





FY 2021 Performance-Based Bonus Scorecard

PRESIDENTIAL COMMUNICATIONS OPERATIONS OFFICE - PROPER

ELIGIBLE Eligible personnel of PCOO are entitled to 61.75% of monthly basic salary	 PERFORMANCE RESULTS Achieved 100% (3 out of 3) Congress-approved performance targets for FY 2021	 PROCESS RESULTS Achieved ease of transaction for 85.71% (12 out of 14) of its frontline services	 FINANCIAL RESULTS Achieved 90.09% Disbursement BUR	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 4.68 satisfaction rate; with 100% #8888 and CCB complaints resolved
	19 TOTAL SCORE	5 SCORE	4 SCORE	5 SCORE
95 TOTAL POINTS	25 POINTS	20 POINTS	25 POINTS	25 POINTS

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

Compliant in 10 out of 11 Agency Accountability Requirements

Transparency Seal COMPLIANT	PhilGEPS Posting COMPLIANT	Updating of Citizen's Charter COMPLIANT	Sustained Compliance to Audit Findings COMPLIANT	Submission and review of SALN COMPLIANT	Freedom of Information (FOI) COMPLIANT
Submission of FY 2022 Annual Procurement Plan - Common Use Supplies and Equipment (APP-CSE) COMPLIANT	Submission of FY 2021 Annual Procurement Plan - Non-Common Use Supplies and Equipment (APP-non CSE) COMPLIANT	Posting of Indicative FY 2022 APP-non CSE COMPLIANT	Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)* NON-COMPLIANT	Undertaking of Early Procurement Activities covering 2022 Procurement Projects COMPLIANT	

*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.

