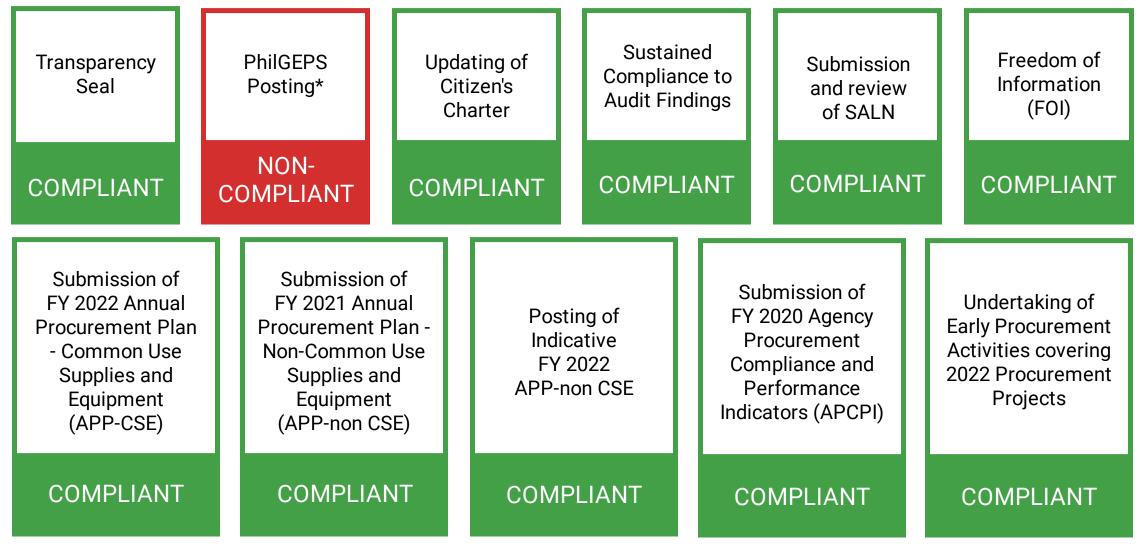
FY 2021 Performance-Based Bonus Scorecard

BUREAU OF COMMUNICATIONS SERVICES

<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the example of	<section-header>ControlPROCESSPROCESSResources</section-header>	FINANCIAL RESULTSAchieved 96.68% Disbursement BUR	CITIZEN/CLIENT SATISFACTION RESULTS Achieved 4.80 satisfaction rate; with 100% resolution of #8888 complaints; and no CCB complaints received
20	5	5	5	5
TOTAL SCORE	score	score	score	score
100	25	25	25	25
TOTAL POINTS	POINTS	POINTS	POINTS	POINTS

Legend:

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