





# DEPARTMENT OF LABOR AND EMPLOYMENT OFFICE OF THE SECRETARY

<p><b>ELIGIBLE</b></p> <p>Eligible personnel of DOLE-OSEC are entitled to 52% of monthly basic salary</p>	<p> <b>PERFORMANCE RESULTS</b></p> <p>Achieved 94.12% (16 out of 17) Congress-approved performance targets for FY 2023.</p>	<p> <b>PROCESS RESULTS</b></p> <p>Achieved substantial improvements to ease transaction in external service only</p>	<p> <b>FINANCIAL RESULTS</b></p> <p>Achieved 93.20% Disbursement BUR.</p>	<p> <b>CITIZEN/CLIENT SATISFACTION RESULTS</b></p> <p>Achieved 100% resolution and 98.64% compliance of #8888 complaints; and 100% resolution and compliance of CCB complaints.</p>
<p><b>16</b></p> <p>TOTAL SCORE</p>	<p><b>4</b></p> <p>SCORE</p>	<p><b>3</b></p> <p>SCORE</p>	<p><b>5</b></p> <p>SCORE</p>	<p><b>4</b></p> <p>SCORE</p>
<p><b>80</b></p> <p>TOTAL POINTS</p>	<p><b>20</b></p> <p>POINTS</p>	<p><b>15</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>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>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>

