



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

January 26, 2023

**GERARDO P. SIRIOS**

Administrator  
Land Registration Authority  
East Avenue Corner NIA Road, Diliman, Quezon City

ATTENTION: Atty. Robert Nomar V. Leyretana, CESO II  
PBB Focal Person

Dear Administrator Sirios:

We are pleased to inform you that the Land Registration Authority (LRA) is **eligible** for the grant of the FY 2021 Performance-Based Bonus (PBB), as the agency obtained **70 points** for the PBB Criteria and Conditions as provided in Section 4.0 of the AO25 Inter-Agency Task Force Memorandum Circular No. 2021-1. The FY 2021 Final Eligibility Assessment is attached for your reference.

Since the agency achieved a performance rating of below 4 in two (2) out of four (4) PBB Criteria and Conditions and was found non-compliant in six (6) of the Agency Accountabilities under Section 5.0, the unit/s most responsible (including its head) for the non-compliances will be isolated from the grant of the FY 2021 PBB. Further, to be eligible for FY 2021 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's Strategic Performance Management System approved by the Civil Service Commission, or the requirement prescribed by the Career Executive Service Board.

To complete the PBB process, may we remind your office to publish the **FY 2021 Agency Scorecard** on your website or official publication. The agency is given thirty (30) working days to submit **Annex 2 (Form 1.0: Report on Ranking of Offices/Delivery Units)** for the processing and release of your agency's FY 2021 PBB.

Again, we commend the LRA management and staff, and we hope for your continued participation and support of the PBB implementation. Thank you very much.

Sincerely yours,

**ACHILLES GERARD C. BRAVO**  
Assistant Secretary, DBM and  
Chair, AO25 IATF TWG



**development academy  
of the philippines**

Technical Secretariat and Resource Institution



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# FY 2021 PERFORMANCE-BASED BONUS FINAL ELIGIBILITY ASSESSMENT

## LAND REGISTRATION AUTHORITY



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**FY 2021 PERFORMANCE-BASED BONUS ELIGIBILITY CRITERIA AND CONDITIONS**  
per the AO 25 Memorandum Circular (MC) No. 2021-1 and 2021-2

To be eligible for the FY 2021 PBB, the agency must attain a total score of at least 70 points.

<b>TABLE 1: FY 2021 PBB SCORING SYSTEM</b>						
<b>CRITERIA AND CONDITIONS</b>	<b>WEIGHT</b>	<b>PERFORMANCE RATING</b>				
		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Performance Results	5	5pts	10pts	15pts	20pts	25pts
Process Results	5	5pts	10pts	15pts	20pts	25pts
Financial Results	5	5pts	10pts	15pts	20pts	25pts
Citizen/Client Satisfaction Results	5	5pts	10pts	15pts	20 pts	25pts
<b>TOTAL SCORE</b>	<b>MAXIMUM = 100 POINTS</b>					

<b>TABLE 2: RATING SCALE FOR PERFORMANCE RESULTS</b>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors	Met less than 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors	Met at least 80% of performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	Met each one of the Congress-approved performance targets for FY 2021 (all performance indicators)

<b>TABLE 3: RATING SCALE FOR PROCESS RESULTS</b>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>a. For departments/agencies and GOCCs covered by the DBM</b>				
No demonstrated ease of transaction	Achieved targets to ease transaction (streamlining, digitization, standardization) only for non-frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in less than 80% of frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in at least 80% of frontline services	Achieved targets to ease transaction (streamlining, digitization, standardization) in all frontline services
<b>b. For SUCs</b>				
No demonstrated standardization/quality assurance	Achieved ISO-certification or its equivalent certification only for non-frontline services	Achieved ISO-certification or its equivalent certification for less than 80% of frontline services	Achieved ISO-certification or its equivalent certification for at least 80% of frontline services	Achieved ISO-certification or its equivalent certification for all frontline services

<b>TABLE 4: RATING SCALE FOR FINANCIAL RESULTS</b>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1-19% Disbursement BUR	20-39% Disbursement BUR	40-59% Disbursement BUR	60-79% Disbursement BUR	80-100% Disbursement BUR

<b>TABLE 5: RATING SCALE FOR CITIZEN/CLIENT SATISFACTION RESULTS</b>				
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
No submission/Did not conduct CCSS	Low satisfaction rate with unresolved #8888/CCB complaints	Average to high satisfaction rate with unresolved #8888/CCB complaints	Average satisfaction rate with 100% #8888/CCB complaints resolved	High satisfaction rate with 100% #8888/CCB complaints resolved

**FINAL ELIGIBILITY ASSESSMENT FOR FY 2021 PERFORMANCE-BASED BONUS**

**LAND REGISTRATION AUTHORITY**

**Overall Assessment:** The Land Registration Authority (LRA) achieved **70 points** and is **eligible** for the grant of FY 2021 PBB.

