



# MFO ACCOUNTABILITY REPORT CARD (MARC-1)

COMMISSION ON HUMAN RIGHTS	OUTPUTS	DEPARTMENT BUDGET FY 2013 (in million)	OVERALL RESULTS ASSESSMENT				RATING
			SERVICE/ PRODUCT RESULTS				
			PERFORMANCE INDICATORS	FY 2012 ACTUAL ACCOMP	FY 2013 TARGET	FY 2013 ACTUAL ACCOMP	
<b>MAJOR FINAL OUTPUTS</b>							
The Commission on Human Rights mandate is to promote the protection of respect for, and enhancement of the people's civil, political, economic, social and cultural rights.	Human Rights Protection Services	Php179.688	Performance Indicator Set 1				
			Number of persons assisted thru various protection services, e.g. Investigation, legal assistance, financial assistance, forensic services, witness assistance and visitorial services	6,627 persons assisted	6,700 persons assisted	12,027 persons assisted	180%
			Percentage of complainants/ clients dissatisfied with services rendered	no baseline data	not more than 20% percent	0.04 percent	200%
			Percentage of complaints evaluated 3 working days prior to the prescribed period	78.29 percent	85 percent	80.94 percent	95%
			Performance Indicator Set 2				
			Number of resolved cases with final cases	443 resolved cases	557 resolved cases	1,036 resolved cases	186%
			Percentage of resolved human rights violation cases resulting in victims' access to remedies	49 percent	70 percent	56.89 percent	81%
	Percentage of human rights cases resolved within five working days	55.63 percent	70 percent	52.91 percent	76%		
	Human Rights Promotion Services	Php42.233	Percentage of participants who passed the post training tests	no baseline data	70 percent	88.06 percent	126%
			Number of celebratory/ promotional events	563 events	161 events	263 events	163%
			Percentage of human rights events held as scheduled	no baseline data	70 percent	99.69 percent	142%
	Human Rights Policy Advisory Services	Php10.995	Number of human rights policies issued and disseminated	10 human rights policies	15 human rights policies	19 human rights policies	100%
			Percentage of stakeholders that rate human rights policies as good or better	no baseline data	20 percent	42 percent	200%
			Percentage of human rights policies issued in the last 3 years that are reviewed and/or updated and disseminated	no baseline data	40 percent	50 percent	300%
	<b>STO and GASS</b>						
Support to Operations	Php16.112	Percentage of policies, guidelines systems process, programs and other strategic initiatives to improve operations that are adopted and/or issued	no baseline data	60 percent	90.47 percent	151%	
		Percentage of management reports released one day before the schedule time	no baseline data	60 percent	94.12 percent	157%	
General Administration and Support Services	Php69.701	Percentage of compliance/ submission to the Commission on Audit of financial documents	100 percent	100 percent	100 percent	100%	
		Percentage of utilized budget allocated for the implementation of priority programs/ projects/ activities	96 percent	100 percent	99.50 percent	100%	