

 OFFICE OF THE COMPTROLLER CIVIL SERVICE COMMISSION "Pursuing the Dream of a Better Philippines"		MFO ACCOUNTABILITY REPORT CARD (MARC-1)					
CIVIL SERVICE COMMISSION	OUTPUTS	DEPARTMENT BUDGET FY 2014 (in million)	OVERALL RESULTS ASSESSMENT				
			SERVICE/ PRODUCT RESULTS				
			PERFORMANCE INDICATORS	FY 2013 ACTUAL ACCOMPLISHMENT	FY 2014 TARGET	FY 2014 ACTUAL ACCOMPLISHMENT	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 Services		Number of policies developed, issued and disseminated	40 policies	10 policies	9 policies	90%
			Number of policies that have been reviewed and updated within the last three (3) years	49 policies reviewed	12 policies reviewed	11 policies reviewed	92%
			Relative increase in the percentage compliance to SPMS	666 (61.65%)	1,743 (70% of 2,490)	2,111	121%
	Human Resource Records Management Services		Percentage of new employee records entered within three (3) working days	99.73% 108,209 new employee records entered out of 108,505 received	100%	99.52% 123,413 new employee records entered out of 124,013 received	99.52%
			Percentage of existing records updated within three (3) working days from receipt of new information	99.76% 259,576 records updated out of 260,188 received	90%	99.91% 294,968 records updated out of 295,220 received	111.02%
			Percentage of requests for accreditation/authentication of personnel records acted upon within three (3) working days	99.99% 56,350 requests for authentication of eligibility acted upon out of 56,358 received	100%	99.80% 33,862 requests for authentication of eligibility acted upon out of 33,930 received	99.80%
	Human Resource Management Regulation		Number of examination applications acted upon	339,241 applications	246,390 applications	368,747 applications	149.66%
			Percentage of appointments acted upon over appointments received within one (1) hour and forty-five (45) minutes	98%	90%	95.67%	106.31%
			Accredited by international certifying body on HR and OD using global standards		Accreditation of CSC to the international certifying body on HR and OD using global standards	CSC is the first government agency accredited by IIP on HR and OD in October 2014	100%
			Number of agencies (offices) assessed using the PRIME-HRM Maturity level indicators		236 DepED offices assisted	236 DepED offices assisted	100%
			Number of agencies (offices) assisted using the PRIME-HRM Maturity level indicators		24 DepED offices assisted	143 DepED offices assisted	596%
			Percentage of administrative cases (disciplinary and non-disciplinary) decided within forty (40) days from the time the case becomes ripe for resolution	89% 8,458 acted upon out of 9,506 cases ripe for resolution	80%	88.49% 8,343 acted upon out of 9,428 cases ripe for resolution	110.61%
			Percentage of rulings and decisions appealed to higher authorities		2.5%	1.55%	138%
			Percentage of appealed decisions and rulings that are overturned		10%	8.28%	117.24%
	STO and GASS						
	SUPPORT TO OPERATIONS		CSC Client Satisfaction rating for frontline services	87.3%	90%	88.4%	98%
			Number of ISO certified processes	4 Core Processes certified Cases Adjudication, Examination, Appointments Processing and training	Maintain the 4 Processes Cases Adjudication, Examination, Appointments Processing and training + CNA Registration and Union Accreditation Processes	Four (4) ISO certified processes maintained and Accreditation and registration Services for Employees' Organizations ISO certified	100%
	GENERAL ADMINISTRATIVE SUPPORT SERVICES		Budget Utilization Rate				
		Obligations BUR Ratio of total obligations to total release.			100%	100%	100%
						Php1,225,801,000 Php1,225,827,000	
		Disbursements BUR Ratio of total disbursement to total obligations.			100%	99.84%	99.84%
						Php1,223,834,000 Php1,225,801,000	
		Submission to COA					
		Financial Statements for FY 2013 (per PD 1445)		100%	100%	100%	100%
	Report on ageing of Cash Advances (cut-off date November 15, 2014)		100%	100%	100%	100%	