





FY 2021 Performance-Based Bonus Scorecard

CIVIL SERVICE COMMISSION

<p>ELIGIBLE</p> <p>Eligible personnel of CSC are entitled to 52% of monthly basic salary</p>	<p></p> <p>PERFORMANCE RESULTS</p> <p>Achieved 57.89% (11 out of 19) of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors*</p>	<p></p> <p>PROCESS RESULTS</p> <p>Achieved ease of transaction for 94.74% (18 out of 19) of its frontline services</p>	<p></p> <p>FINANCIAL RESULTS</p> <p>Achieved 100% Disbursement BUR</p>	<p></p> <p>CITIZEN/CLIENT SATISFACTION RESULTS</p> <p>Achieved 4.75 satisfaction rate; 100% resolution of #8888 complaints; and 100% resolution of CCB complaints</p>					
<p>16</p> <p>TOTAL SCORE</p>	<p>2</p> <p>SCORE</p>	<p>4</p> <p>SCORE</p>	<p>5</p> <p>SCORE</p>	<p>5</p> <p>SCORE</p>					
<p>80</p> <p>TOTAL POINTS</p>	<p>10</p> <p>POINTS</p>	<p>20</p> <p>POINTS</p>	<p>25</p> <p>POINTS</p>	<p>25</p> <p>POINTS</p>					
<p>Legend:</p> <table><tr><td>1 SCORE = 5 POINTS</td><td>2 SCORE = 10 POINTS</td><td>3 SCORE = 15 POINTS</td><td>4 SCORE = 20 POINTS</td><td>5 SCORE = 25 POINTS</td></tr></table>					1 SCORE = 5 POINTS	2 SCORE = 10 POINTS	3 SCORE = 15 POINTS	4 SCORE = 20 POINTS	5 SCORE = 25 POINTS
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Compliant in 8 out of 10 Agency Accountability Requirements

<p>Transparency Seal</p> <p>COMPLIANT</p>	<p>PhilGEPS Posting</p> <p>COMPLIANT</p>	<p>Updating of Citizen's Charter</p> <p>COMPLIANT</p>	<p>Sustained Compliance to Audit Findings</p> <p>COMPLIANT</p>	<p>Submission and review of SALN</p> <p>COMPLIANT</p>	<p>Freedom of Information (FOI)</p> <p>NOT APPLICABLE</p>
<p>Submission of FY 2022 Annual Procurement Plan - Common Use Supplies and Equipment (APP-CSE)</p> <p>COMPLIANT</p>	<p>Submission of FY 2021 Annual Procurement Plan - Non-Common Use Supplies and Equipment (APP-non CSE) **</p> <p>NON-COMPLIANT</p>	<p>Posting of Indicative FY 2022 APP-non CSE</p> <p>COMPLIANT</p>	<p>Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)</p> <p>COMPLIANT</p>	<p>Undertaking of Early Procurement Activities covering 2022 Procurement Projects **</p> <p>NON-COMPLIANT</p>	

*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.

