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

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April 19, 2021

**GERARDO C. NOGRALES**

Chairman

National Labor Relations Commission

Ben-Lor Building, 1184 Quezon Avenue, Quezon City

ATTENTION: Atty. Joseph Anthony F. Tolentino  
PBB Focal Person

Dear Chairman Nograles:

We affirm the **National Labor Relations Commission (NLRC)** 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 NLRC management and staff and wish you are all safe.

Thank you very much for your usual support.

Sincerely yours,

**LAURA B. PASCUA**

Undersecretary, Department of Budget and Management  
and Chair, AO 25 Technical Working Group



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<b>National Labor Relations Commission (NLRC)</b>	
<b>Eligibility Requirements</b>	<b>Final Assessment</b>
<b>2019 Good Governance Conditions</b>	
1. Transparency Seal	• Compliant
2. PhilGEPS Posting	• Compliant
<b>2019 Physical Target</b>	
3. Streamlining and Process Improvement of Agency Services	<ul style="list-style-type: none"> <li>• Met the streamlining and process improvement requirement for FY 2019 PBB.               <ul style="list-style-type: none"> <li>▪ The NLRC reported streamlining efforts for four (4) critical services as declared in its Citizen's Charter.                   <ol style="list-style-type: none"> <li>1. Filing of Request for Assistance - Phase I (Worker's Assistance Process)</li> <li>2. Filing of Complaint</li> <li>3. Processing and Release of Judgment Award and Cash Bond (A and B)</li> <li>4. Issuance of Clearance/Certification of Pending/No Pending Case on Appeal</li> </ol> </li> <li>▪ The NLRC maintained the number of steps for all of its declared critical services. Though the NLRC maintained the number of steps, the agency adopted an online filing for the Filing of Request for Assistance and Issuance of Clearance/Certification of Pending/No Pending Case on Appeal. The clients of NLRC noted the improvement in the process and rated the service with a 97% Satisfactory rating. The NLRC clients noted that the transaction was "Very Fast and Smooth" and that it was "an improvement from last year."</li> <li>▪ The turnaround time for most of its services is within the prescribed requirement of the RA 11032 for simple transactions (maximum of 3 days). The NLRC explained that the agency maintained the turnaround time in compliance with the 2011 NLRC Rules of Procedure.</li> <li>▪ The NLRC explained that the agency is unable to reduce the number of required signatures as this is prescribed by the DOLE Department Order No. 151-16, Series of 2016 (IRR of RA</li> </ul> </li> </ul>



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	<p>10396) and the 2011 NLRC Rules of Procedure, and the NLRC Administrative Order No. 7-17, s. 2012.</p> <ul style="list-style-type: none"><li>▪ The NLRC may conduct a systematic observation, analysis, and measurement of steps in its services' performance to establish a standard time to improve procedures and increase productivity.</li><li>▪ The number of documents needed from NLRC clients was deemed to be the minimum required number. Instead of reducing the required documents, the NLRC improved its forms, i.e., prescribing a template for all NLRC offices, reduced the form to half of a page.</li><li>▪ The NLRC maintained the fees for the Issuance of Clearance/Certification of Pending/No Pending Case on Appeal in compliance with NLRC En Banc Resolution on Schedule of Fees. The NLRC is encouraged to review the schedule of fees as this has not been done for some time.</li><li>▪ The NLRC has a Citizen/Client Satisfaction Survey in place for all of its declared critical services. The 2019 Citizen/Client Satisfaction Survey results were also reported per service.</li><li>▪ The NLRC is encouraged to enhance its client satisfaction survey method using a five (5) point Likert scale to measure and determine the citizen's/clients' satisfaction levels. Measuring the satisfaction level of citizens/clients can provide precious insight into the agency's services.</li><li>▪ The NLRC is encouraged to develop online systems further and transform critical services from manual to a contactless transaction for faster, safer, and more efficient public service delivery.</li><li>▪ The NLRC is also encouraged to periodically revisit and update its Citizen's Charter to reflect revisions and changes in the process.</li></ul>
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<b>2019 STO and GASS Requirements</b>	
4. QMS Requirement	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
5. Submission of FY 2019 APP non-CSE	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
6. Posting of Indicative FY 2020 APP non-CSE	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
7. Submission of FY 2020 APP-CSE	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
8. The undertaking of Early Procurement for at least 50% of goods and services	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
9. Submission of FY 2018 APCPI	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
10. Submission of Financial Reports	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
11. Compliance with at least 30% of Prior Years' Audit Recommendations	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
12. Budget Utilization Rate (BUR)	<ul style="list-style-type: none"> <li><b>Met</b> the 100% target for <b>Obligations BUR</b> under GASS.</li> <li><b>Did not meet</b> the 100% target for <b>Disbursements BUR</b> under GASS. The actual accomplishment was <b>98.33%</b>.</li> <li>The DBM BMB-B considered the justifications provided by the NLRC for not meeting its <b>Disbursements BUR</b> target to be due to <b>uncontrollable factors</b> based on the DBM BMB-B report dated 4/16/2020.</li> </ul>
<b>2019 Other Cross-Cutting Requirements</b>	
13. Posting of Agency Review and Compliance Procedure of Statement and Financial Disclosure	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
14. FOI Compliance	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
15. Posting of Agency's System of Ranking Delivery Units	<ul style="list-style-type: none"> <li>Compliant</li> </ul>
<b>OVERALL ASSESSMENT</b>	<ul style="list-style-type: none"> <li>Based on the results of validation, the NLRC is <b>eligible</b> for the grant of FY 2019 PBB.</li> </ul>