





BUREAU OF CUSTOMS

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| <p>NOT ELIGIBLE</p> <p>The BOC achieved 65 points and is Not Eligible for the grant of FY 2023 PBB.</p> | <p></p> <p>PERFORMANCE RESULTS</p> <p>Achieved 83.33% (10 out of 12) Congress-approved performance targets for FY 2023.</p> | <p></p> <p>PROCESS RESULTS</p> <p>No substantial improvement in ease of transaction in both external core and internal services.</p> | <p></p> <p>FINANCIAL RESULTS</p> <p>Achieved 72% Disbursement BUR.</p> | <p></p> <p>CITIZEN/CLIENT SATISFACTION RESULTS</p> <p>Achieved 100% resolution and 82.50% compliance of #8888 complaints; and 100% resolution and 33.33% compliance of CCB complaints.</p> | |
| | <p>13</p> <p>TOTAL SCORE</p> | <p>4</p> <p>SCORE</p> | <p>1</p> <p>SCORE</p> | <p>4</p> <p>SCORE</p> | <p>4</p> <p>SCORE</p> |
| | <p>65</p> <p>TOTAL POINTS</p> | <p>20</p> <p>POINTS</p> | <p>5</p> <p>POINTS</p> | <p>20</p> <p>POINTS</p> | <p>20</p> <p>POINTS</p> |

AGENCY ACCOUNTABILITY REQUIREMENTS

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