<b>A. Physical Accomplishments</b>			
<b>Criteria</b>	<b>Score</b>	<b>Points</b>	<b>Remarks</b>
<p><b>1. Performance Results</b></p> <p>Achieved 75% (3 out of 4) of the Congress-approved performance targets for FY 2021; deficiency due to <b>uncontrollable factors</b></p>	2	10	<p>The LRA did not achieve its target for the <i>Percentage of clients satisfied with agency services</i>. The LRA explained that the non-attainment of the target was due to the restrictions and community quarantine brought about by the COVID-19 pandemic, which limited the mobility of the agency's employees and affected the timely processing of transactions.</p> <p>The Department of Budget and Management-Budget Management Bureau (DBM-BMB)-D considered the justification provided to be due to <b>uncontrollable factors</b> based on the Agency Performance Review (APR) report dated April 6, 2022.</p> <p>The agency is advised to enhance its interconnections with Local Government Units (LGUs) to strengthen the drive against the proliferation of fake land titles. The LRA is also advised to sustain close coordination with the Department of Agrarian Reform (DAR) and the Department of Environment and Natural Resources (DENR) for the needed documentary requirements on Comprehensive Agrarian Reform Program (CARP)-related transactions.</p> <p>In addition, the LRA is also advised to prepare a catch-up plan to meet its committed targets for the period.</p>
<p><b>2. Process Results</b></p> <p>Achieved ease of transaction for 91% (22 out of 24) of its frontline services.</p>	4	20	<p>The LRA was able to achieve ease of transaction for twenty-two (22) of its frontline services. The LRA retained its ISO 9001:2015 certification for the public administration covering property registration and other related processes. The LRA is recognized for its efforts to maintain service standardization.</p> <p>In FY 2021, the agency enhanced the Philippine Land Registration Information System (PHILARIS) to include the following features:</p> <ol style="list-style-type: none"> <li>1. Automatic denial of transactions with incomplete documents;</li> <li>2. LRA eSerbisyo Online Portal for Certified True Copies (CTCs);</li> <li>3. Processing of "No Regional Office (RO)" CTCs for Titles; and</li> <li>4. Access to the Personal Property Security Registry (PPSR).</li> </ol>



<b>A. Physical Accomplishments</b>			
<b>Criteria</b>	<b>Score</b>	<b>Points</b>	<b>Remarks</b>
			<p>It should be noted that the reported digitization initiatives for the Microfilm Title/Technical description (e-TD) and the Issuance of Decree of Registration Ordinary Land Registration Proceeding (Manual and Computerized Process) are not new initiatives in FY 2021.</p> <p>The LRA is encouraged to continually implement efforts to streamline and standardize its services and to continue its digitization efforts to transform its frontline services from manual to contactless transactions for faster and more efficient public service delivery.</p>
<p><b>3. Financial Results</b></p> <p>Achieved 84.85% Disbursement BUR</p>	5	25	<p>The actual accomplishment of the LRA for Disbursement Budget Utilization Rate (BUR) was 84.85% based on the DBM-BMB-D APR report dated April 6, 2022.</p> <p>The LRA is advised to adhere to the timely and accurate submission of reportorial requirements.</p>
<p><b>4. Citizen/Client Satisfaction Results</b></p> <p>Achieved 4.82 overall satisfaction rate for the Registry of Deeds and 4.64 for the LRA Central Office; 38.9% resolution of #8888 complaints; 85.37% resolution of CCB complaints</p>	3	15	<p>The LRA achieved a 38.9% (310 out of 797) resolution rate of complaints received through the #8888 platform for the period of January 1, 2021 to December 31, 2021 based on the Office of the President (OP) report dated December 21, 2022.</p> <p>The LRA achieved an 85.37% (35 out of 41) resolution rate of complaints received through the Contact Center ng Bayan (CCB) platform for the period of January 1, 2021 to December 31, 2021 based on the Civil Service Commission (CSC) report dated February 24, 2022.</p> <p>In addition, the LRA reported an overall satisfaction rate of 4.82 for the Registry of Deeds and an overall average satisfaction rate of 4.64 for the LRA Central Office for FY 2021. The LRA did not report Citizen/Client Satisfaction Survey (CCSS) results for its other services or offices.</p> <p>The LRA is advised to follow the prescribed reporting procedure for its Citizen/Client Satisfaction Survey (CCSS) pursuant to Annex 4 of the AO 25 MC 2021-1. The LRA is also advised to utilize the results of its clients' feedback mechanism as it provides extremely valuable insight into the quality of the agency's services.</p>
<b>Total</b>	<b>14</b>	<b>70</b>	

<b>B. Agency Accountabilities</b>	<b>Compliance Status</b>
• Transparency Seal	Compliant
x • Freedom of Information	Non-compliant
• Updating of Citizen's Charter	Compliant
• Compliance to Audit Findings	Non-compliant
• Posting of Agency Review and Compliance Procedure (ARCP) of SALN	Compliant
• PhilGEPS Posting	Non-compliant
• Submission of FY 2022 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)	Compliant
• Submission of FY 2021 Non-Common Use Supplies and Equipment (APP non-CSE)	Non-compliant
• Posting of Indicative FY 2022 APP non-CSE	Compliant
• Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)	Non-compliant
• Undertaking of Early Procurement Activities (EPA) covering FY 2022 Procurement Projects	Non-compliant

**C. Eligibility of Delivery Units and Individuals/Rates**

To be eligible for the FY 2021 PBB, the agency must attain a total score of at least 70 points. To be able to attain at least 70 points, the agency should achieve a performance rating of 4 in at least three (3) criteria. In such a case, while the agency will be eligible, the unit/s most responsible (including its head) for the criteria stated in Section 3.0 of MC 2021-1 with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.

The unit/s most responsible (including its head) for the non-compliance with the Agency Accountabilities provided in Section 5.0 of MC 2021-1 will also be isolated from the grant of the FY 2021 PBB.

To be eligible for FY 2021 PBB, employees belonging to the First, Second, and Third Levels should receive a rating of at least "Very Satisfactory" based on the agency's CSC-approved Strategic Performance Management System (SPMS) or the requirement prescribed by the CESB.

For additional information, please refer to Section 6.0 (Eligibility of Delivery Units and Individuals) and Section 7.0 (Rates of the PBB) of MC 2021-01.