

# NATIONAL PRINTING OFFICE

<b>ELIGIBLE</b>  Eligible personnel of NPO are entitled to 48.75% of monthly basic salary	<b>PERFORMANCE RESULTS</b>  Achieved 83.33% (5 out of 6) Congress-approved performance targets for FY 2023.	<b>PROCESS RESULTS</b>  No Substantial improvement in ease of transaction in both external core and internal services	<b>FINANCIAL RESULTS</b>  Achieved 99.34% Disbursement BUR.	<b>CITIZEN/CLIENT SATISFACTION RESULTS</b>  Achieved 100% resolution and compliance of #8888 complaints and CCB complaints received.
<b>15</b> TOTAL SCORE	<b>4</b> SCORE	<b>1</b> SCORE	<b>5</b> SCORE	<b>5</b> SCORE
<b>75</b> TOTAL POINTS	<b>20</b> POINTS	<b>5</b> POINTS	<b>25</b> POINTS	<b>25</b> POINTS

## AGENCY ACCOUNTABILITY REQUIREMENTS

Transparency Seal  COMPLIANT	PhilGEPS Posting  COMPLIANT	Sustained Compliance to Audit Findings  COMPLIANT	Client Satisfaction Measurement  NON-COMPLIANT	Committee on Anti-Red Tape  NON-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

