

HUMAN SETTLEMENTS ADJUDICATION COMMISSION

ELIGIBLE Eligible personnel of HSAC are entitled to 55.25% of monthly basic salary	 PERFORMANCE RESULTS Achieved 100% (5 out of 5) Congress-approved performance targets for FY 2023.	 PROCESS RESULTS Achieved substantial improvements to ease transaction in external service only	 FINANCIAL RESULTS Achieved 98.81% Disbursement BUR.	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 100 % resolution and 86.81% compliance of #8888 complaints; and no CCB complaints.
17 TOTAL SCORE	5 SCORE	3 SCORE	5 SCORE	4 SCORE
85 TOTAL POINTS	25 POINTS	15 POINTS	25 POINTS	20 POINTS

AGENCY ACCOUNTABILITY REQUIREMENTS

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

