



REPUBLIKA NG PILIPINAS
KAGAWARAN NG KATARUNGAN
PANGASIWAAN SA PATALAAN NG LUPAIN
(LAND REGISTRATION AUTHORITY)
East Avenue cor. NIA Road
Quezon City



MEMORANDUM CIRCULAR

TO : ALL OFFICIALS AND EMPLOYEES, CENTRAL OFFICE
ALL REGISTRARS OF DEEDS AND STAFF, REGISTRIES OF DEEDS
ALL OFFICIALS AND EMPLOYEES, CARP
This Authority

SUBJECT : SYSTEM OF RANKING DELIVERY UNITS FOR THE GRANT OF
PERFORMANCE-BASED BONUS FOR FISCAL YEAR 2018

DATE : 07 September 2018

In compliance with the requirement stipulated in **Memorandum Circular No. 2018-1** (*Re: Guidelines on the Grant of the Performance-Based Bonus for Fiscal Year 2018 under Executive Order No. 80*), issued by the AO 25 Inter-agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems, the following system of ranking delivery units shall be implemented:

1.0 Delivery Units

Pursuant to Annex 1 of Memorandum Circular No. 2018-1, listed below are the identified delivery units, with their corresponding offices/units per LRA organizational structure:

1. Office of the Administrator
 - Office of the Administrator
 - Office of the Deputy Administrators
 - Information and Communications Technology Division
 - Planning and Management Division
 - CARP
2. Technical and Support Services
 - Office of the Land Registration Operations Service Director
 - Docket Division
 - Original Registration Division
 - Subdivision and Consolidation Division
 - Office of the Administrative Service Director
 - Human Resource Development Division
 - General Services Division
 - Office of the Legal Service Director
 - Legal Division
 - Land Registration Monitoring Division
 - Land Registration Cases Division
 - Reconstitution Division
 - Office of the Financial Service Director
 - Budget Division

- Accounting Division
- 3. Regional Offices
 - All Registries of Deeds

2.0 Ranking of Delivery units

Pursuant to Sections 6.7 and 8.1 of MC No. 2018-1, accomplishments on streamlining efforts of delivery units shall be included in the criteria for ranking delivery units, together with the OPCR rating. Thus, the criteria for ranking with corresponding weights shall be as follows:

- OPCR – 90%
- Streamlining Efforts (SE) – 10%

For the criterion OPCR, the average semestral OPCR numerical ratings of the offices/units under each delivery unit stated in section 1.0 shall be the semestral rating of a delivery unit. The OPCR rating of a delivery unit shall be computed as follows:

$$OPCR \text{ Rating} = [(Rating \text{ for } 1^{st} \text{ semester} + Rating \text{ for } 2^{nd} \text{ semester}) / 2] \times 90\%$$

For the criterion SE, each delivery unit shall identify one (1) critical service and submit the attached Modified A1 forms, which shall be the basis of rating on SE. Accomplishment rate (AR) for each applicable criterion in the form shall be computed as follows:

$$AR = (Actual \text{ Accomplishment} / Target) \times 100\%$$

AR of a critical service shall be the average AR of all its applicable criteria and the AR on SE of a delivery unit shall be the AR of its identified critical service.

Rating scale is as follows:

Accomplishment Rating	Numerical Rating	Adjectival Rating
130% & above	5	Outstanding
115% - 129%	4	Very Satisfactory
100% - 114%	3	Satisfactory
51% - 99%	2	Unsatisfactory
50% & below	1	Poor

The SE rating of a delivery unit shall be computed as follows:

$$SE \text{ Rating} = AR * 10\%$$

The overall rating of a delivery unit is the sum of its OPCR and SE ratings.

Using the overall rating, delivery units in each cluster shall be ranked according to the following categories:

Rating	Performance Category
Top 10%	Best Delivery Unit
Next 25%	Better Delivery Unit
Next 65%	Good Delivery Unit

Since the total delivery units is three (3), there shall be one (1) delivery unit in the **Best** category, one (1) in the **Better** category and one (1) in the **Good** category.

3.0 Rates of the FY 2018 PBB

The rates of the PBB for each individual shall be based on the performance ranking of the individual's bureaus or delivery units with the rate of incentive as a multiple of one's monthly basic salary based on the table below:

Performance Category	Multiple of Basic Salary
Best delivery unit	0.65
Better delivery unit	0.575
Good delivery unit	0.50

For your information and guidance.


RENATO D. BERMEJO
Administrator

DEPARTMENT/AGENCY:

