performance to the accomplishment of the Department’s goals, vision, and mission.

Once DepEd, as an agency, qualifies or acquires eligibility based on the criteria and conditions set by the IATF the DepEd offices shall no longer be ranked. Instead, the units/offices (including their heads of offices) accountable and/or responsible for the deficiencies shall be isolated based on the identified scenarios/cases.

IV. Definition of Terms

For better understanding and operationalization of this DepEd Order, the following terms are defined as follows:

- a. **Accountability Matrix** - Refers to each person, office, and officials that is responsible for given target, criteria, and indicator.
- b. **Accountable Office** - Refers to the office in any governance level in-charge of the achievement of a specific PBB target or implementation of and compliance with a specific PBB requirement.
- c. **Responsible Office** - Refers to the office in any governance level in-charge of reporting and submission of the required reports to the AO25 Secretariat and/or validating agencies.
- d. **Executive Committee (ExeCom) Member in-charge** - Refers to the highest accountable official in-charge of achieving a specific PBB target and/or its implementation in compliance with a specific PBB requirement, and of reporting and submission of the required reports to the AO25 Secretariat and/or validating agencies.
- e. **Bureau/Service/Regional Director** - Refers to the second highest accountable official in-charge in achieving a specific PBB target and/or its implementation in compliance with a specific PBB requirement, and of reporting and submission of the required reports to the AO25 Secretariat and/or validating agencies.
- f. **Head of Office** - Refers to the Chief, Officer-in-Charge, School Division Superintendent or School Heads of achieving a specific PBB target and/or its implementation in compliance with a specific PBB requirement, and of reporting and submission of the required reports to the AO25 Secretariat and/or validating agencies.
- g. **Personnel-in-Charge** - Refers to the program focal or designated personnel who is directly in charge of achieving a specific PBB target and/or its implementation in compliance with a specific PBB requirement, and of reporting and submission of the required reports to the AO25 Secretariat and/or validating agencies.
- h. **Agency-Wide Accountability**- Refers to the PBB criteria and conditions, targets, and eligibility requirements that are required to be addressed by the agency and are assessed and scored based on the guidelines issued by the AO25.

V. General Provision

A. ELIGIBILITY REQUIREMENTS FOR THE GRANT OF PBB

To be eligible for the grant of PBB, DepEd must attain a total score of at least 70 points based on the PBB Scoring System and satisfy the criteria and conditions under the four dimensions of accountability: (1) Performance Results, (2) Process Results, (3) Financial Results, and (4) Citizen/Client Satisfaction Results.

The DepEd’s accomplishments for each of the criteria shall be rated using a scale of 1 to 5 (where 5 is the highest). Each criterion has an assigned weight, as shown in the table below. The maximum score that may be obtained by the agency is 100 points. **To be eligible for the PBB, DepEd must attain a total score of at least 70 points.**

Table 1: PBB SCORING SYSTEM						
Criteria and Conditions	Weight	Performance Rating				
		1	2	3	4	5
1. Performance Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
2. Process Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
3. Financial Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
4. Citizen/Client Satisfaction Results	5	5 pts	10 pts	15 pts	20 pts	25 pts
TOTAL SCORE	MAXIMUM = 100 POINTS					

A performance rating of 4 in all criteria will yield a total score of 80 points for the agency. **To be able to attain a total score of at least 70 points, DepEd should aim for a performance rating of 4 in at least three (3) criteria. In such case, while the DepEd will be eligible for the grant of PBB, the unit/office most responsible for the criteria with a performance rating of below 4 will be isolated.**

DepEd PBB focals, accountable office/s and responsible office/s must submit evidence of accomplishments of the criteria and conditions for the four dimensions. This includes submission of all explanations and justifications for deficiencies and non-achievement of targets.

B. PBB CRITERIA AND CONDITIONS, TARGETS, ASSESSMENT AND SCORING

B.1 Performance Results

The targets under the Performance Results will enable DepEd to concentrate its effort and available resources on its mandates and core functions, as well as ensure delivery of high quality and high impact activities. The DepEd shall achieve each one of the Congress-approved performance targets under the Performance-Informed Budgeting (PIB) of the General Appropriations Act (GAA). *Please refer to the Annex A: Accountability*

Matrix- Four (4) Dimensions of Accountability and Annex B: Accountability Matrix- Performance Results.

The DepEd performance in the achievement of targets shall be closely monitored through the use of the submitted Unified Reporting System (URS) – generated Budget and Financial Accountability Reports (BFARs) to indicate the progress towards the accomplishment of broader sectoral and societal outcomes targeted by the DepEd for improving the lives of Filipinos.

The quarterly BFARs, as uploaded in the Department of Budget and Management (DBM) URS, shall be submitted promptly, i.e., within thirty (30) days after the end of each quarter. BFARs will be used to monitor and validate DepEd’s accomplishments. The Performance Results shall be **assessed** and **scored** as follows:

Table 2: Rating Scale for Performance Results				
1	2	3	4	5
Met less than 80% of performance indicators of the Congress-approved performance targets for the Fiscal Year (FY); deficiencies due to controllable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for the Fiscal Year (FY); deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for the Fiscal Year (FY); deficiencies due to controllable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for the Fiscal Year (FY); deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for the Fiscal Year (FY); (all performance indicators)

B.2 Financial Results

Financial Results refer to the actual spending of the DepEd’s budget allotment vis-à-vis the realization of the committed programs and projects based on the GAA. **Targets** under this criteria and indicator reflect final payments made from the DepEd’s annual budget allotment to realize their committed programs and projects based on the valid appropriations.

