



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

August 13, 2021

JOSE LUIS MARTIN C. GASCON

Chairperson

Commission on Human Rights

SAAC Bldg, UP Complex, Commonwealth Ave.,

Diliman, Quezon City

ATTENTION: Commissioner Karen S. Gomez-Dumpit
PBB Focal Person

Dear Chairperson Gascon:

We are pleased to inform you that the **Commission on Human Rights (CHR)** is **ELIGIBLE** for the grant of Performance-Based Bonus (PBB) for Fiscal Year 2019. However, considering that the CHR failed to meet the **submission of FY 2019 APP non-CSE** requirement and the **Undertaking of Early Procurement for at least 50% of goods and services** due to **controllable factors**, the following should be **isolated** and **excluded** from the FY 2019 PBB ranking:

- The unit/person(s) from the CHR-NCR, RO2, and RO4B responsible for the non-compliance with the **submission of FY 2019 APP non-CSE** requirement; and
- The unit/person(s) from the CHR-CO and all Regional Offices responsible for the non-compliance with the **Undertaking of Early Procurement for at least 50% of goods and services**.

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 delivering goods and services to the public.

May we remind your office to publish the agency **FY 2019 Agency Scorecard** on your website or official publication to complete the PBB process. Kindly coordinate with the AO25 Technical Secretariat for the finalization of the said report cards.



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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 their 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 CHR management and staff and wish you are all safe.

Thank you very much for your usual support.

Sincerely yours,

KIM ROBERT C. DE LEON

OIC-Undersecretary, DBM

Chairperson, AO25 IATF and AO25 Technical Working Group



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Commission on Human Rights (CHR)	
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 CHR reported streamlining efforts for seven (7) frontline and six (6) non-frontline services as declared in its Citizen's Charter: <p><i>Frontline services</i></p> <ol style="list-style-type: none"> 1. Data, Statistics, Information, Documents, and Reference Materials Provision – ICT Services Provision 2. Information, Education and Campaign Materials on Human Rights 3. Interviews (Request for Media Interviews) 4. Issuance of Clearance for Any Human Rights Violation Case for the Security Sector, Government Employees, and Private Citizens 5. Legal Advice and Counseling 6. Procedure of Filing Complaints 7. Technical Assistance (Training/ Resource person) <p><i>Non-frontline services</i></p> <ol style="list-style-type: none"> 1. Investigation/ Quick Response Operation 2. Jail Visitation 3. Policy Advisory Policy Paper Development (Position Paper, Advisories) and/or Human Rights Situation/Thematic Report 4. Financial Assistance 5. Forensic Service 6. CSO Accreditation for Partnership Endeavors



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Eligibility Requirements	Final Assessment								
	<ul style="list-style-type: none"> The CHR reported that most of its services were significantly streamlined in FY 2018. The CHR carried over the implementation in FY 2019, allowing the process to run and be tested in terms of efficiency. The CHR issued specific Office Orders and Memorandum to disseminate the changes in the process flow of CHR services to be adopted in FY 2019. The CHR was able to reduce the turnaround time for the following five (5) services by an average of 54.4%. <table border="1" data-bbox="735 1133 1402 1908"> <thead> <tr> <th data-bbox="735 1133 1090 1229">Services</th><th data-bbox="1090 1133 1402 1229">Turnaround Time</th></tr> </thead> <tbody> <tr> <td data-bbox="735 1229 1090 1397">1. Interviews (Request for Media Interviews)</td><td data-bbox="1090 1229 1402 1397">From 2 hours to 20 minutes (reduced by 83%)</td></tr> <tr> <td data-bbox="735 1397 1090 1747">2. Issuance of Clearance for Any Human Rights Violation Case for the Security Sector, Government Employees, and Private Citizens</td><td data-bbox="1090 1397 1402 1747">From 15 working days to 12 working days (reduced by 20%)</td></tr> <tr> <td data-bbox="735 1747 1090 1908">3. Legal Advice and Counseling</td><td data-bbox="1090 1747 1402 1908">From 60 minutes to 20 minutes (reduced by 66%)</td></tr> </tbody> </table> 	Services	Turnaround Time	1. Interviews (Request for Media Interviews)	From 2 hours to 20 minutes (reduced by 83%)	2. Issuance of Clearance for Any Human Rights Violation Case for the Security Sector, Government Employees, and Private Citizens	From 15 working days to 12 working days (reduced by 20%)	3. Legal Advice and Counseling	From 60 minutes to 20 minutes (reduced by 66%)
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	4. Investigation/ Quick Response Operation	24 hours to 12 hours (reduced by 50%)
	5. Policy Advisory Policy Paper Development (Position Paper, Advisories) and/or Human Rights Situation/Thematic Report	15 working days to 7 working days (reduced by 53%)
<ul style="list-style-type: none"> The CHR reduced the number of signatures for six (6) services. For the remaining services, the number of signatures complies with the AO25 IATF requirements of maximum of 3 signatures. The CHR conducted a Customer Satisfaction Survey for its Central and Regional Offices. Based on the CHR CSAT report, 99.94% of clients surveyed are “Satisfied” to “Extremely Satisfied” with the services of the agency. The CHR should also utilize the results in developing Improvement Action Plans related to CHR’s services and not on the improvements for the data gathering method. The CHR is encouraged to embed the feedback mechanism in each of its services and observe the procedures in conducting the Citizen/Client Satisfaction Survey (CCSS) pursuant to the updated Annex 4 of MC 2020-1. The CHR is encouraged to digitalize its processes, develop online systems, and transform critical services from manual to 		



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	<p>contactless transactions for faster and more efficient public service delivery.</p> <ul style="list-style-type: none"> The CHR is also encouraged to periodically update its Citizen's Charter to reflect necessary revisions and changes in the process. This will help maintain and improve its services and enable the agency to perform its mandates effectively.
2019 STO and GASS Requirements	
4. QMS Requirement	<ul style="list-style-type: none"> Compliant
5. Submission of FY 2019 APP non-CSE	<ul style="list-style-type: none"> The following offices are non-compliant per GPPB-TSO report dated 8/14/2020 and its re-validation report dated 2/18/2021. <ul style="list-style-type: none"> CHR-NCR CHR-RO 2 CHR-RO 4B
6. Posting of Indicative FY 2020 APP non-CSE	<ul style="list-style-type: none"> Compliant
7. Submission of FY 2020 APP-CSE	<ul style="list-style-type: none"> Compliant
8. The undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> The CHR - CO and all Regional Offices are non-compliant per GPPB-TSO report dated 8/14/2020.
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% target for Obligations and Disbursements BUR under GASS. Actual accomplishments were 98.79% and 93.53%, respectively. The DBM BMB-D considered the justifications provided by the CHR for not meeting its target for the Obligations and Disbursements BUR



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	to be due to uncontrollable factors based on DBM BMB-D report dated 4/12/2021.
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 CHR is eligible for the grant of FY 2019 PBB. However, due to the agency's non-compliance with the FY 2019 APP non-CSE requirement and Undertaking of Early Procurement for at least 50% of goods and services, the following should be isolated and excluded from the FY 2019 PBB ranking: <ul style="list-style-type: none"> The unit/person(s) from the CHR-NCR, RO2, and RO4B responsible for the non-compliance with the FY 2019 APP non-CSE requirement; and The unit/person(s) from the CHR-CO and all Regional Offices responsible for the non-compliance with the Undertaking of Early Procurement for at least 50% of goods and services.