





# BUREAU OF FIRE PROTECTION

<b>ELIGIBLE</b>  Eligible personnel of BFP are entitled to 48.75% of monthly basic salary	 <b>PERFORMANCE RESULTS</b> Achieved 100% (7 out of 7) Congress-approved performance targets for FY 2023.	 <b>PROCESS RESULTS</b> No substantial improvement in ease of transaction on both external core and internal services	 <b>FINANCIAL RESULTS</b> Achieved 98.21% Disbursement BUR.	 <b>CITIZEN/CLIENT SATISFACTION RESULTS</b> Achieved 100% resolution and 76.02% compliance of #8888 complaints; and 100% resolution and 80% compliance of CCB complaints.
<b>15</b> TOTAL SCORE	<b>5</b> SCORE	<b>1</b> SCORE	<b>5</b> SCORE	<b>4</b> SCORE
<b>75</b> TOTAL POINTS	<b>25</b> POINTS	<b>5</b> POINTS	<b>25</b> POINTS	<b>20</b> POINTS

## AGENCY ACCOUNTABILITY REQUIREMENTS

Transparency Seal COMPLIANT	PhilGEPS Posting NON-COMPLIANT	Sustained Compliance to Audit Findings COMPLIANT	Client Satisfaction Measurement COMPLIANT	Committee on Anti-Red Tape NON-COMPLIANT
FY 2023 APP Non-CSE NON-COMPLIANT	FY 2024 Indicative APP Non-CSE COMPLIANT	FY 2024 APP-CSE COMPLIANT	FY 2022 APCPI COMPLIANT	Early Procurement Activities NON-COMPLIANT
ISO-QMS Certification COMPLIANT	SALN Review and Compliance Procedure COMPLIANT	Report on Digitization COMPLIANT	Compliance with Freedom of Information COMPLIANT	Compliance with National Competition Policy NOT APPLICABLE

