





FY 2021 Performance-Based Bonus Scorecard

# BUREAU OF CUSTOMS

<b>ELIGIBLE</b>  Eligible personnel of BOC are entitled to 55.25% of monthly basic salary	 <b>PERFORMANCE RESULTS</b>  Achieved 91.7% (11 out of 12) of its Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	 <b>PROCESS RESULTS</b>  Achieved ease of transaction for 21.5% (20 out of 93) of its frontline services*	 <b>FINANCIAL RESULTS</b>  Achieved 81.3% Disbursement BUR	 <b>CITIZEN/CLIENT SATISFACTION RESULTS</b>  Achieved 4.63 satisfaction rate with 100% #8888/CCB complaints resolved	
	<b>17</b> TOTAL SCORE	<b>4</b> SCORE	<b>3</b> SCORE	<b>5</b> SCORE	<b>5</b> SCORE
	<b>85</b> TOTAL POINTS	<b>20</b> POINTS	<b>15</b> POINTS	<b>25</b> POINTS	<b>25</b> POINTS

Legend: 1 SCORE = 5 POINTS    2 SCORE = 10 POINTS    3 SCORE = 15 POINTS    4 SCORE = 20 POINTS    5 SCORE = 25 POINTS

## Compliant in 7 out of 11 Agency Accountability Requirements

Transparency Seal  <b>COMPLIANT</b>	PhilGEPS Posting**  <b>NON-COMPLIANT</b>	Updating of Citizen's Charter  <b>COMPLIANT</b>	Sustained Compliance to Audit Findings  <b>COMPLIANT</b>	Submission and review of SALN  <b>COMPLIANT</b>	Freedom of Information (FOI)  <b>COMPLIANT</b>
Submission of FY 2022 Annual Procurement Plan - Common Use Supplies and Equipment (APP-CSE)  <b>COMPLIANT</b>	Submission of FY 2021 Annual Procurement Plan - Non-Common Use Supplies and Equipment (APP-non CSE)**  <b>NON-COMPLIANT</b>	Posting of Indicative FY 2022 APP-non CSE  <b>COMPLIANT</b>	Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)**  <b>NON-COMPLIANT</b>	Undertaking of Early Procurement Activities covering 2022 Procurement Projects**  <b>NON-COMPLIANT</b>	

\*The unit/s most responsible (including its head) for the criteria stated in Section 3.0 of MC 2021-1 with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.

\*\*The unit/s most responsible (including its head) for the non-compliance with the Agency Accountability Requirements provided in Section 5.0 of MC 2021-1 will be isolated from the grant of the FY 2021 PBB.

