





FY 2021 Performance-Based Bonus Scorecard

DEPARTMENT OF FOREIGN AFFAIRS - OFFICE OF THE SECRETARY

ELIGIBLE Eligible personnel of DFA-OSEC are entitled to 45.5% of monthly basic salary	 PERFORMANCE RESULTS Achieved 78.57% (11 out of 14) of the Congress-approved performance targets for FY 2021; deficiencies were due to uncontrollable factors*	 PROCESS RESULTS Achieved ease of transaction for 86.67% (39 out of 45) of its frontline services	 FINANCIAL RESULTS	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 84.10% overall satisfaction rate for its Consular Services and 96.6% for its Assistance-to-Nationals Services; 54.83% resolution of #8888 complaints; 97.96% resolution of CCB complaints*
14 TOTAL SCORE	2 SCORE	4 SCORE	5 SCORE	3 SCORE
70 TOTAL POINTS	10 POINTS	20 POINTS	25 POINTS	15 POINTS
Legend: <div> 1 SCORE = 5 POINTS 2 SCORE = 10 POINTS 3 SCORE = 15 POINTS 4 SCORE = 20 POINTS 5 SCORE = 25 POINTS </div>				

Compliant in 10 out of 11 Agency Accountability Requirements

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

