

FY 2021 Performance-Based Bonus Scorecard

CIVIL SERVICE COMMISSION

<div>ELIGIBLE</div> <div>Eligible personnel of CSC are entitled to 45.5% of monthly basic salary</div>	<div></div> <div>PERFORMANCE RESULTS</div> <div>Achieved 57.89% (11 out of 19) of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors*</div>	<div></div> <div>PROCESS RESULTS</div> <div>Achieved ease of transaction for 94.74% (18 out of 19) of its frontline services</div>	<div></div> <div>FINANCIAL RESULTS</div> <div>Achieved 100% Disbursement BUR</div>	<div></div> <div>CITIZEN/CLIENT SATISFACTION RESULTS</div> <div>Achieved 4.75 satisfaction rate; 99.62% resolution of #8888 complaints; and 100% resolution of CCB complaints*</div>	
<div>14</div> <div>TOTAL SCORE</div>	<div>2</div> <div>SCORE</div>	<div>4</div> <div>SCORE</div>	<div>5</div> <div>SCORE</div>	<div>3</div> <div>SCORE</div>	
<div>70</div> <div>TOTAL POINTS</div>	<div>10</div> <div>POINTS</div>	<div>20</div> <div>POINTS</div>	<div>25</div> <div>POINTS</div>	<div>15</div> <div>POINTS</div>	
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 10 Agency Accountability Requirements

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

*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.

