FY 2021 Performance-Based Bonus Scorecard **OFFICE OF THE PRESIDENT**

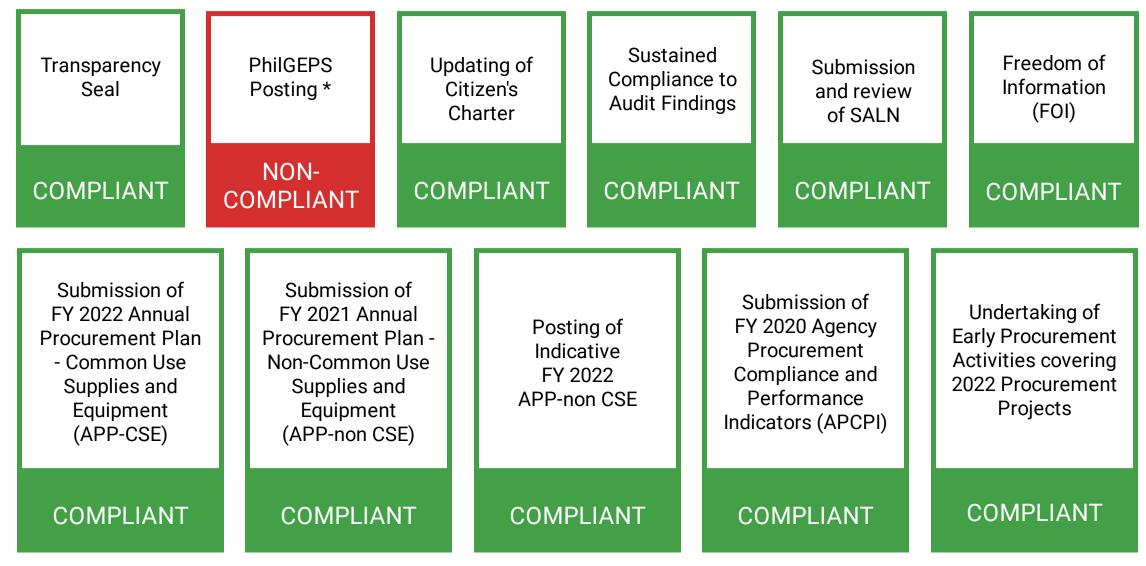
<section-header><section-header></section-header></section-header>	Image: constraint of the congression of the congressio	ControlPROCESSPROCESSRESULTSAchieved ease of transaction for 100% (4 out of 4) of its frontline service	<section-header><section-header><section-header><text></text></section-header></section-header></section-header>	CITIZEN/CLIENT SATISFACTION RESULTS Achieved 4.42 satisfaction rate and 100% resolution of #8888/CCB complaints
20	5	5	5	5
TOTAL SCORE	score	score	score	score
100	25	25	25	25
TOTAL POINTS	POINTS	POINTS	POINTS	POINTS

Legend:

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 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