



# MFO ACCOUNTABILITY REPORT CARD (MARC-1)

CIVIL SERVICE COMMISSION <small>Pinatid sa Serbisyo</small>		DEPARTMENT BUDGET  FY 2017 (in million)	OVERALL RESULTS ASSESSMENT				
Civil Service Commission	OUTPUTS		SERVICE/ PRODUCT RESULTS				
		PERFORMANCE INDICATORS	FY 2016 ACTUAL ACCOMPLISHMENT	FY 2017 TARGET	FY 2017 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 Policy Services	Php18.440	Percentage of stakeholders who rate the policies as good, better, best	49%	46%	92%	200%
	Human Resource Records Management Services	Php20.894	Percentage of new employee records entered within three (3) working days	100%	100%	100% 149,425 employee records	100%
			Percentage of existing records updated within three (3) working days from receipt of new information	100%	100%	100% 427,634 records updated	100%
			Percentage of requests for authentication of eligibility acted upon within one (1) day	100%	100%	100% 108,549 requests	100%
	Human Resource Management Regulation	Php580.193	Number of examination applications acted upon	468,320 applications	311,612 applications	473,635 applications	152%
			Percentage of appointments acted upon over appointments received within one (1) hour and forty-five (45) minutes	100%	100% 567,486 appointments	93% 528,403 appointments	93%
			Percentage/Number of assisted agencies compliant with Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Maturity level Indicators	28%	10%	19% 123 out of 640 agencies	192%
			Percentage of administrative cases (disciplinary and non-disciplinary) decided within forty (40) days from the time the case becomes ripe for resolution	82%	95%	77% 6,888 out of 8,941 cases	81%
			Percentage of appealed decisions and rulings that are overturned	3.39%	9%	1.88% 11 out of 585 rulings overturned	179%
			Percentage of petitions for accreditation of Employees' Organizations acted upon within thirty (30) working days from receipt of DOLE verification	100%	85%	100% 74 petitions	118%
			Percentage of applications for registration of Collective Negotiation Agreement (CNA) acted upon within fifteen (15) working days from receipt of complete documents	100%	85%	97% 167 out of 173 applications	114%
	STO and GASS						
	SUPPORT TO OPERATIONS	Php41.909	Posting of ISO 9001 Quality Management System Certificate or Approved ISO-aligned documentation and implementation	100%	100%	100%	100%
			Number of major non-conformity findings received during the CSC QMS Re-Certification Audit conducted by a certifying body		5 not more than non-conformity findings	0 non-conformity findings	200%
	GENERAL ADMINISTRATIVE SUPPORT SERVICES	Php561.818	Budget Utilization Rate				
			Obligations BUR Ratio of total obligations against all allotments.	100%	100%	100%	100%
				Php1,386,047,880		Php1,395,565,000	
				Php1,386,047,880		Php1,395,565,000	
			Disbursements BUR Ratio of total disbursement to total obligations.	100%	100%	100%	100%
				Php417,659,000		Php309,250,000	
				Php417,659,000		Php309,250,000	
			Public Financial Management reporting requirements of COA and DBM				
			Budget and Financial Accountability Reports (BFARs)	100%	100%	100%	100%
			Report on Ageing of Cash Advances	100%	100%	100%	100%
			COA Financial Reports	100%	100%	100%	100%
			Full Compliance with at least 30% of the prior years' COA Audit Recommendations		100%	100%	100%
			Submission of APP CSE		100%	100%	100%
			Submission of APP non-CSE	100%	100%	100%	100%
			Submission of APCPI	100%	100%	100%	100%

Source: Agency Form A/A-1; Assessment of DBM BMB-C