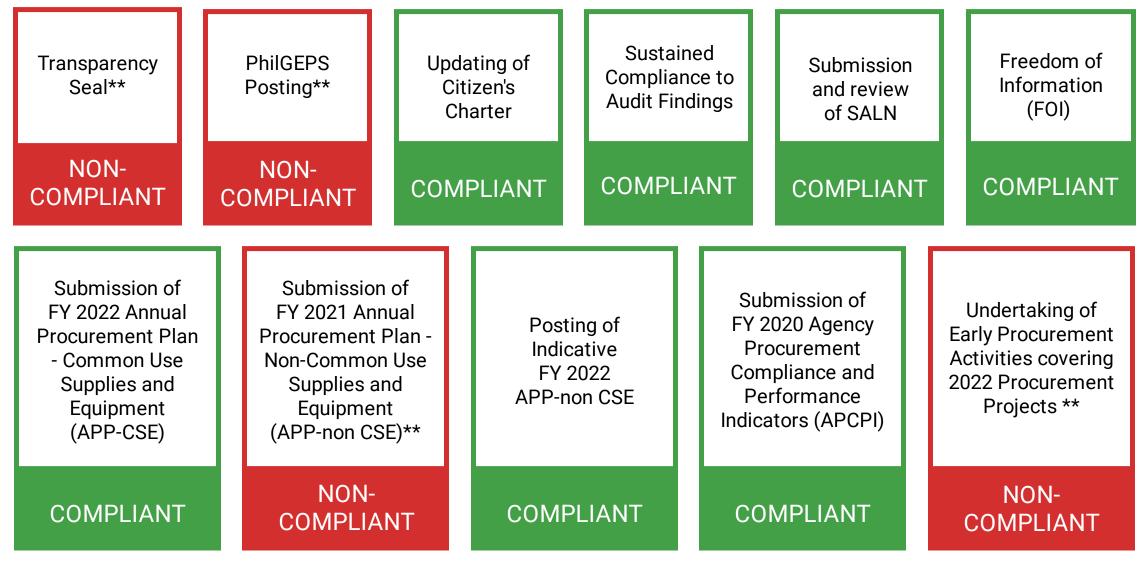
FY 2021 Performance-Based Bonus Scorecard **DEPARTMENT OF ENERGY**

<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the congression of the congressio	ControlPROCESSPROCESSRESULTSAchieved ease of transaction in 58.65%(61 out of 104) of its frontline services*	<section-header><section-header><text></text></section-header></section-header>	OCITIZEN/CLIENT SATISFACTION RESULTSAchieved 4.60 overall satisfaction rate; 98.70% resolution of #8888 complaints and no complaints received thru the CCB platform*
16	5	3	4	3
total score	score	SCORE	SCORE	score
75	25	15	20	15
TOTAL POINTS	POINTS	POINTS	POINTS	POINTS

Compliant in 7 out of 11 Agency Accountability Requirements



*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.



Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems