FY 2021 Performance-Based Bonus Scorecard
INSURANCE COMMISSION

ELIGIBLE

Eligible personnel of IC are entitled to 48.75% of monthly basic salary

PERFORMANCE RESULTS

Achieved 60% (3 out of 5) performance indicators of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors*

PROCESS RESULTS

Achieved ease of transaction for 80.5% (70 out of 87) of its services

FINANCIAL RESULTS

Achieved 90% Disbursement BUR

CITIZEN/CLIENT SATISFACTION RESULTS

Achieved 98.5% satisfaction rate with 100% resolved #8888/CCB complaints*

14 TOTAL SCORE	2 SCORE	4 SCORE	5 SCORE	3 SCORE
75 TOTAL POINTS	10 POINTS	20 POINTS	25 POINTS	15 POINTS

Legend: 1 SCORE = 5 POINTS | 2 SCORE = 10 POINTS | 3 SCORE = 15 POINTS | 4 SCORE = 20 POINTS | 5 SCORE = 25 POINTS

Compliant in 10 out of 11 Agency Accountability Requirements

Transparency Seal	PhilGEPS Posting	Updating of Citizen's Charter	Sustained Compliance to Audit Findings	Submission and review of SALN	Freedom of Information (FOI)
COMPLIANT	COMPLIANT	COMPLIANT	COMPLIANT	COMPLIANT	COMPLIANT

Submission of FY 2022 Annual Procurement Plan - Common Use Supplies and Equipment (APP-CSE)	Submission of FY 2021 Annual Procurement Plan - Non-Common Use Supplies and Equipment (APP-non CSE)	Posting of Indicative FY 2022 APP-non CSE	Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)**	Undertaking of Early Procurement Activities covering 2022 Procurement Projects
COMPLIANT	COMPLIANT	COMPLIANT	NON-COMPLIANT	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.

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