



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

September 22, 2021

SILVESTRE H. BELLO III

Secretary
Department of Labor and Employment
DOLE Building, Muralla Wing cor. General Luna Street,
Intramuros, Manila

ATTENTION: Undersecretary Renato L. Ebarle
PBB Focal Person

Dear Secretary Bello:

We affirm the **Department of Labor and Employment – Office of the Secretary (DOLE-OSEC)** for complying with the FY 2019 Performance-Based Bonus (PBB) requirements and qualifying for the grant of the bonus. The summary of the final IATF assessment result is attached.

More than the incentive, we hope that the PBB has significantly contributed to your agency's organizational and employee performance, leading to concrete and visible improvements in the delivery of goods and services to the public.

To complete the PBB process, may we remind your office to publish the agency **FY 2019 Agency Scorecard** in your website or official publication. Kindly coordinate with the AO 25 Technical Secretariat for the finalization of the said report cards.

We understand that the COVID-19 pandemic is a huge challenge to all of us. Most government agencies, state universities, and colleges played catch-up to prevent the virus's exponential spread. Despite the situation, we encouraged agencies to continue efforts in maximizing the agency's digital capabilities, develop online systems, and/or transform its critical services from manual to contactless transactions for faster and more efficient public service delivery.

Again, we commend the DOLE-OSEC management and staff and wish you are all safe.

Thank you very much for your usual support.

Sincerely yours,

KIM ROBERT C. DE LEON

Undersecretary, DBM
Chairperson, AO25 IATF and AO25 Technical Working Group



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Department of Labor and Employment – Office of the Secretary (DOLE-OSEC)	
Eligibility Requirements	Final Assessment
2019 Good Governance Conditions	
1. Transparency Seal	• Compliant
2. PhilGEPS Posting	• Compliant
2019 Physical Target	
3. Streamlining and Process Improvement of Agency Services	<p>Met the streamlining and process improvement requirement for FY 2019 PBB.</p> <ul style="list-style-type: none"> • The DOLE-OSEC reported twenty-eight (28) services in its Modified Forms A/A1, as declared in its Citizen's Charter. • The AO25 Composite Team assessed only twenty-seven (27) DOLE-OSEC services since one (1) service from the Regional Offices (Issuance of Certificate of Appearance for Professional Mechanical Engineer/Professional Electrical Engineer) was a similar service from the Central Office. <ol style="list-style-type: none"> 1. Issuance of Certification from DOLE that a POEA Licensed Recruitment Agency Has/Has No Recruitment Violation Case Pending the Office of the Secretary of Labor and Employment 2. Registration of Workers' Association Operating in More Than One Region and Federation/National Union 3. Issuance of Certification from DOLE that a Company Has/Has No Pending Labor Standards Case - for Regional 4. Issuance of Certification from DOLE that a Company Has/Has No Pending Labor Standards Case Appealed Before the Office of the Secretary 5. Issuance of Certificate of Appearance for Professional Mechanical Engineer/Professional Electrical Engineer 6. Clearing of Fabrication Design of Mechanical Equipment 7. Disposition of Appealed Cases Filed with Bureau of Labor Relations 8. Registration of Establishment under Rule 1020 of the Occupational Safety and Health Standards



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Department of Labor and Employment – Office of the Secretary (DOLE-OSEC)	
Eligibility Requirements	Final Assessment
	<ol style="list-style-type: none"> 9. Issuance of Letter of Approval/Disapproval of Construction Safety and Health Program (CSHP) Application 10. Registration of Contractors 11. Issuance of Permit to Operate (PTO) Mechanical Installation/Certificate of Electrical Inspection (CEI) 12. Registration of Collective Bargaining Agreement 13. Registration of Union 14. Application for Alien Employment Permit (New/Renewal) 15. Issuance of Certificate of Exclusion from Alien Employment Permit 16. Application for Job Fair Permit 17. Application for Job Fair Clearance 18. Application for Authority to Recruit 19. Application for License to Operate Private Employment Agency (PEA) 20. Application for Authority to Operate Branch Office of a Private Employment Agency 21. Application for Working Child Permit 22. Application for Sugar Worker’s Maternity Benefit Claim 23. Application for Sugar Worker’s Death Benefit Claim 24. Application for Accreditation of Co-Partner 25. Application for Livelihood Project Assistance 26. Verification of Employment Documents 27. Issuance of Overseas Employment Certificate (OEC) at Post <ul style="list-style-type: none"> • The DOLE-OSEC was able to reduce the number of steps, turnaround time, and the number of signatures for some of its services. • The DOLE-OSEC maintained the number of signatures and the number of required documents for most of its services. The DOLE-OSEC explained that these are already the minimum requirement and the number of signatures complies with the prescribed AO25 IATF requirements (maximum of 3 signatures). • The DOLE-OSEC explained that the majority of its services did not undergo streamlining as it did not



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	<p>receive complaints on provided services. The agency added that even though there was minimal streamlining done, all the services underwent review.</p> <ul style="list-style-type: none"> • The DOLE-OSEC is recommended to strengthen its efforts in conducting streamlining to most of its services, if not all, even if there are no complaints received for the services it offers. • The DOLE-OSEC also reported initiatives of implementing online transactions of their key frontline services (i.e., Online Registration of Establishment, Registration of Job Contractor, Issuance of Certificate for Construction Safety, Working Child Permit, Application for DOLE Clearance of No Pending Case). However, the efforts began in 2019 but became fully implemented only in 2020. • The DOLE-OSEC is encouraged to continue digitalizing its processes and developing online platforms for other delivery units for faster and more efficient public service delivery. • The DOLE-OSEC received Very Satisfactory to Excellent ratings from clients who availed of its services. The agency is encouraged to observe the procedures in conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to the updated Annex 4 of MC 2020-1. • The DOLE-OSEC is recommended to periodically update its Citizen’s Charter to reflect necessary revisions and changes in the process. This will help maintain and improve the agency’s services and effectively perform its mandates.
2019 STO and GASS Requirements	
4. QMS Requirement	• Compliant
5. Submission of FY 2019 APP non-CSE	• Compliant
6. Posting of Indicative FY 2020 APP non-CSE	• Compliant
7. Submission of FY 2020 APP-CSE	• Compliant



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8. The undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> Compliant
9. Submission of FY 2018 APCPI	<ul style="list-style-type: none"> Compliant
10. Submission of Financial Reports	<ul style="list-style-type: none"> Compliant
11. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> Compliant
12. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> Did not meet the 100% targets for Obligations and Disbursements BUR under GASS. Actual accomplishments were 90.38% and 83.33%, respectively. The DBM BMB-B considered the justifications provided by the DOLE-OSEC for not meeting its targets for the Obligations and Disbursements BUR to be due to uncontrollable factors based on the DBM BMB-B report dated 9/14/2020.
2019 Other Cross-Cutting Requirements	
13. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> Compliant
14. FOI Compliance	<ul style="list-style-type: none"> Compliant
15. Posting of Agency's System of Ranking Delivery Units	<ul style="list-style-type: none"> Compliant
OVERALL ASSESSMENT	<ul style="list-style-type: none"> Based on the results of validation, the DOLE-OSEC is eligible for the grant of FY 2019 PBB.