



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Republic of the Philippines CIVIL SERVICE COMMISSION P.O. Box 3426, Manila 1000		DEPARTMENT BUDGET	OVERALL RESULTS ASSESSMENT				
CIVIL SERVICE COMMISSION	OUTPUTS	FY 2013	SERVICE/ PRODUCT RESULTS				
			PERFORMANCE INDICATORS	FY 2012 ACTUAL ACCOMP	FY 2013 TARGET	FY 2013 ACTUAL ACCOMP	RATING
The Civil Service Commission (CSC) promotes morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the Civil Service. It adopts measures to strengthen the merit and reward system, integrates all human resources development program for all level and ranks, and institutionalizes a management climate conducive to public accountability.	MAJOR FINAL OUTPUTS						
	Human Resource Management Policy Services		Number of policies developed, issued and disseminated	18 policies	19 policies	40 policies	211%
			Number of policies that have been reviewed and updated within the last three (3) years	14 policies	15 policies	46 policies	307%
			Relative increase in the percentage of compliance to SPMS	412	30%	61.65% (666)	206%
	Human Resource Management Services		Percentage of new employee records updated within three (3) working days	96.50% 112,492 new employee records entered out of 116,570 received	97%	99.73% 108,209 out of 108,505	103%
			Percentage of existing records updated within three (3) working days from receipt of new information	96% 171,595 updated out of 178,836 received	96%	99.76% 259,576 out of 260,188	104%
			Percentage of requests for authentication of eligibility acted upon within one day	99.38% 54,849 requests for authentication of eligibility acted upon out of 55,191 received	100%	99.99% 56,350 out of 260,188	100%
	Human Resource Management Regulation		Percentage of appointments acted upon over appointments received within 1 hour and 45 minutes	96% 388,748 acted upon out of 404,846 received	97%	98% 460,501 out of 470,349	101%
			Percentage of administrative cases (disciplinary and non-disciplinary) decided within 40 days from the time the case becomes ripe for resolution	64% 4,372 acted upon out of 6,875 cases ripe for resolution	70% of total cases received by E.O. 2013	89% 8,458 out of 9,506	127%
			Number of examination applications acted upon	226,103 acted upon out of 226,103 received	234,600	339,241	145%
	STO and GASS						
	Support to Operations		CSC Client Satisfaction Rating for frontline services	Good rating (89%)	90% (81% is 90% target) RCS rating of CSC conducted during stressful/peak season	87.30%	97%
			Number of ISO certified processes	3 core processes certified (case adjudication, examination, appointments processing)	4 core processes certified (case adjudication, examination, appointments processing, training process)	4 processes certified (examination, quasi-judicial, appointments and training processes)	100%
	General Administration and Support Services		Budget Utilization Rate	100%	100%	100%	100%
			Submission to COA of financial statements and required reports/documents within the prescribed time	100%	100%	100%	100%