





FY 2021 Performance-Based Bonus Scorecard  
**OFFICE OF THE CIVIL DEFENSE**

<b>ELIGIBLE</b>  Eligible personnel of OCD are entitled to 61.75% of monthly basic salary	 <b>PERFORMANCE RESULTS</b>  Achieved 81.82% (9 out of 11) of the Congress-approved performance targets for FY 2021; deficiencies due to uncontrollable factors	 <b>PROCESS RESULTS</b>  Achieved ease of transaction for 100% (4 out of 4) of its frontline services	 <b>FINANCIAL RESULTS</b>  Achieved 86.2% Disbursement BUR	 <b>CITIZEN/CLIENT SATISFACTION RESULTS</b>  Achieved a 4.61 overall satisfaction rate; 100% resolution of #8888 complaints; and no CCB complaints received
	<b>19</b> TOTAL SCORE	<b>4</b> SCORE	<b>5</b> SCORE	<b>5</b> SCORE
<b>95</b> TOTAL POINTS	<b>20</b> POINTS	<b>25</b> POINTS	<b>25</b> POINTS	<b>25</b> POINTS

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

**Compliant in 7 out of 11 Agency Accountability Requirements**

Transparency Seal  <b>COMPLIANT</b>	PhilGEPS Posting*  <b>NON-COMPLIANT</b>	Updating of Citizen's Charter  <b>COMPLIANT</b>	Sustained Compliance to Audit Findings  <b>COMPLIANT</b>	Submission and review of SALN  <b>COMPLIANT</b>	Freedom of Information (FOI)*  <b>NON-COMPLIANT</b>
Submission of FY 2022 Annual Procurement Plan - Common Use Supplies and Equipment (APP-CSE)  <b>COMPLIANT</b>	Submission of FY 2021 Annual Procurement Plan - Non-Common Use Supplies and Equipment (APP-non CSE)*  <b>NON-COMPLIANT</b>	Posting of Indicative FY 2022 APP-non CSE  <b>COMPLIANT</b>	Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)  <b>COMPLIANT</b>	Undertaking of Early Procurement Activities covering 2022 Procurement Projects*  <b>NON-COMPLIANT</b>	

\*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.

