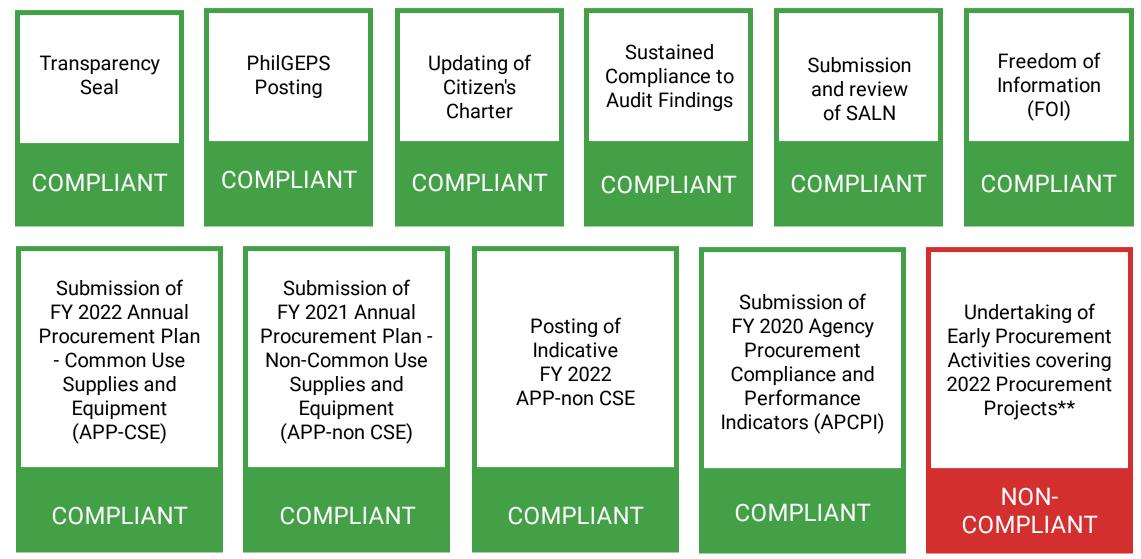
FY 2021 Performance-Based Bonus Scorecard

NATIONAL BUREAU OF INVESTIGATION

<section-header><section-header><text></text></section-header></section-header>	FERFORMANCE BERFORMANCE SACHIEVED 33.3% (2 out of 6) of the Congress- approved performance targets for FY 2021; deficiencies due to uncontrollable factors*	<section-header>ControlPROCESSPROCESSRESULTSAchieved ease of transaction in (13 out of (13 out of (16) of its frontline services)</section-header>	<image/> <section-header><text></text></section-header>	CITIZEN/CLIENT SATISFACTION SATISFACTION SATISFACTION RESULTS Achieved 3.16 overall satisfaction rate; 98.85% resolution of #8888 complaints; 94.12% resolution of CCB complaints*
14	2	4	5	3
TOTAL SCORE	SCORE	SCORE	score	score
70	10	20	25	15
TOTAL POINTS	POINTS	POINTS	POINTS	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



*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