

FY 2022 Performance-Based Bonus Scorecard
INSURANCE COMMISSION

| | | | | |
|---|---|--|--|--|
| <p>ELIGIBLE</p> <p>Eligible personnel of IC are entitled to 52% of monthly basic salary.</p> | <p>PERFORMANCE RESULTS</p> <p>Achieved 60% (3 out of 5) Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors*</p> | <p>PROCESS RESULTS</p> <p>Achieved substantial improvements to ease transactions in priority core service (external) and internal service</p> | <p>FINANCIAL RESULTS</p> <p>Achieved 98% Disbursement BUR</p> | <p>CITIZEN/CLIENT SATISFACTION RESULTS</p> <p>Achieved 94.68% satisfaction rate; 100% resolution rate and 42% compliance rate for #8888; and 100% resolution and compliance rate for CCB complaints</p> |
| <p>16</p> <p>TOTAL SCORE</p> | <p>2</p> <p>SCORE</p> | <p>5</p> <p>SCORE</p> | <p>5</p> <p>SCORE</p> | <p>4</p> <p>SCORE</p> |
| <p>80</p> <p>TOTAL POINTS</p> | <p>10</p> <p>POINTS</p> | <p>25</p> <p>POINTS</p> | <p>25</p> <p>POINTS</p> | <p>20</p> <p>POINTS</p> |

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

| | | | | | |
|--|--|--|---|--|---|
| <p>Transparency Seal</p> <p>COMPLIANT</p> | <p>PhilGEPS Posting</p> <p>COMPLIANT</p> | <p>Designation of the Agency's Committee on Anti-Red Tape</p> <p>COMPLIANT</p> | <p>Sustained Compliance to Audit Findings</p> <p>COMPLIANT</p> | <p>Submission and review of SALN</p> <p>COMPLIANT</p> | <p>Freedom of Information (FOI)</p> <p>COMPLIANT</p> |
| <p>FY 2022 APP Non-Common Use Supplies and Equipment (APP non-CSE)</p> <p>COMPLIANT</p> | <p>Posting of Indicative FY 2023 APP non-CSE</p> <p>COMPLIANT</p> | <p>FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)</p> <p>COMPLIANT</p> | <p>FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI)</p> <p>COMPLIANT</p> | <p>Undertaking of Early Procurement Activities (EPA)</p> <p>COMPLIANT</p> | <p>Compliance with the National Competition Policy</p> <p>NOT APPLICABLE</p> |

*The unit/s most responsible (including its head) for the criteria stated in Section 6.1.1 of MC 2022-1 with a performance rating of below 4 will be isolated from the grant of the FY 2022 PBB.