I. Streamlining and Process Improvement of the Agency's Critical Services

NAME OF SERVICES* (1)	NUMBER OF STEPS (2)	TRANSACTION COSTS INCURRED BY THE TRANSACTING PUBLIC/CLIENT				SUBSTANTIVE COMPLIANCE COST (5)	NUMBER OF SIGNATURES (6)	NUMBER OF REQUIRED DOCUMENTS (7)	TURNAROUND TIME (8)	CLIENT/CITIZEN SATISFACTION RESULTS (9)
		TARGET	ACCOMPLISHMENT	FEES PAID (3)	OTHER FEES (4)					
Frontline Services										
Name of Service 1	reduction of number of steps		reduction of number of fees paid	reduction of other transactions on fees paid	reduction of substantive compliance cost	Reduce to 3 signature turns	Reduction of required documents -OR- digital/ electronic	50% reduction of turnaround time, and complete the transaction within 15 days	Citizen/Cient Satisfacti on Rating	
Name of Service 2	reduction of number of steps		reduction of number of fees paid	reduction of other transactions on fees paid	reduction of substantive compliance cost	Reduce to 3 signature turns	Reduction of required documents -OR- digital/ electronic	50% reduction of turnaround time, and complete the transaction within 15 days	Citizen/Cient Satisfacti on Rating	
Name of Service 3	reduction of number of steps		reduction of number of fees paid	reduction of other transactions on fees paid	reduction of substantive compliance cost	Reduce to 3 signature turns	Reduction of required documents -OR- digital/ electronic	50% reduction of turnaround time, and complete the transaction within 15 days	Citizen/Cient Satisfacti on Rating	
Non-Frontline Services										
Name of Service 1	reduction of number of steps		reduction of number of fees paid	reduction of other transactions on fees paid	reduction of substantive compliance cost	Reduce to 3 signature turns	Reduction of required documents -OR- digital/ electronic	50% reduction of turnaround time, and complete the transaction within 15 days	Citizen/Cient Satisfacti on Rating	
Name of Service 2	reduction of number of steps		reduction of number of fees paid	reduction of other transactions on fees paid	reduction of substantive compliance cost	Reduce to 3 signature turns	Reduction of required documents -OR- digital/ electronic	50% reduction of turnaround time, and complete the transaction within 15 days	Citizen/Cient Satisfacti on Rating	
Name of Service 3	reduction of number of steps		reduction of number of fees paid	reduction of other transactions on fees paid	reduction of substantive compliance cost	Reduce to 3 signature turns	Reduction of required documents -OR- digital/ electronic	50% reduction of turnaround time, and complete the transaction within 15 days	Citizen/Cient Satisfacti on Rating	

* Departments/Agencies may add rows as needed.

Prepared by:

Approved by:

Name of Officer / Designation

Date

Department Secretary/Agency Head

Date

**GUIDELINE ON ACCOMPLISHING THE
FORM A-MODIFIED DEPARTMENT/AGENCY PERFORMANCE REPORT**

1. Streamlining and Process Improvement of the Agency's Critical Service
 1. Indicate the name of the frontline / non-frontline service.
 2. Indicate the target and actual improvement in the Number of Steps for each service.
 3. Indicate the target and actual improvement in the Fees Paid for each service.
 4. Indicate the target and actual improvement in the Other Transaction Fees for each service.
 5. Indicate the target and actual improvement in the Substantive Compliance Cost for each service.
 6. Indicate the actual improvement in the Number of Signatures for each service.
 7. Indicate the target and actual improvement in the Number of Required Documents for each service.
 8. Indicate the target and actual improvement in the Turnaround Time for each service.
 9. Indicate the target and actual improvement in the Citizen/Client Satisfaction Results for each service.

ANNEX 3B:
MODIFIED FORM A1-DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT

- (1) Name of Department/Agency: _____
- (2) Name of Service: _____
- (3) Responsible Delivery Units / Processing Units: _____

Criteria	Current Status (4)	Target Improvement (5)	Actual Improvement (6)	Remarks (7)
		% reduction of number of steps		
1. Number of Steps				
2. Transaction Costs Incurred by the transacting public/client		• Fees Paid	% reduction of fees paid	
		• Other Transaction Fees	% reduction of other transaction fees paid	
3. Substantive Compliance Cost		% reduction of substantive compliance cost		
4. Number of Signatures		Reduce to three (3) signatures		
5. Number of Required Documents		Reduction of required documents, OR simplification of forms		
6. Turnaround Time		50% reduction of turnaround time, and complete the transaction within 15 days		
7. Client/Citizen Satisfaction Results		Citizen/Citizen Satisfaction Rating		

*Departments/Agencies may reproduce this sheet for each critical service as needed.

Prepared by : _____ Approved by : _____

Name of Officer / Designation / Date _____ Department Secretary/Agency Head / Date _____

**GUIDELINE ON ACCOMPLISHING THE
MODIFIED FORM A1- DETAILS OF BUREAU/OFFICE PERFORMANCE REPORT**

1. Indicate the name of the department/agency.
2. Indicate the name of the frontline / non-frontline service. This form is used to present each of the critical services. Departments/Agencies shall reproduce this form based on the number of critical services that the department/agency provides.
3. Indicate the bureaus/offices/delivery units/processing units responsible in the processing, delivery and completion of the critical service.
4. Indicate the current status/baseline information of each applicable criteria for every critical service, as follows:
 - a. **Number of Steps** - required number of steps to complete the critical service.
 - b. **Transaction Cost**
 - **Fees Paid** - costs incurred by citizen/client paid to government in availing the critical service.
 - **Other Transaction Fees** - other costs paid in obtaining supporting information from another agency to secure required primary information.
 - c. **Substantive Compliance Cost** – costs to target group for complying with a regulation.
 - d. **Number of Signatures** – required number of signatures to complete each service/process, including initials
 - e. **Number of Required Documents** – total number of required documents to complete the service.
 - f. **Turnaround Time** – total time required, including the waiting and processing time, to complete the critical service.
5. Indicate the percentage of target improvement for the number of steps, fees paid, other transaction fees, and substantive compliance cost.
6. Indicate the actual improvement achieved by the department/agency in each criteria of the critical service.
7. In the event that the department/agency is unable to achieve target/s, departments/agencies shall provide justifications/explanations using the Remarks. The acceptance of explanation/s shall be subject to the review and recommendation of the validating agency.