

FY 2021 Performance-Based Bonus Scorecard

# PHILIPPINE VETERANS AFFAIRS OFFICE

<b>ELIGIBLE</b>  Eligible personnel of PVAO are entitled to 61.75% of monthly basic salary	 <b>PERFORMANCE RESULTS</b>  Achieved 100% (10 out of 10) of the Congress-approved performance targets for FY 2021	 <b>PROCESS RESULTS</b>  Achieved ease of transaction for 81.48% (22 out of 27) of its frontline services	 <b>FINANCIAL RESULTS</b>  Achieved 99.43% Disbursement BUR	 <b>CITIZEN/CLIENT SATISFACTION RESULTS</b>  Achieved a 4.67 satisfaction rate; 100% resolution of #8888 complaints and no complaints received thru the CCB platform	
	<b>19</b> TOTAL SCORE	<b>5</b> SCORE	<b>4</b> SCORE	<b>5</b> SCORE	<b>5</b> SCORE
	<b>95</b> TOTAL POINTS	<b>25</b> POINTS	<b>20</b> POINTS	<b>25</b> POINTS	<b>25</b> POINTS

Legend: 1 SCORE = 5 POINTS 2 SCORE = 10 POINTS 3 SCORE = 15 POINTS 4 SCORE = 20 POINTS 5 SCORE = 25 POINTS

## Compliant in 11 out of 11 Agency Accountability Requirements

Transparency Seal  <b>COMPLIANT</b>	PhilGEPS Posting  <b>COMPLIANT</b>	Updating of Citizen's Charter  <b>COMPLIANT</b>	Sustained Compliance to Audit Findings  <b>COMPLIANT</b>	Submission and review of SALN  <b>COMPLIANT</b>	Freedom of Information (FOI)  <b>COMPLIANT</b>
Submission of FY 2022 Annual Procurement Plan - Common Use Supplies and Equipment (APP-CSE)  <b>COMPLIANT</b>	Submission of FY 2021 Annual Procurement Plan - Non-Common Use Supplies and Equipment (APP-non CSE)  <b>COMPLIANT</b>	Posting of Indicative FY 2022 APP-non CSE  <b>COMPLIANT</b>	Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)  <b>COMPLIANT</b>	Undertaking of Early Procurement Activities covering 2022 Procurement Projects  <b>COMPLIANT</b>	

