



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Civil Service Commission

Outputs	Department Budget	Overall Results Assessment				
		Service/ Product Results				
	FY 2016 (in million)	Performance Indicators	FY 2015 Actual Accomplishment	FY 2016 Target	FY 2016 Actual Accomplishment	Rating
Major Final Outputs						
Human Resource Management Policy Services	Php13.532	Number of policies developed, issued and disseminated	11 policies	12 policies	12 policies	100%
		Number of policies that have been reviewed and updated within the last three (3) years	19 policies reviewed	14 policies reviewed	27 policies reviewed	193%
		Percentage of stakeholders who rate the policies as good, better, best	49%	46%	49%	107%
Human Resource Records Management Services	Php18.730	Percentage of new employee records entered within three (3) working days	99.71%	100%	100%	100%
		Percentage of existing records updated within three (3) working days from receipt of new information	99.68%	100%	100%	100%
		Percentage of requests for authentication of eligibility acted upon within one (1) day	100%	100%	100%	100%
Human Resource Management Regulation	Php448.034	Number of examination applications acted upon	428,310 applications	311,612 applications	468,320 applications	150%
		Percentage of appointments acted upon over appointments received within one (1) hour and forty-five (45) minutes	98.99%	100%	100%	100%
		Percentage/Number of assisted agencies compliant with Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Maturity level Indicators	16.15%	10%	28%	279%
		Number of assessed agencies (offices) assisted using the PRIME-HRM Maturity Level Indicators	865 Deped offices assessed on site	1,068 agencies	1,219 agencies	114%
		Percentage of administrative cases (disciplinary and non-disciplinary) decided within forty (40) days from the time the case becomes ripe for resolution	95.87%	95%	82%	86%
		Percentage of appealed decisions and rulings that are overturned	2.95%	9%	3.39%	162%
		Percentage of petitions for accreditation of Employees' Organizations acted upon within thirty (30) working days from receipt of DOLE verification		85%	100%	118%
		Percentage of applications for registration of Collective Negotiation Agreement (CNA) acted upon within fifteen (15) working days from receipt of complete documents		85%	100%	118%
STO and GASS						
SUPPORT TO OPERATIONS	Php31.63	Posting of Quality Management System ISO 9001:2008 Certificate or Quality Manual and Quality Procedures/ PAWIM	100%	100%	100%	100%
		CSC Client Satisfaction rating for frontline services	excellent	91%	91%	100%
GENERAL ADMINISTRATIVE SUPPORT SERVICES	Php628.370	Budget Utilization Rate				
		Obligations BUR Ratio of total obligations to total release.	94% Php1,386,048,000 Php1,481,432,000	100%	100% Php1,386,047,880 Php1,386,047,880	100%
		Disbursements BUR Ratio of total disbursement to total obligations.	100% Php1,383,838,000 Php1,386,048,000	100%	100% Php417,659,000 Php417,659,000	100%
		Public Financial Management reporting requirements of COA and DBM				
		Budget and Financial Accountability Reports (BFARs)	100%	100%	100%	100%
		Report on Ageing Cash Advance	100%	100%	100%	100%
		COA Financial Reports	100%	100%	100%	100%
		APCPI	100%	100%	100%	100%
		Submission of APP	100%	100%	100%	100%

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.