

# OVERSEAS WORKERS WELFARE ADMINISTRATION

<p><b>ELIGIBLE</b></p> <p>Eligible personnel of OWWA are entitled to 55.25% of monthly basic salary</p>	<p><b>PERFORMANCE RESULTS</b></p> <p>Achieved 100% (10 out of 10) 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 93.71% Disbursement BUR.</p>	<p><b>CITIZEN/CLIENT SATISFACTION RESULTS</b></p> <p>Achieved 98.44% resolution and 55.36% compliance of #8888 complaints; and 100% resolution and compliance of CCB complaints.</p>
<p><b>17</b></p> <p>TOTAL SCORE</p>	<p><b>5</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>85</b></p> <p>TOTAL POINTS</p>	<p><b>25</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>COMPLIANT WITH ISOLATION</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>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>NOT APPLICABLE</p>

