





# DEPARTMENT OF FOREIGN AFFAIRS OFFICE OF THE SECRETARY

<p><b>NOT ELIGIBLE</b></p> <p>The DFA-OSEC achieved 65 points and is Not Eligible for the grant of FY 2023 PBB.</p>	<p> <b>PERFORMANCE RESULTS</b></p> <p>Achieved 92.86% (13 out of 14) 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 79.79% Disbursement BUR.</p>	<p> <b>CITIZEN/CLIENT SATISFACTION RESULTS</b></p> <p>Achieved 96.68% resolution and 62.89% compliance of #8888 complaints; and 100% resolution and compliance of CCB complaints.</p>
<p><b>13</b></p> <p>TOTAL SCORE</p>	<p><b>4</b></p> <p>SCORE</p>	<p><b>1</b></p> <p>SCORE</p>	<p><b>4</b></p> <p>SCORE</p>	<p><b>4</b></p> <p>SCORE</p>
<p><b>65</b></p> <p>TOTAL POINTS</p>	<p><b>20</b></p> <p>POINTS</p>	<p><b>5</b></p> <p>POINTS</p>	<p><b>20</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>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>COMPLIANT</p>	<p>Early Procurement Activities</p> <p>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>COMPLIANT</p>

