FY 2021 Performance-Based Bonus Scorecard **CIVIL AERONAUTICS BOARD**

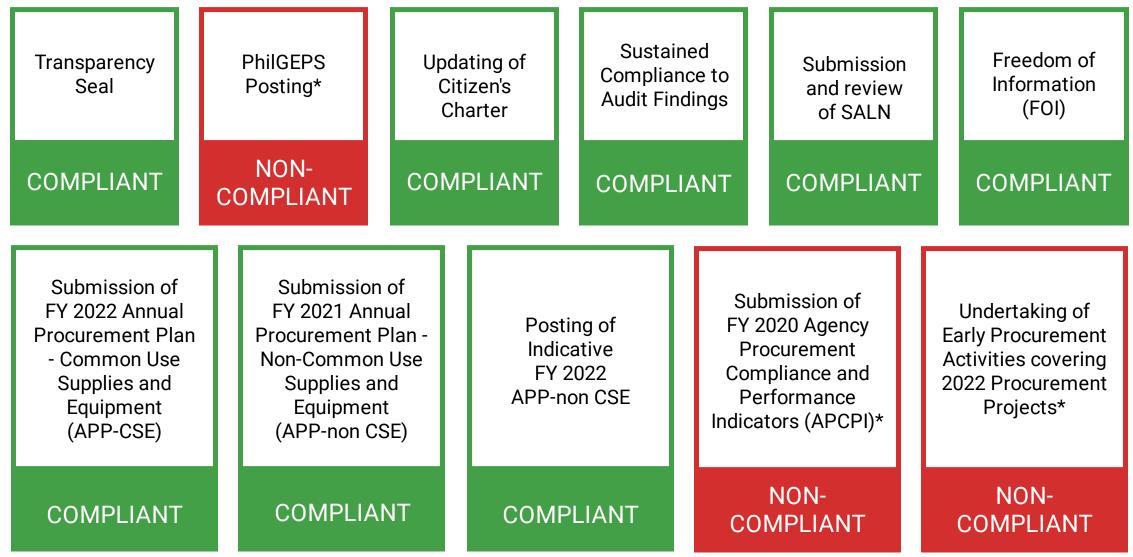
<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the constra	ControlPROCESSPROCESSAchieved ease of transaction in 83% (20 out of 24) of its frontline services	<section-header>PFINANCIAL RESULTSAchieved 100% Disbursement BUR</section-header>	CITIZEN/CLIENT SATISFACTION RESULTS Achieved 5.0 satisfaction rate; with 100% resolution of #8888 and CCB complaints
19	4	5	5	5
TOTAL SCORE	SCORE	score	score	score
95	20	25	25	25
Total points	POINTS	POINTS	POINTS	POINTS

Legend:	1 SCOR
---------	--------

4 SCORE = 20 POINTS

5 SCORE = 25 POINTS

Compliant in 8 out of 11 Agency Accountability Requirements



*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