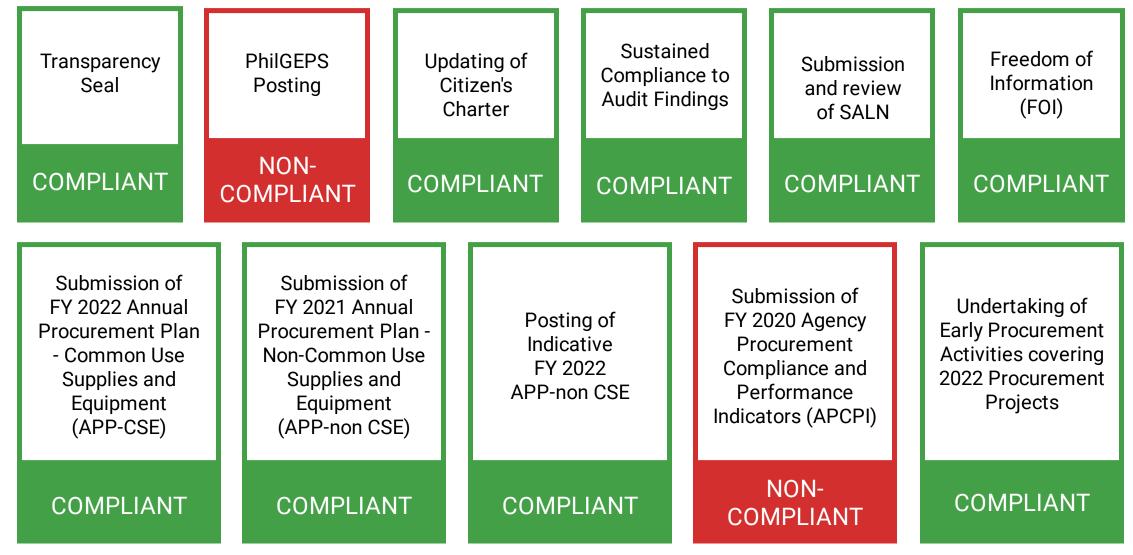
FY 2021 Performance-Based Bonus Scorecard

PHILIPPINE HEART CENTER

<section-header><section-header><text></text></section-header></section-header>	PERFORMANCE BACHIEVED 60% (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
13	2	3	5	3
TOTAL SCORE	score	score	score	score
65	10	15	25	15
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