





FY 2022 Performance-Based Bonus Scorecard
CIVIL SERVICE COMMISSION

ELIGIBLE Eligible personnel of CSC are entitled to 58.5% of monthly basic salary.	 PERFORMANCE RESULTS Achieved 95.24% (20 out of 21) of the Congress-approved performance targets for FY 2022; deficiency due to uncontrollable factor	 PROCESS RESULTS Achieved substantial improvements to ease transactions in priority core service (external) and internal service	 FINANCIAL RESULTS Achieved 100% Disbursement BUR	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 4.82 satisfaction rate; 100% resolution and 55.60% compliance of #8888 complaints; and 100% resolution and 87.67% compliance of CCB complaints
	18 TOTAL SCORE	4 SCORE	5 SCORE	5 SCORE
90 TOTAL POINTS	20 POINTS	25 POINTS	25 POINTS	20 POINTS

Legend: 1 SCORE = 5 POINTS 2 SCORE = 10 POINTS 3 SCORE = 15 POINTS 4 SCORE = 20 POINTS 5 SCORE = 25 POINTS

Compliant in 7 out of 10 Agency Accountability Requirements

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

*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.

