FY 2021 Performance-Based Bonus Scorecard

## PHILIPPINE COMMISSION FOR THE URBAN POOR

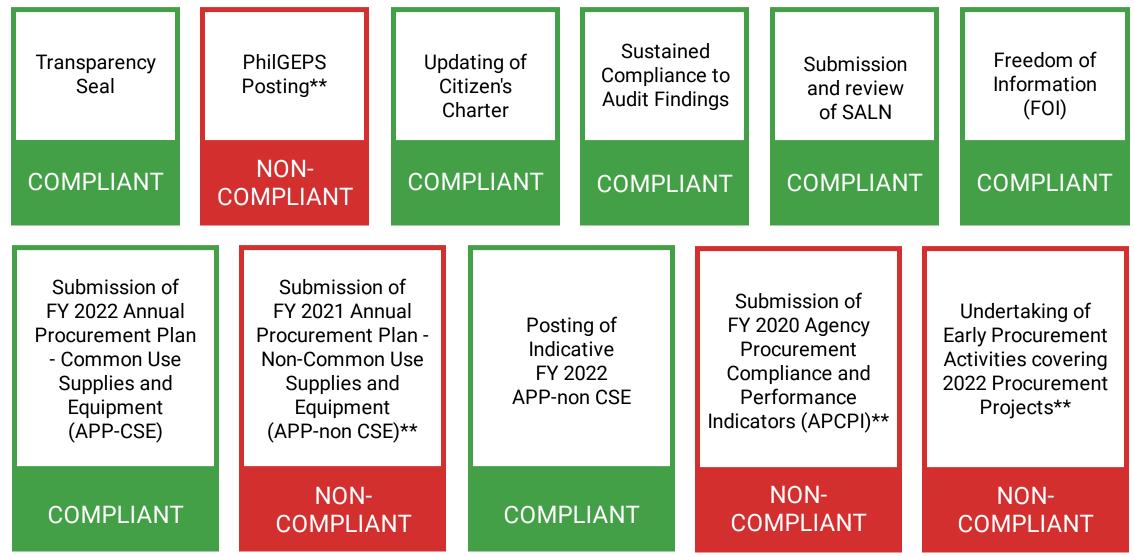
<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the constra	<image/> <section-header><text></text></section-header>	<section-header><section-header><text></text></section-header></section-header>	CITIZEN/CLIENT SATISFACTION RESULTS Achieved 4.8 satisfaction rate; 80% resolution of #8888 complaints; and 73.33% resolution of CCB complaints received*
14	5	1	5	3
TOTAL SCORE	score	SCORE	score	score
<b>70</b>	25	5	25	<b>15</b>
TOTAL POINTS	POINTS	POINTS	POINTS	POINTS

Legend:	1 SCOR
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4 SCORE = 20 POINTS

5 SCORE = 25 POINTS

## **Compliant in 7 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