

FY 2022 Performance-Based Bonus Scorecard

BUREAU OF CUSTOMS

<p>ELIGIBLE</p> <p>Eligible personnel of BOC are entitled to 58.5% of monthly basic salary.</p>	<p>PERFORMANCE RESULTS</p> <p>Achieved 83% (10 out of 12) Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors</p>	<p>PROCESS RESULTS</p> <p>Achieved substantial improvements to ease transaction in priority core service (external) and internal service</p>	<p>FINANCIAL RESULTS</p> <p>Achieved 89.66% Disbursement BUR</p>	<p>CITIZEN/CLIENT SATISFACTION RESULTS</p> <p>Achieved 4.81 satisfaction rate for CCSS; 100% resolution and compliance rate for #8888 complaints, and 100% resolution rate with 66.67% compliance rate for CCB complaints received</p>
<p>18</p> <p>TOTAL SCORE</p>	<p>4</p> <p>SCORE</p>	<p>5</p> <p>SCORE</p>	<p>5</p> <p>SCORE</p>	<p>4</p> <p>SCORE</p>
<p>90</p> <p>TOTAL POINTS</p>	<p>20</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
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Compliant in 8 out of 11 Agency Accountability Requirements

<p>Transparency Seal</p> <p>COMPLIANT</p>	<p>PhilGEPS Posting*</p> <p>NON-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>NON-COMPLIANT</p>	<p>Undertaking of Early Procurement Activities (EPA)*</p> <p>NON-COMPLIANT</p>	<p>Compliance with the National Competition Policy</p> <p>NOT APPLICABLE</p>

*The unit/s most responsible (including its head) for the non-compliance with the Agency Accountability Requirements provided in Section 5.0 of MC 2022-1 will be isolated from the grant of the FY 2022 PBB.

