





FY 2021 Performance-Based Bonus Scorecard

COMMISSION ON FILIPINOS OVERSEAS

ELIGIBLE Eligible personnel of CFO are entitled to 52% of monthly basic salary	 PERFORMANCE RESULTS Achieved 83.33% (5 out of 6) of the Congress-approved performance targets for FY 2021; deficiencies due to controllable factors*	 PROCESS RESULTS Achieved ease of transaction for 100% (25 out of 25) of its frontline services	 FINANCIAL RESULTS Achieved 99.98% Disbursement BUR	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved a 4.69 overall satisfaction rate; 63.64% resolution of #8888 complaints and 100% resolution of complaints received from the CCB platform*	
	16 TOTAL SCORE	3 SCORE	5 SCORE	5 SCORE	3 SCORE
	80 TOTAL POINTS	15 POINTS	25 POINTS	25 POINTS	15 POINTS

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

Compliant in 6 out of 11 Agency Accountability Requirements

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

*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.

