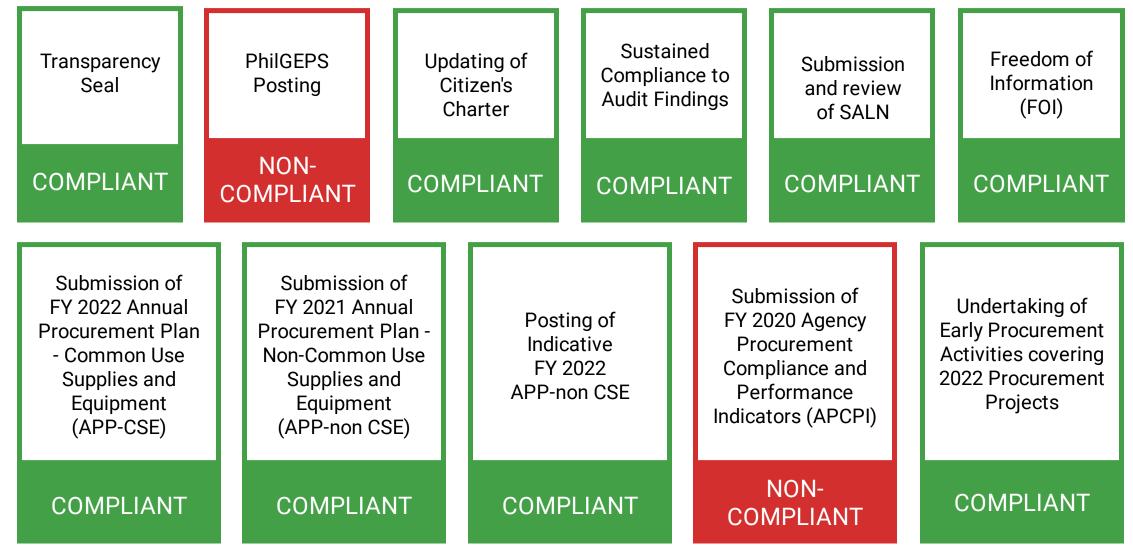
FY 2021 Performance-Based Bonus Scorecard

## **PHILIPPINE HEART CENTER**

<section-header><section-header><text></text></section-header></section-header>	<b>PERFORMANCE</b> <b>BACHIEVED 60%</b> (3 out of 5) of its Congress- approved performance targets for FY 2021; deficiencies due to uncontrollable factors	<section-header>ControlPROCESS RESULTSAchieved ease of transaction for 11.11% (5 out of 45) of its frontline services</section-header>	<section-header><section-header><section-header><text></text></section-header></section-header></section-header>	CITIZEN/CLIENT SATISFACTION RESULTS Achieved 96.41% Satisfaction rate of kith 0% resolution rate of #8888 complaints; and 100% resolution rate of CCB complaints
<b>13</b>	2	3	5	3
TOTAL SCORE	score	score	score	score
65	<b>10</b>	<b>15</b>	25	<b>15</b>
TOTAL POINTS	POINTS	POINTS	POINTS	POINTS



## **Compliant in 9 out of 11 Agency Accountability Requirements**





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