





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: <div>1 SCORE = 5 POINTS</div> <div>2 SCORE = 10 POINTS</div> <div>3 SCORE = 15 POINTS</div> <div>4 SCORE = 20 POINTS</div> <div>5 SCORE = 25 POINTS</div>				

## Compliant in 11 out of 11 Agency Accountability Requirements

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

