FY 2021 Performance-Based Bonus Scorecard

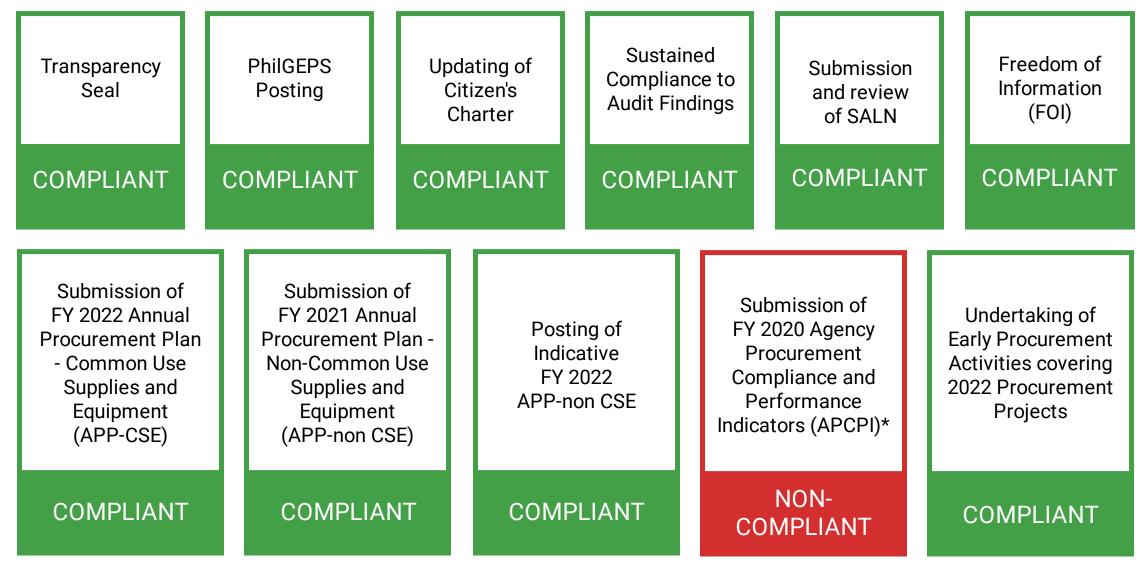
PRESIDENTIAL BROADCAST STAFF -RADIO TELEVISION MALACAÑANG

<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the constra	ControlPROCESS RESULTSAchieved ease of transaction for 100% (1 out of 1) of its frontline services	<section-header><section-header><text></text></section-header></section-header>	CITIZEN/CLIENT SATISFACTION RESULTS Achieved 4.95 satisfaction rate; with 100% resolution of #8888 complaints; and no CCB complaints; and no CCB complaints; eceived
19	4	5	5	5
TOTAL SCORE	SCORE	score	score	score
95	20	25	25	25
Total points	POINTS	POINTS	POINTS	POINTS

Legend:	1 SCORE = 5 POINTS
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Compliant in 10 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