





# COMMISSION ON AUDIT

<p><b>ELIGIBLE</b></p> <p>Eligible personnel of COA are entitled to 45.5% of monthly basic salary</p>	<p> <b>PERFORMANCE RESULTS</b></p> <p>Achieved 92.50% (37 out of 40) Congress-approved performance targets for FY 2023.</p>	<p> <b>PROCESS RESULTS</b></p> <p>No Substantial improvement in ease of transaction in both external core and internal services.</p>	<p> <b>FINANCIAL RESULTS</b></p> <p>Achieved 98.54% Disbursement BUR.</p>	<p> <b>CITIZEN/CLIENT SATISFACTION RESULTS</b></p> <p>Achieved 100% resolution and 89.74% compliance of #8888 complaints; and 100% resolution and compliance of CCB complaints.</p>
<p><b>14</b></p> <p>TOTAL SCORE</p>	<p><b>4</b></p> <p>SCORE</p>	<p><b>1</b></p> <p>SCORE</p>	<p><b>5</b></p> <p>SCORE</p>	<p><b>4</b></p> <p>SCORE</p>
<p><b>70</b></p> <p>TOTAL POINTS</p>	<p><b>20</b></p> <p>POINTS</p>	<p><b>5</b></p> <p>POINTS</p>	<p><b>25</b></p> <p>POINTS</p>	<p><b>20</b></p> <p>POINTS</p>

## AGENCY ACCOUNTABILITY REQUIREMENTS

<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>NOT APPLICABLE</p>	<p>Committee on Anti-Red Tape</p> <p>NOT APPLICABLE</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>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>NOT APPLICABLE</p>	<p>Compliance with National Competition Policy</p> <p>NOT APPLICABLE</p>