For fiscal year 2021, DepEd shall accomplish the following Disbursements BUR: 5 Disbursements BUR is **measured** by the ratio of total disbursements [cash and non-cash, excluding Personnel Services (PS)] to the total obligations for Maintenance and Other Operating Expenses (MOOE) and Capital Outlays (CO) made in the Fiscal Year (FY) net of goods and services obligated by December 31, 2020, but paid only in 2021. The total obligations for MOOE and CO shall refer to those made from the FY 2021 GAA, FY 2020 GAA, and Bayanihan II appropriations due to their extension under Republic Act (R.A.) Nos. 115191 and 1152022. The objective is to measure the disbursements for the obligations for MOOE and CO made in 2021 from all valid appropriations. Hence:

$$\text{Disbursement BUR} = \frac{\text{Total Disbursement (cash and non-cash, excluding PS), Net of payment made in 2021 for 2021 for past years' obligation}}{\text{Total Obligations (excluding PS, from valid appropriations)}}$$

Where Total Disbursement is net of transfer to Procurement Service, Philippine International Trading Corporation (PITC), and other implementing agencies which have been delivered.

The submitted FY 2021 Financial Accountability Reports (FAR) No. 1 Statement of Appropriations, Allotments, Obligations, Disbursements, and Balances (SAAODB) shall be the basis in determining the FY 2021 budget utilization rate (BUR) accomplishment of agencies. Please refer to the Annex A. Accountability Matrix- Four (4) Dimensions of Accountability

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

Table 3: Rating Scale for Financial Results				
1	2	3	4	5
1-19%	20-39%	40-59%	60-79%	80-100%
Disbursements BUR	Disbursements BUR	Disbursements BUR	Disbursements BUR	Disbursements BUR

For succeeding fiscal years, DepEd shall issue the requirements and schedule for the submission of requirements in a separate issuance.

B.3 Process Results

The target under the Process Results is the greater ease of transaction of frontline services covering all government-to-citizens (G2C), government-to-business (G2B), and government-to-government (G2G) transactions. This may be achieved through streamlining, especially of frontline services; standardization of frontline processes at the Central, including those implemented at the Regional, Division, Schools and/or Community Learning Centers; digitization e.g., by developing electronic or online paperless systems, new service delivery channels, contactless transactions; and other process improvements for faster and more efficient public service delivery. Please refer to the Annex A: Accountability Matrix- Four (4) Dimensions of Accountability and Annex C: Accountability Matrix- Process Results.

Agencies may submit evidence and/or documentation of ease of transaction to the AO25 Secretariat through one or a combination of the following:

- a. Report objectively verifiable evidence of achievements in ease of doing business or ease of transaction for frontline services covering all government-to-citizens, government-to-business, and government-to-government transactions using Form A as provided in Annex 3 of MC No. 2021-1. The report should highlight the tangible improvements from the viewpoint of the transacting public in terms of access, turnaround time, transaction costs, documentary, and other requirements.
- b. Report on the digitization initiatives or digital transformation of frontline and non-frontline 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.

- c. 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.
- d. Valid ISO QMS certification or equivalent certification of frontline and non-frontline services of the agency, as of 31 December 2021. The certificate must indicate the scope of certification.

The Process Results shall be **assessed** and **scored** as follows:

Table 4: Rating Scale for Process Results				
1	2	3	4	5
Not demonstrated ease of transaction	Achieved targets to ease transaction (Streamlining, digitization, standardization) only for non-frontline services	Achieved targets to ease transaction (Streamlining, digitization, standardization) in less than 80% of frontline services	Achieved targets to ease transaction (Streamlining, digitization, standardization) in at least 80% of frontline services	Achieved targets to ease transaction (Streamlining, digitization, standardization) in all frontline services

B.4 Client/Citizen Satisfaction Results

Achieve the Citizen/Client Satisfaction targets as provided below. The DepEd shall accomplish and submit reports on the Citizen/Client Satisfaction Survey (CCSS) and resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB). *Please refer to the Annex A. Accountability Matrix- Four (4) Dimensions of Accountability*

- a) To determine the effectiveness of streamlining, standardization, digitization, and other process improvements in easing transactions with the public, DepEd shall embed feedback mechanisms and systematically measure citizen/client satisfaction in the delivery of services. To provide the evidence on the citizen/client satisfaction results, the DepEd shall report the results of the CCSS following *Annex 4: Citizen/Client Satisfaction Survey as reference*.

b) Resolution of Reported Complaints from Hotline #8888 and CCB

b.1 In consideration of its first year of implementation, the requirements under this target shall only cover the **resolution rate** of agencies to the complaints received from Hotline #8888 and CCB. Agencies may submit reports, evidence, and/or documentation summarizing the Hotline #8888 and CCB complaints received and their status if resolved or pending, as complemented in the data gathered from Hotline #8888, CCB databases, and the monthly reports provided by the Office of the President and the Civil Service Commission to all agencies

b.2 Reported complaints and grievances shall cover government service and procedures of the agencies, acts of red tape, corruption, and/or other

interferences to public service delivery by any government agency, individuals, or instrumentalities.

b.3 To determine the resolution and compliance rates to Hotline #8888 and CCB complaints, agencies may refer to the following:

PORTALS	RESOLUTION RATE	COMPLIANCE RATE
Hotline #8888	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency against the total number of endorsed tickets by the Hotline #8888 Citizen's Complaint Center (CCC) without consideration of the 72-hour period to take action as prescribed in Executive Order (EO) No. 6, s. 20161	The percentage of tickets acted upon or <i>closed tickets</i> by a government agency within the 72-hour period to take action, as prescribed in EO No. 6, s. 2016.
Contact Center ng Bayan (CCB)	<p><i>Negative feedback</i> on government services, processes, and procedures lodged through the CCB are considered <i>resolved</i> after the agency has responded to the referral and provided detailed action taken to correct the reported dissatisfaction and prevent its reoccurrence.</p> <p>If the particular concern cannot be acted upon, the agency has to provide an explanation as to why it cannot be addressed. The negative feedback will be considered <i>resolved</i> upon receipt of the reply/explanation from the agency.</p> <p>If the complaint involves an administrative case, the CCB will still forward the negative feedback to the agency and will request an update on the status of the case. Upon receipt of the reply, the CCB will inform the customer of the feedback from the agency and will consider the ticket resolved.</p>	Percentage of negative feedback resolved by the agency within the prescribed timeline of 72 hours over the total number of negative feedback received within a particular period.

