

DEPARTMENT OF LABOR AND EMPLOYMENT OFFICE OF THE SECRETARY

ELIGIBLE Eligible personnel of DOLE-OSEC are entitled to 52% of monthly basic salary	 PERFORMANCE RESULTS Achieved 94.12% (16 out of 17) Congress-approved performance targets for FY 2023.	 PROCESS RESULTS Achieved substantial improvements to ease transaction in external service only	 FINANCIAL RESULTS Achieved 93.20% Disbursement BUR.	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 100% resolution and 98.64% compliance of #8888 complaints; and 100% resolution and compliance of CCB complaints.
16 TOTAL SCORE	4 SCORE	3 SCORE	5 SCORE	4 SCORE
80 TOTAL POINTS	20 POINTS	15 POINTS	25 POINTS	20 POINTS

AGENCY ACCOUNTABILITY REQUIREMENTS

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

