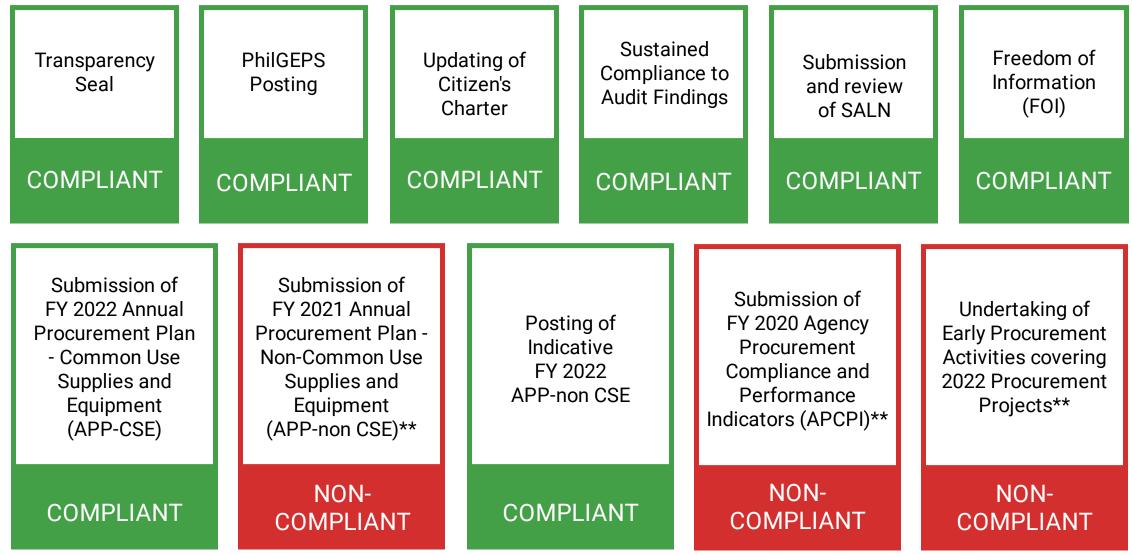
## FY 2021 Performance-Based Bonus Scorecard **TOLL REGULATORY BOARD**

<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the example of	<section-header>ControlPROCESS RESULTSAchieved ease of transaction for 50% (3 out of 6) of its frontline services*</section-header>	<section-header>PFINANCIAL RESULTSAchieved 96.12% Disbursement BUR</section-header>	OCITIZEN/CLIENT SATISFACTION RESULTSAchieved an outstanding satisfaction rate; with 93.75% resolution of #8888 complaints; and no CCB complaints; eceived*
<b>15</b>	4	3	5	3
TOTAL SCORE	SCORE	score	score	score
<b>75</b>	<b>20</b>	15	25	<b>15</b>
Total points	POINTS	POINTS	POINTS	POINTS

Legend:	1 SC
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## **Compliant in 8 out of 11 Agency Accountability Requirements**



\*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.

\*\*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