For Hotline #8888, a *concrete* and *specific* action shall refer to the actual and factual action to the complaint. It must be within the mandate of the agency and a clear, specific, and relevant response to the concern of the caller. As much as the circumstances permit, the caller shall be given advice on the concrete and specific action taken or feedback on the status of the concern until its resolution. Through their respective #8888 Agency Portals, the agency shall inform the #8888 CCC of the action taken on the complaint, concern, or request. The #8888 CCC requires proof of concrete and specific action taken and proof of communication to the caller.

To provide evidence on this, DepEd shall submit a report summarizing the #8888 and CCB complaints received and their status if resolved or pending. The validation shall be complemented with reports and collected data on feedback and complaints from citizens/clients gathered by the Office of the President, Presidential Management Staff, Civil Service Commission (CSC), and Presidential Communications Operations Office (PCOO) from Hotline #8888 and CCB databases, as well as the Freedom of Information (FOI) portals.

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

Table 5: Rating Scale for Citizen/Client Satisfaction Results				
1	2	3	4	5
No submission/ Did not conduct CCSS	Low satisfaction rate with unresolved #8888/CCB complaints	Average satisfaction rate with unresolved #8888/CCB complaints	Average satisfaction rate with 100% #8888/CCB complaints resolved	High satisfaction rate with 100% #8888/CCB complaints resolved

B.5 Other Agency Accountabilities

To sustain the institutionalization of compliance to existing government-mandated laws and standards, the DepEd and its National Performance Management Team (NPMT) shall continue to implement, monitor, and enforce compliance with the following requirements:

- a. Updating of Transparency Seal;
- b. Compliance with the FOI Program;
- c. Updating of Citizen’s or Service Charter;
- d. Compliance to Audit Findings and Liquidation of Cash Advances;
- e. Submission and Review of Statement of Assets, Liabilities, and Net Worth (SALN);
- f. Philippine Government Electronic Procurement System (PHILGEPS) posting of all invitations to bids and awarded contracts;
- g. Submission of Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE), Non-Common Use Supplies and Equipment (APP-non CSE), Indicative APP, and the results of Agency Procurement Compliance and Performance Indicators (APCPI) System; and
- h. Undertaking of Early Procurement Activities covering Procurement Projects

As provided in IATF MC No. 2021-1, while the above conditions are no longer required in determining DepEd's overall PBB eligibility, **compliance with these conditions shall be used as the basis in determining the eligibility of responsible delivery units and individuals. DepEd shall submit these legal requirements directly to the oversight/validating agencies.**

C. ACCOUNTABILITY MATRIX

The accountability matrixes are found in the following Annexes:

Annex A: Accountability Matrix - Four Dimensions of Accountability

Annex B: Accountability Matrix - Performance Results

Annex C: Accountability Matrix - Process Results

D. ELIGIBILITY OF DELIVERY UNITS AND INDIVIDUALS

Based on Table 1, to be eligible for PBB, DepEd must attain a total score of at least 70 points. To be able to attain such score, DepEd must achieve a performance rating of 4 in at least three (3) criteria (Performance, Process, Financial and Client Satisfaction Results).

In such a case, while the DepEd will be eligible for the grant of PBB, the delivery units (DUs) of eligible agencies shall no longer be ranked. Instead, the units/offices (including their heads of offices) accountable and/or responsible for the deficiencies shall be isolated based on the identified scenarios/cases.

Scenarios/Cases	Who will be ISOLATED in the following scenarios/cases?
DepEd is non-compliant with the achievement of the specific target, implementation of / compliance with a specific PBB requirement.	Accountable Office for the specific target/implementation of/compliance with a specific PBB requirement
DepEd is non-compliant due to the non-submission of the required reports to the AO 25 Secretariat and/or validating agencies.	Responsible Office who failed to submit the report to the validating agency and/or AO25 Secretariat <i>Note: Provided, however, that the accountable offices have submitted the required reports to the responsible office. Hence, all accountable offices who failed to submit the report to the responsible office for consolidation will also be isolated.</i>
No identified accountable and/or responsible offices Agency-wide indicators - How will the isolation be in cases where the PBB requirement/indicator is not lodged to a	Executive Committee Members only

specific office, but instead involves the whole DepEd working together for the attainment of that target/indicator?	
Accountable/Responsible Official for Schools What will be the treatment for the school in terms of accountability?	School Head

Eligible offices shall be granted PBB at uniform rates across the DepEd, including its officials and employees. The corresponding rates of the PBB shall be based on DepEd's achieved total score.

E. RATES OF PBB

The total score of the DepEd shall be the basis in determining the amount of the PBB. The maximum rate of the PBB for DepEd that will achieve 100 points shall be 100% of the 65% monthly basic salary (MBS) of an individual, as shown in the table below:

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)

To be eligible for PBB, DepEd employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the CSC-approved DepEd's Results-Based Performance Management System (RPMS) or the Career Executive Service Performance Evaluation System (CESPES) requirement prescribed by the CESB.

