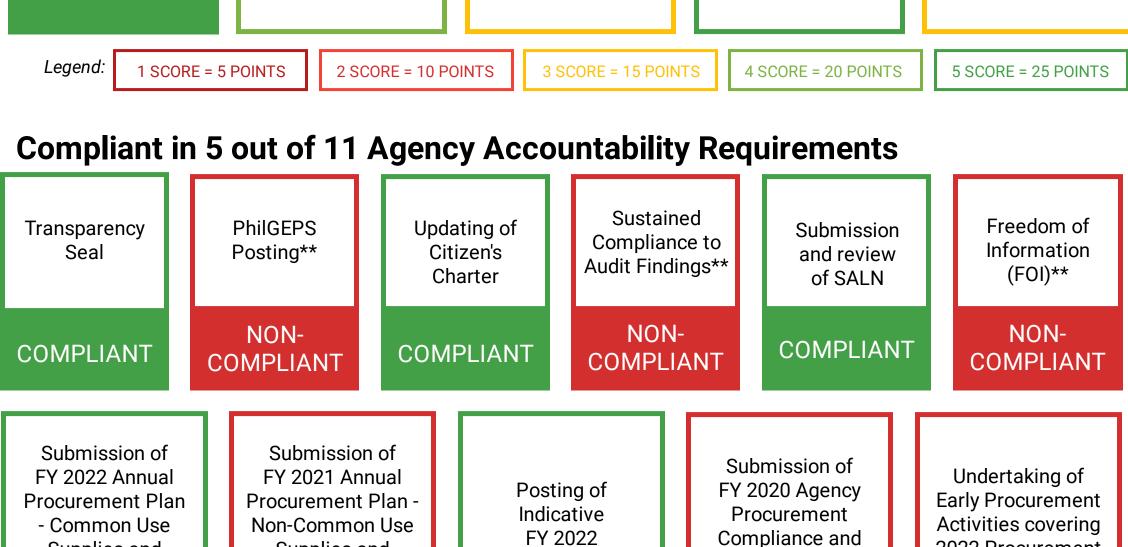
PHILIPPINE FIBER INDUSTRY DEVELOPMENT AUTHORITY

<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the example of	<section-header>ControlPROCESSRESULTSAchieved ease of transaction for 100% (83 out of 83) of its frontline services*</section-header>	<section-header>PFINANCIAL RESULTSAchieved 80% Disbursement BUR</section-header>	CITIZEN/CLIENT SATISFACTION RESULTS Achieved a 4.76 overall satisfaction rate; 34.16% resolution of #8888 complaints and 93.33% resolution of complaints received thru the CCB platform*
15	4	3	5	3
total score	SCORE	score	score	score
75	20	15	25	15
TOTAL POINTS	POINTS	points	POINTS	POINTS



*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.

APP-non CSE

COMPLIANT

Performance

Indicators (APCPI)**

NON-

COMPLIANT

Supplies and

Equipment

(APP-CSE)

COMPLIANT

Supplies and

Equipment

(APP-non CSE)**

NON-

COMPLIANT

2022 Procurement

Projects**

NON-

COMPLIANT

**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