



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

April 8, 2020

MARIA TERESITA D. LACSAMANA-CANCIO

Executive Director

National Conciliation and Mediation Board

4th - 6th Flrs., Arcadia Bldg., 860 Quezon Ave. Quezon City

ATTENTION: OIC-Director Edithliane P. Tadeo
PBB Focal Person

Dear Executive Director Lacsamana-Cancio:

We are pleased to inform you that the **National Conciliation and Mediation Board (NCMB)** is **ELIGIBLE** for the grant of Performance-Based Bonus (PBB) for Fiscal Year 2018. However, considering that the NCMB is partially compliant to the **PhilGEPS Posting** requirement and non-compliant with the **FY 2018 APP non-CSE** requirement, the following should be **isolated** and **excluded** from the FY 2018 PBB ranking:

- The unit/person(s) responsible for the late compliance of the **PhilGEPS posting requirement**; and
- The unit/person(s) from NCMB – Main Office, RO 3, RO 9, and RO 12 responsible for the non-compliance with the **FY 2018 APP non-CSE** requirement.

The summary of the final IATF assessment result is attached.

To complete the PBB process, may we remind your office to publish the **FY 2018 Agency Scorecard** in your website or official publication. Please coordinate with the AO 25 Technical Secretariat for the finalization of the said report cards.

Furthermore, please be advised that the evaluation of agency accomplishments for FY 2019 shall be tightened in accordance with the review of your Agency's report on Streamlining and Process Improvement of Critical Services. Additionally, agencies are encouraged to continue efforts in accelerating procurement and timely utilization of approved budgets to properly support their operations and delivery of high-quality services.

Thank you very much for your usual support.

Sincerely yours,

LAURA B. PASCUA

Undersecretary, Department of Budget and Management
and Chair, AO25 Technical Working Group



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National Conciliation and Mediation Board (NCMB)	
Eligibility Requirements	Final Assessment
2018 Good Governance Conditions	
1. Transparency Seal	<ul style="list-style-type: none"> • Compliant
2. PhilGEPS Posting	<ul style="list-style-type: none"> • Partially compliant per PhilGEPS report dated 9/10/2019. <ul style="list-style-type: none"> ▪ The justifications for two (2) transactions were submitted by NCMB beyond the January 31, 2019 deadline
3. Citizen's Charter (ARTA)	<ul style="list-style-type: none"> • Compliant
2018 Physical Target	
4. Streamlining and Process Improvement of Agency Services	<ul style="list-style-type: none"> • Met the streamlining and process improvement requirement for FY 2018 PBB. <ul style="list-style-type: none"> ▪ NCMB reported streamlining efforts for six (6) critical services declared in its Citizen's Charter. <ol style="list-style-type: none"> 1. Case Handling of Notice of Strike/Lockout 2. Case Handling of Preventive Maintenance 3. Handling of Request for Assistance 4. Facilitation and Handling of Voluntary Arbitration Case 5. Request for Availment of Voluntary Arbitration (VA) Subsidy 6. Issuance of Certificate of No Pending Case 7. Collection of Collective Bargaining Agreement (CBA) Registration Fee (recently restored in January 2019) ▪ NCMB explained that the service "Collection of Collective Bargaining Agreement (CBA) Registration Fee" used to be a part of NCMB's services. However in February 2018, thru the issuance of AO 47, the service was removed from the agency. It was recently restored around January 2019 thru AO 226. As such, the AO 25 Composite Team did not assess NCMB's 2018 performance for the service. ▪ NCMB reported that the number of steps, number of signatures and number of required documents is already minimum and necessary to ensure quality service. The AO25 Composite Team accepted NCMB's explanation. However, NCMB is recommended to consider



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	<p>implementing strategies to improve customer experience such as improvement of waiting area and enhanced queuing system.</p> <ul style="list-style-type: none"> ▪ The AO25 Composite Team observed that for FY 2018, the mechanism used by NCMB in getting client satisfaction level is thru questionnaire using only a two point scale (Yes or No Satisfaction). NCMB is advised to improve its Client Satisfaction/Feedback form by using a Five (5) point Likert scale in measuring the satisfaction level of its clients as well as segmenting the respondents per service. 										
2018 STO and GASS Requirements											
5. QMS Requirement	<ul style="list-style-type: none"> • Compliant 										
6. Submission of FY 2018 APP non-CSE	<ul style="list-style-type: none"> • Non-compliant per GPPB-TSO report dated 2/01/2019 <ul style="list-style-type: none"> ▪ NCMB requested for reconsideration for the late submission of 2018 APP non-CSE requirement on August 30, 2019. ▪ Based on GPPB-TSO email dated November 21, 2019, GPPB-TSO respectfully reiterates that Section 6.4 (d) of the PBB Guidelines requires that the FY 2018 APP-Non CSE must be submitted to the GPPB-TSO on or before 31 January 2018. However, the 2018 APP-Non CSEs were only submitted on the following dates: <table border="1" data-bbox="756 1525 1391 1709"> <thead> <tr> <th align="center">Agency</th> <th align="center">Date Submitted</th> </tr> </thead> <tbody> <tr> <td>NCMB Main Office</td> <td>15 March 2018</td> </tr> <tr> <td>NCMB Regional Office III</td> <td>21 March 2018</td> </tr> <tr> <td>NCMB Regional Office IX</td> <td>25 June 2018</td> </tr> <tr> <td>NCMB Regional Office XII</td> <td>1 February 2018</td> </tr> </tbody> </table>	Agency	Date Submitted	NCMB Main Office	15 March 2018	NCMB Regional Office III	21 March 2018	NCMB Regional Office IX	25 June 2018	NCMB Regional Office XII	1 February 2018
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NCMB Main Office	15 March 2018										
NCMB Regional Office III	21 March 2018										
NCMB Regional Office IX	25 June 2018										
NCMB Regional Office XII	1 February 2018										
7. Submission of Indicative FY 2019 APP non-CSE	<ul style="list-style-type: none"> • Compliant 										
8. Submission of FY 2019 APP-CSE	<ul style="list-style-type: none"> • Compliant 										
9. Undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> • Compliant 										
10. Submission of FY 2017 APCPI	<ul style="list-style-type: none"> • Compliant 										



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11. Submission of Financial Reports	<ul style="list-style-type: none"> Compliant
12. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> Compliant
13. Submission of Budget and Financial Accountability Reports (BFARs)	<ul style="list-style-type: none"> Compliant
14. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> Did not meet the 100% target for Obligations and Disbursements BUR under GASS. Actual accomplishments were 96.74% and 97.53%, respectively. The justifications provided by NCMB for not meeting its target for the Obligations and Disbursements BUR were considered to be due to uncontrollable factors based on DBM BMB-B report dated 12/04/2019.
2018 Other Cross-Cutting Requirements	
15. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> Compliant
16. FOI Manual	<ul style="list-style-type: none"> Compliant
17. 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, NCMB is eligible for the grant of FY 2018 PBB. However, due to the agency's partial compliance to the PhilGEPS Posting requirement and late submission of 2018 APP non-CSE the following should be isolated and excluded from the FY 2018 PBB ranking: <ul style="list-style-type: none"> The unit/person(s) responsible for the late compliance of the PhilGEPS posting requirement; and The unit/person(s) from NCMB – Main Office, RO 3, RO 9, and RO 12 responsible for the non-compliance with the FY 2018 APP non-CSE requirement.