F. TIMELINES AND SUBMISSION/POSTING OF REQUIRED REPORTS

F.1 Four (4) Dimension of Accountability

Eligibility Criteria	Requirements	Date of Submission	Validating Agency
Performance Results	Quarterly Budget and Financial Accountability Reports (BFARs), as uploaded in the Department of Budget and Management (DBM), Unified Reporting System (URS)	The quarterly BFARs of the DepEd, 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. 583, pursuant to Section 90, General Provisions of R.A. No. 11518 (FY 2021 GAA). BFARs will be used to assess and validate Performance Results For deficiencies or non-attainment of targets, justifications must be submitted together with the 4th quarter BFAR to the DBM thirty (30) days after the end of the 4th quarter.	<ul style="list-style-type: none"> • DBM
Financial Results	Disbursements BUR <i>*Please refer to the Section B. Financial Results</i>	February 28, 2022	<ul style="list-style-type: none"> • DBM
Process Results	Modified Form A to report their streamlining and digitization accomplishments. The ISO-certified QMS or its equivalent certification for frontline services, service delivery standards manual, and the like may be used as evidence to the	February 28, 2022	<ul style="list-style-type: none"> • AO 25 Secretariat • ARTA

	<p>standardization achievements of the DepEd</p> <p>Other reports and evidence of its achievements in ease of doing business or ease of transaction from the perspective of the transacting public e.g., actual reduction in processing time, documentary requirements, transaction costs, and other tangible improvements.</p>		
Citizen/Client Satisfaction Results	<p>Reports on the Citizen/Client Satisfaction Survey (CCSS). Report summarizing the #8888 and CCB complaints received and their status if resolved or pending.</p> <p><i>Note: Please make sure that all complaints must be resolved.</i></p>	February 28, 2022	<ul style="list-style-type: none"> • CSC • PCOO • OP

For succeeding fiscal years, DepEd shall issue the schedule for the submission of requirements in a separate issuance.

F.2 Other DepEd's Accountability

Eligibility Criteria	Requirements	Date of Submission	Responsible Office/ Personnel In-Charge	Validating Agency
Undertaking of Early Procurement Activities covering 2022 Procurement Projects	<p>Submit Certificate of Compliance that the agency conducted Early Procurement Activities for at least 50% of the Total Value of the FY 2022 Procurement Projects to the Government Procurement Policy Board Technical Support Office (GPPB-TSO).</p> <p><i>Note: Early Procurement Activities should be conducted in FY 2021 (to submit Certificate of</i></p>	On or before 31 January of the fiscal year	Procurement Management Service	GPPB-TSO

	<i>Undertaking Compliance to GPPB-TSO and DepEd Procurement Management Service through email at proc.od.pbb@deped.gov.ph</i>			
PhilGEPS posting of all invitations to bids and awarded contracts	Update all procurement requirements for transactions above 1 million from January 1, 2021 to December 31, 2021 in the PhilGEPS .	January 29, 2022	Procurement Management Service	PS-PhilGEPS
FY 2021 APP-non CSE	<i>To submit compliance to GPPB-TSO and DepEd Procurement Management Service through email at proc.od.pbb@deped.gov.ph</i>	March 31, 2021	Procurement Management Service	GPPB-TSO
Results of FY 2020 APCPI System	<i>To submit compliance to GPPB-TSO and DepEd Procurement Management Service through email at proc.od.pbb@deped.gov.ph</i>	June 30, 2021	Procurement Management Service	GPPB-TSO
FY 2022 APP-CSE	Submit the FY 2022 APP-CSE thru the PhilGEPS Virtual Store.	August 31, 2021	Asset Management Division	DBM-PS
Indicative FY 2022 APP	Posting of Indicative FY 2022 APP-non CSE in the agency's Transparency Seal webpage.	September 30, 2021	Asset Management Division	GPPB-TSO
Updating of Transparency Seal	Maintain/Update the agency Transparency Seal (TS) under Section 96 of the General Provisions of the FY 2021 GAA. The TS page should be accessible by clicking the TS logo on the home page	October 01, 2021	*Updating TS page - various offices *Posting TS page- Public Affairs Service	
Updating of Citizen's or Service Charter and Submission of Certificate of Compliance to	Set-up the most current and updated Citizen's or Service Charter , reflecting the agency's improved and streamlined/re engineered system and procedure for all its government services	December 04, 2021	Bureau of Human Resource and Organizational Development - Organization	ARTA

Anti-Red Tape Authority	<p>to citizens, businesses, and government agencies.</p> <p>Departments/agencies shall submit their respective Certificates of Compliance (CoC) to the Anti-Red Tape Authority (ARTA) at compliance@arta@gov.ph on or before December 04, 2021.</p>		Effectiveness Division	
ISO QMS Certification	<p>The ISO QMS Certification or equivalent certification/recertification must be valid as of December 31, 2021.</p> <p><i>Note: For compliance by departments and agencies which will use the ISO QMS certification/recertification as evidence or requirement for the Process Results criterion for the grant of the FY 2021 Performance-Based Bonus (PBB).</i></p>	<p>December 31, 2021</p> <p><i>(validity of certificate)</i></p>	Bureau of Human Resource and Organizational Development - Organization Effectiveness Division	To be provided in the GQMC guidelines on the validation of the certification
Compliance to Audit Findings and Liquidation of Cash Advances	<p>Sustained Compliance w/ Audit Findings</p> <p>Fully implement 30% of the prior years' audit recommendations as shown in the Report on Status of Implementation of Prior Years' Recommendations. These recommendations will exclude the Property, Plant, and Equipment (PPE)-related items of the Annual Audit Report (AAR). Audit findings closed since FY 2019 should also not recur. The objective is to improve the agency's internal control processes, enhance operational effectiveness, and eliminate, resolve and remedy most, if not all, of the agency audit findings, by the end of 2021.</p>	December 31, 2021	Finance Service	COA
Submission and Review of SALN	Post the agency's policy on the Establishment and Conduct of the Agency Review and Compliance of SALN in the	October 01, 2021	Bureau of Human Resource and	CSC

	agency Transparency Seal for FY 2021.		Organizational Development - Personnel Division	
Compliance with the FOI Program and submission of Reports	<p>Submit the following Freedom of Information (FOI) Program requirements to PCOO:</p> <ul style="list-style-type: none"> a. Updated People’s FOI manual b. FOI reports; Agency Information Inventory, 2021 FOI Registry, and 2021 FOI Summary Report c. Modified One-page FOI Manual d. Screenshot of agency’s home page 	January 29, 2022	Public Affairs Service and Public Assistance and Action Center	PCOO

- Compliance with these conditions shall be used as the basis in determining the eligibility of responsible units and individuals.
- DepEd shall submit these legal requirements directly to the oversight agencies.
- DepEd shall ensure that all explanations and justifications for deficiencies are already attached in its submissions.
- The AO25 IATF shall conduct spot checks to validate claims and certifications made by the DepEd on its submitted/posted reports and/or requirements.

For succeeding fiscal years, DepEd shall issue the schedule for the submission of requirements for succeeding years in a separate issuance.

VI. MONITORING AND EVALUATION

The National Performance Management Team (NPMT) shall oversee the overall implementation of the PBB. It shall ensure the compliance of the agency with the requirements set by the IATF and ensure that the accountable offices/units/personnel for the specific target/implement, comply with a specific PBB requirement/s.

The PMTs in all governance level shall continuously disseminate information and instructions and gather feedback on the implementation of the PBB. The RO PMT shall ensure the implementation and compliance, particularly of the achievement of the targets, submission of required reports of their respective regions, divisions and schools is on track in terms of timeline and adherence to the provisions stipulated in this Order.

The PMTs in all governance level shall regularly report to the head of office (i.e., Secretary, Regional Director, Schools Divisions Superintendent, School head) on the status of their compliance and discuss pressing issues and concerns.

VII. EFFECTS OF NON-COMPLIANCE

Should the DepEd, which, after due process by the oversight agency, has been determined to have committed a prohibited act, shall be disqualified 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 this Memorandum.

VIII. REFERENCES

This Order is formulated on the basis of provisions stipulated in the following issuances:

- a. Memorandum Circular (MC) No.2021-1 titled "*Guidelines on the Grant of Performance-Based Bonus (PBB) for Fiscal Year (FY) 2021 Under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016*"
- b. Memorandum Circular (MC) No.2021-2 titled "*Supplemental Guidelines on the Grant of the Performance-Based Bonus (PBB) For Fiscal Year (FY) 2021 under Executive Order No. 80, 2021 and Executive Order No. 201, S. 2016*"
- c. Memorandum Circular (MC) No.2020-1 titled "*Guidelines on the Grant of Performance-Based Bonus (PBB) for Fiscal Year (FY) 2020 Under Executive Order No. 80, s. 2012 and Executive Order No. 201, s. 2016*"
- d. DepEd Order No. 07, s. 2021, "*Multiyear Guidelines on the Grant of Performance-Based Bonus for the Department of Education Employees and Officials*"

IX. EFFECTIVITY

This DepEd Order shall take effect immediately upon its approval and publication in the DepEd website and filing of certified copies with University of the Philippines Office of the National Administrative Register (UP ONAR).

These guidelines, or any provision of this guidelines, shall remain in effect and full force starting FY 2021 and the years thereafter, unless repealed, rescinded, amended, or modified accordingly.

Relevant Sections of DepEd Order No. 07, s. 2021, "*Multiyear Guidelines on the Grant of Performance-Based Bonus for the Department of Education Employees and Officials*" and all previous issuances relative to this DepEd Order, which are found inconsistent, are deemed superseded or modified accordingly.

Supplemental guidelines, amendments, and other issuances may be released as may be necessary pursuant to national directive by the IATF and other oversight agencies through a DepEd Memorandum.

Annex A: Accountability Matrix – Four Dimensions of Accountability

PBB Dimensions	Criteria and Conditions	Validating Agency	A. Responsible Office (Monitoring, Consolidation, Report Preparation and Submission)				B. Accountable Office in charge of the reports/ indicators)			
			Responsible Office – Refers to the office in any governance level in-charge of reporting and submission of the required reports to the AO25 Secretariat and/or validating agencies.				Accountable Office - Refers to the office in any governance level in-charge of the achievement of a specific PBB target or implementation of and compliance with a specific PBB requirement			
			i.Type A – delivery units identified as accountable offices in PBB Accountability Matrix ii.Type B – delivery units identified as both accountable and reporting offices in PBB Accountability Matrix.							
			CO	RO	SDO	School	CO	RO	SDO	School
1.Performance Results	Achieve each one of the Congress-approved performance targets under the PIB of the FY 2021 GAA	DBM	BED 2 : Planning Service-Planning and Programming Division BED 1 and 3: Finance Service- Budget Division	PPRD (BED) QAD (BAR) Finance Division- Budget	SGOD- Planning and Research Unit OSDS- Finance Services- Budget Section	N/A	<i>Please see Annex B: Accountability Matrix – Performance Results</i>			
2.Financial Results	Achieve the FY 2021 Disbursements E	DBM	Budget Division and Accounting Division	Finance Division- Budget and Accounting Section	Finance Services (For non-implementing units SDOs)	Implementing Units (For confirmation)	<i>Agency wide</i>			
3.Process Results	Streamlining of frontline services; standardization of frontline processes including those implemented at the Regional, Satellite, and Extension Offices; digitization and other process improvements for faster and more efficient public service delivery.	AO 25 Secretariat, ARTA	BHROD-OED	ORD	OSDS	School Head	<i>Please see Annex C: Accountability Matrix – Process Results</i>			
4.Citizen/Client Satisfaction Res	Achieve the Citizen/Client Satisfaction targets. Accomplish and submit reports on the Citizen/Client Satisfaction Survey (CCSS), and resolve all reported complaints from Hotline #8888 and Contact Center ng Bayan (CCB)	CSC, PCOO, OP	BHROD-OED PAAC	PAU in collaboration with Legal Unit	OSDS	School Head	<i>*Based on the list of offices being complaint !*For survey result (Based on the services declared</i>			

