FY 2021 Performance-Based Bonus Scorecard

ENERGY REGULATORY COMMISSION

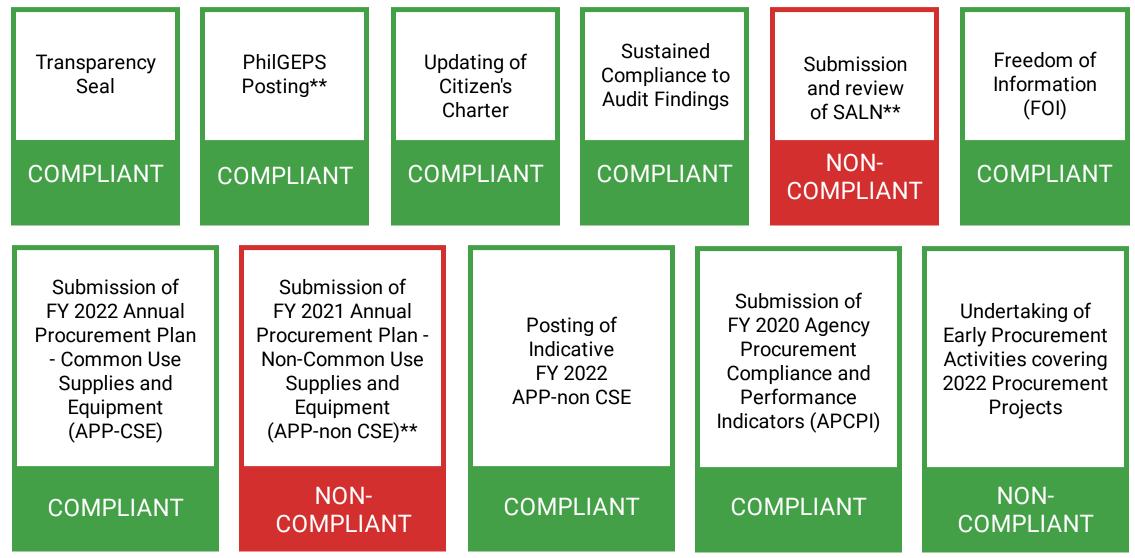
<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the second sec	<section-header>ControlPROCESSRESULTSAchieved ease of transaction for (13 out of (13) of its frontline services*</section-header>	<image/> <section-header><text></text></section-header>	Contraction rate; Achieved 100% (Very Satisfied) overall satisfaction rate; 100% resolution of #8888 complaints and no complaints received from the CCB platform*
16	4	3	4	5
TOTAL SCORE	score	score	score	score
80	20	15	20	25
Total points	POINTS	points	POINTS	POINTS

Legend:	1
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4 SCORE = 20 POINTS

5 SCORE = 25 POINTS

Compliant in 8 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