





FY 2021 Performance-Based Bonus Scorecard

**DEPARTMENT OF HEALTH -
OFFICE OF THE SECRETARY**

<p>NOT ELIGIBLE</p> <p>The DOH-OSEC achieved 65 points and is Not Eligible for the grant of FY 2021 PBB.</p>	<p></p> <p>PERFORMANCE RESULTS</p> <p>Achieved 72.22% (26 out of 36) of its 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 at least 80% of its frontline services</p>	<p></p> <p>FINANCIAL RESULTS</p> <p>Achieved 76.38% Disbursement BUR</p>	<p></p> <p>CITIZEN/CLIENT SATISFACTION RESULTS</p> <p>Achieved Satisfactory to Very Satisfactory rate; 75.14% resolution of #8888 complaints; and 96.55% (OSEC) and 100% (HFs) resolution of CCB complaints</p>					
<p>13</p> <p>TOTAL SCORE</p>	<p>2</p> <p>SCORE</p>	<p>4</p> <p>SCORE</p>	<p>4</p> <p>SCORE</p>	<p>3</p> <p>SCORE</p>					
<p>65</p> <p>TOTAL POINTS</p>	<p>10</p> <p>POINTS</p>	<p>20</p> <p>POINTS</p>	<p>20</p> <p>POINTS</p>	<p>15</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 7 out of 11 Agency Accountability Requirements

<p>Transparency Seal</p> <p>COMPLIANT</p>	<p>PhilGEPS Posting</p> <p>NON-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>COMPLIANT</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>NON-COMPLIANT</p>	<p>Undertaking of Early Procurement Activities covering 2022 Procurement Projects</p> <p>NON-COMPLIANT</p>	