Annex B: Accountability Matrix – Performance Results

Organizational Outcomes / Performance Indicators		A. Responsible Office (Monitoring, Consolidation, Report Preparation and Submission)			B. Accountable Office in charge of the reports/ indicators)				
		TOTAL	CO	RO	SDO	CO	RO	SDO	SCHOOL
EDUCATION POLICY DEVELOPMENT PROGRAM									
Outcome Indicators			(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/ARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel-in-charge)	(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/ARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel-in-charge)	School Head
1	Percentage of completed education researches used for policy development	30%	PS-PPD	QAD	SGOD	PS-PRD	PPRD	SGOD	School Head
2	Percentage of satisfactory feedback from clients on issued policies	78%	PS-PPD	QAD	SGOD	PS-PRD	PPRD	SGOD	School Head
Output Indicators									
1	Number of policies formulated, reviewed, and issued	30	PS-PPD	N/A	N/A	PS-PRD	N/A	N/A	N/A
2	Number of education researches completed	320	PS-PPD	QAD	SGOD	PS-PRD	PPRD	SGOD	School Head
3	Number of proposed policies reviewed	70	PS-PPD	N/A	N/A	PS-PRD	N/A	N/A	N/A
BASIC EDUCATION INPUTS PROGRAM									
Output Indicators									
Number of:									
	a. New classrooms constructed	234	PS-PPD	QAD	SGOD	EFD	ESSD- EFS	SGOD- EFS	n/a
	b. New classrooms on-going constructed	934	PS-PPD	QAD	SGOD	EFD	ESSD- EFS	SGOD- EFS	n/a
	c. Textbooks and Instructional/ learning materials procured for printing and delivery	4,279,000	PS-PPD	QAD	SGOD	BLR- Manila	N/A	N/A	N/A
Number of equipment procured for distribution:									
	a. Science and Math	7,730,038	PS-PPD	QAD	SGOD	BLR- Cebu	N/A	N/A	N/A
	b. Technical and Vocational Livelihood	215,490	PS-PPD	QAD	SGOD	BLR- Cebu	N/A	N/A	N/A
	c. Information Communication Technology (ICT) packages	5,077	PS-PPD	QAD	SGOD	ICTS	N/A	N/A	N/A
	Number of newly-created teaching positions filled up	10,000	PS-PPD	QAD	SGOD	PS-PPD	Administrative Division- Personnel Unit	Administrative Division- Personnel Unit	N/A
		created							
		10,000 filled-up							
INCLUSIVE EDUCATION PROGRAM									
Output Indicators									
Percentage of learners enrolled in:									
	SPED (public)	2.01%	PS-PPD	QAD	SGOD	*Agency-wide			
	ALIVE (both public and private)	0.76%							
	IPED (public)	0.58%							
	ALS	3.08%							
	Percentage of learners provided with learning resources	100%	PS-PPD	QAD	SGOD	BLR- Manila	CLMD	CID	School Head
		18,055,126							
INCLUSIVE EDUCATION PROGRAM									
Output Indicators									
1	Number of schools offering the following								
	a. ALIVE	4,418	PS-PPD	QAD	SGOD	BLD	CLMD	CID	School Head
	b. IPED	3,070	PS-PPD	QAD	SGOD	IPSEO	CLMD	CID	School Head
	SPED	17,527	PS-PPD	QAD	SGOD	BLD	CLMD	CID	School Head
2	Number of public schools provided with learning resources	47,188	PS-PPD	QAD	SGOD	BLR-Manila	CLMD	CID	School Head

Annex B: Accountability Matrix – Performance Results

Organizational Outcomes / Performance Indicators		A. Responsible Office (Monitoring, Consolidation, Report Preparation and Submission)			B. Accountable Office in charge of the reports/ indicators)				
		TOTAL	CO	RO	SDO	CO	RO	SDO	SCHOOL
EDUCATION POLICY DEVELOPMENT PROGRAM									
Outcome Indicators		(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/ARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel-in-charge)	(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/ARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel-in-charge)	School Head	
SUPPORT TO SCHOOLS AND LEARNERS									
Outcome Indicators									
1	Retention rate								
	a. Elementary	92%	PS-PPD	QAD	SGOD				
	b. Secondary (Grade 7 to 12)	79%	PS-PPD	QAD	SGOD				
2	Completion Rate								
	a. Elementary	90%	PS-PPD	QAD	SGOD				
	b. Secondary (Grade 7 to 12)	77%	PS-PPD	QAD	SGOD				
3	Proportion of learners achieving at least								
	a. Elementary (G6)	34.00%	PS-PPD	QAD	SGOD				
	b. Junior High School (G10)	52.00%	PS-PPD	QAD	SGOD				
	c. Senior High School (G12)	19.00%	PS-PPD	QAD	SGOD				
SUPPORT TO SCHOOLS AND LEARNERS									
Output Indicators									
1	Number of learners benefitting from the "School Feeding Program"	3,159,118	PS-PPD	QAD	SGOD	BLSS- SHD	Health and Nutrition Section	SGOD-School Health and Nutrition	School Head
2	Number of GAS slots provided to learners								
	a. Education Service Contracting (ESC)	1,149,975	PS-PPD	QAD	SGOD	OUF- EPMO	N/A	N/A	School Head
	b. Senior High School Voucher	1,417,613	PS-PPD	QAD	SGOD	OUF- EPMO	N/A	N/A	School Head
	c. Joint Delivery TVL	89,300	PS-PPD	QAD	SGOD	BCD	CLMD	CID	School Head
EDUCATION HUMAN RESOURCE									
Outcome Indicators									
	Increase in percentage of public schools conducting schools learning action cell sessions	5%	PS-PPD	QAD	SGOD	NEAP	HRDD-NEAP	SGOD-HR	School Head
Output Indicators									
	Number of teachers and teaching-related staff trained								
	a. Teachers	165,389	PS-PPD	QAD	SGOD	NEAP	HRDD-NEAP	SGOD-HR	School Head
	b. Teaching-related staff		PS-PPD	QAD	SGOD	NEAP	HRDD-NEAP	SGOD-HR	N/A

*Agency-wide

Annex C: Accountability Matrix – Process Results

Type of service (optional column)	External Services	Responsible Office (Monitoring, Consolidation, Report Preparation and Submission)				Accountable Office (in charge of the reports/indicators) Office that delivers the service to the client			
		CO	RO	SDO	SCHOOL	CO	RO	SDO	SCHOOL
		(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/ARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel-in-charge)	School Head	(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/ARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel in-charge)	School Head
Bureau of Education Assessment	Application for National Career Assessment Examination (NCAE) for Walk-In Examinee via On-site Registration	BEA-EAD	n/a	n/a	n/a	BEA	n/a	n/a	n/a
Bureau of Education Assessment	National Career Assessment Examination (NCAE) Online Registration for Walk-in Examinee	BEA-EAD	n/a	n/a	n/a	BEA	n/a	n/a	n/a
Bureau of Education Assessment	Application for Philippine Educational Test (PEPT) for Walk-In Examinee	BEA-EAD	n/a	n/a	n/a	BEA	n/a	n/a	n/a
Bureau of Education Assessment	Philippine Educational Placement Test (PEPT) Online Registration for Walk-in Examinee	BEA-EAD	n/a	n/a	n/a	BEA	n/a	n/a	n/a
Bureau of Education Assessment	Verification of Test Result and Re-issuance of Certificate of Rating (COR) through Online	BEA-EAD	n/a	n/a	n/a	BEA	n/a	n/a	n/a
Bureau of Education Assessment	Request for Research Related Data (Online)	BEA-ERD	n/a	n/a	n/a	BEA	n/a	n/a	n/a
Bureau of Education Assessment	Request for Research Related Data (Walk-in)	BEA-ERD	n/a	n/a	n/a	BEA	n/a	n/a	n/a
Bureau of Curriculum Development	Application for Special Program in Foreign Language	BCD	n/a	n/a	n/a	BCD	n/a	n/a	n/a
Cash Division	Payment of Obligation through Cash Advance (including Petty Cash)	Cash Division	ORD	n/a	n/a	Cash Division	Cash Section	n/a	n/a
Cash Division	Payment of Obligation through Checks or LDDAP-ADA	Cash Division	n/a	n/a	n/a	Cash Division	n/a	n/a	n/a
Employee Accounts Management Division	Evaluation of Application for APDS Accreditation / Reaccreditation Process	EAMD	n/a	n/a	n/a	EAMD	n/a	n/a	n/a
ICTS	Provision of DepEd TV Episodes to Learners	ICTS - EDTech Unit	n/a	n/a	n/a	Usec for Administration & ICTS	n/a	n/a	n/a
Legal Service	Filing of Appeal	Legal Service	n/a	n/a	n/a	Legal Service - Directors and Division	n/a	n/a	n/a
Legal Service	Filing of Complaint	Legal Service	ORD	OSDS	n/a	Legal Service - Directors and Division	Legal Unit	Legal Unit	n/a
Legal Service	Filing of Motion for Reconsideration	Legal Service	n/a	n/a	n/a	Legal Service - Directors and Division	n/a	n/a	n/a
Legal Service	Endorsement of Recommendation for Duty-Free Tax Exemptions of Private Schools	Legal Service	n/a	n/a	n/a	Legal Service - Directors and Division	n/a	n/a	n/a
	Request for Correction of Entries in School Record	n/a	ORD	OSDS	n/a	n/a	Legal Unit	Legal Unit	n/a
	Legal Assistance to Walk-in Clients		ORD	n/a	n/a	n/a	Legal Unit	n/a	n/a

Annex C: Accountability Matrix – Process Results

Type of service (optional column)	External Services	Responsible Office (Monitoring, Consolidation, Report Preparation and Submission)				Accountable Office (in charge of the reports/indicators) Office that delivers the service to the client			
		CO	RO	SDO	SCHOOL	CO	RO	SDO	SCHOOL
		(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/IARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel-in-charge)	School Head	(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/IARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel in-charge)	School Head
Office of the Assistant Secretary for the Alternative Learning System (ALS) Program and Task Force	Provision of Learning Resources in ICT4ALS Website	ALS Program & Task Force	n/a	n/a	n/a	ALS Task Force	n/a	n/a	n/a
Office of the Assistant Secretary for the Alternative Learning System (ALS) Program and Task Force	Provision of ALS Learning Resources in DepEd Commons	ALS Program & Task Force	n/a	n/a	n/a	ALS Task Force	n/a	n/a	n/a
Office of the Assistant Secretary for the Alternative Learning System (ALS) Program and Task Force	Provision of Alternative Learning System (ALS) Video Lessons in DepEd ALS TV	ALS Program & Task Force	n/a	n/a	n/a	ALS Task Force	n/a	n/a	n/a
Office of the Secretary	External Document Service	OSEC	n/a	n/a	n/a	OSEC	n/a	n/a	n/a
Bureau of Human Resource and Organizational Development	Hiring of Non-Teaching Personnel	BHROD-PD	n/a	n/a	n/a	BHROD	n/a	n/a	n/a
	Issuance of Clearance from Money Accountability or Overpayment	n/a	ORD	n/a	n/a	n/a	Personnel Section	n/a	n/a
	Submission of Employment Application (Teaching and Non-Teaching)	n/a	ORD	OSDS	n/a	n/a	Personnel Section	Personnel Unit	n/a
National Educators Academy of the Philippines	Scholarship Application	NEAP-PDD	ORD	n/a	n/a	NEAP	HRDD	n/a	n/a
Public Assistance Action Center	DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA)	PAS-PAAC	ORD	n/a	n/a	PAS	PAU	n/a	n/a
Public Assistance Action Center	Hotline and Walk-in Facilities	PAS-PAAC	ORD	n/a	n/a	PAS	PAU	n/a	n/a
Public Assistance Action Center	Standard FOI Request through walk-in facility, action@deped.gov.ph, and Online	PAS-PAAC	ORD	n/a	n/a	PAS	PAU	n/a	n/a
National Educators Academy of the Philippines	Authorization of Learning Service Providers	NEAP-QAD	ORD	n/a	n/a	NEAP, QAD	n/a	n/a	n/a
National Educators Academy of the Philippines	Recognition of Professional Development	NEAP-QAD	ORD	n/a	n/a	NEAP, QAD	NEAP at the Region	n/a	n/a
National Educators Academy of the Philippines	Authorization and Recognition Online Orientation for Learning Service Providers	NEAP-QAD	ORD	n/a	n/a	NEAP, QAD	n/a	n/a	n/a
Records Division	Issuance of Requested Documents	Records Division	ORD	OSDS	n/a	Records Division	Records Section	Records Unit	n/a

Annex C: Accountability Matrix – Process Results

Type of service (optional column)	External Services	Responsible Office (Monitoring, Consolidation, Report Preparation and Submission)				Accountable Office (in charge of the reports/indicators) Office that delivers the service to the client			
		CO	RO	SDO	SCHOOL	CO	RO	SDO	SCHOOL
		(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/IARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel-in-charge)	School Head	(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/IARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel in-charge)	School Head
Records Division	Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy of Documents	Records Division	ORD	OSDS	n/a	Records Division	Records Section	Records Unit	n/a
	Certification, Authentication, Verification (CAV)	n/a	ORD	OSDS	n/a	n/a	Records Section	Records Unit	n/a
	Receiving and Releasing of Incoming and Outgoing Communications	n/a	n/a	OSDS	n/a	n/a	n/a	Records Unit	n/a
	Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	n/a	ORD	n/a	n/a	n/a	PPRD	n/a	n/a
	Request for Basic Education Information and Data	n/a	ORD	OSDS	n/a	n/a	PPRD	SGOD-Planning and Research Section	n/a
	Request for Reversion	n/a	ORD	n/a	n/a	n/a	PPRD	n/a	n/a
	Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools	n/a	ORD	n/a	n/a	n/a	QAD	n/a	n/a
	Application for Special Orders (SO) of Private Schools/Technical Vocational Institutions	n/a	ORD	n/a	n/a	n/a	QAD	n/a	n/a
	Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	n/a	ORD	n/a	n/a	n/a	QAD	n/a	n/a
	Application for the Opening/Additional Offering of SHS for private Schools	n/a	ORD	n/a	n/a	n/a	QAD	n/a	n/a
	Access to LRMD Portal	n/a	ORD	OSDS	n/a	n/a	CLMD	CID	n/a
	Procedure for the Use of LRMD Computers	n/a	ORD	n/a	n/a	n/a	CLMD	n/a	n/a
	Issuance of Certification as Principal's Test Passer	n/a	ORD	n/a	n/a	n/a	HRDD	n/a	n/a
	Acceptance and Distribution of Textbooks, Supplies and Equipmen	n/a	n/a	OSDS	n/a	n/a	n/a	Property and Supply	n/a
	Borrowing Procedures for Books and Other Materials overnight	n/a	n/a	OSDS	n/a	n/a	n/a	CID	n/a
	ALS Enrolment	n/a	n/a	OSDS	n/a	n/a	n/a	CID	n/a
	Borrowing of Books from the School Library	n/a	n/a	n/a	School head	n/a	n/a	n/a	School Head
	Distribution of Printed Self-Learning Modules in Distance Learning Modality	n/a	n/a	n/a	School head	n/a	n/a	n/a	School Head
	Enrollment (Default)	n/a	n/a	n/a	School head	n/a	n/a	n/a	School Head

Annex C: Accountability Matrix – Process Results

Type of service (optional column)	External Services	Responsible Office (Monitoring, Consolidation, Report Preparation and Submission)				Accountable Office (in charge of the reports/indicators) Office that delivers the service to the client			
		CO	RO	SDO	SCHOOL	CO	RO	SDO	SCHOOL
		(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/ARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel-in-charge)	School Head	(ExeCom-in-Charge, Director, Head of Office, Personnel in-charge)	(RD/ARD, Head of office, Personnel in-charge)	(SDS/ASDS, Head of Office, Personnel in-charge)	School Head
	Enrollment (Online)	n/a	n/a	n/a	School head	n/a	n/a	n/a	School Head
	Issuance of School Forms, Certifications, and other School Permanent Records	n/a	n/a	n/a	School head	n/a	n/a	n/a	School Head
	Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy	n/a	n/a	n/a	School head	n/a	n/a	n/a	School Head
	Laboratory and School Inventory	n/a	n/a	n/a	School head	n/a	n/a	n/a	School Head
	Public Affairs	n/a	n/a	n/a	School head	n/a	n/a	n/a	School Head
	School Learning and Development	n/a	n/a	n/a	School head	n/a	n/a	n/a	School Head
	Submission of Employment Application for Teacher I Position	n/a	n/a	n/a	School head	n/a	n/a	n/a	School Head
Private Schools	Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools	n/a	QAD	n/a	n/a	n/a	QAD	n/a	n/a
Private Schools	Application for No Increase in Tuition Fee	n/a	n/a	SGOD	n/a	n/a		SGOD-SMME	n/a
Private Schools	Application for Increase in Tuition Fee	n/a	n/a	SGOD	n/a	n/a		SGOD-SMME	n/a
Private Schools	Application for the Opening/Additional Offering of SHS Program for Private Schools	n/a	QAD	n/a	n/a	n/a	QAD	n/a	n/a
Public Assistance	DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA)	PAS	PAU	n/a	n/a	PAS-CD-PAAC	PAU	n/a	n/a
Public Assistance	Hotline and Walk-in Facilities	PAS	PAU	n/a	n/a	PAS-CD-PAAC	PAU	n/a	n/a
Public Assistance	Public Affairs (walk-in/phone call)	n/a	n/a	n/a	School Head	n/a	n/a	n/a	School Information Coordinator (SIC)/Guidance Office
Public Assistance	Public Affairs (email/social media)	n/a	n/a	n/a	School Head	n/a	n/a	n/a	Admin/ICT
Public Assistance	Standard FOI Request through walk-in facility, action@deped.gov.ph, and Online	PAS	PAU	n/a	n/a	PAS-CD-PAAC	Records Section/PAU	n/a	n/a
School Facilities	Reservation Process for the use of school facilities	n/a	n/a	n/a	School Head	n/a	n/a	n/a	Admin