

BUREAU OF IMMIGRATION

ELIGIBLE Eligible personnel of BI are entitled to 45.5% of monthly basic salary	 PERFORMANCE RESULTS Validating agency assigns the agency a rating of 4 (equivalent to 20 points).	 PROCESS RESULTS No substantial improvement in ease of transaction in both external core and internal services.	 FINANCIAL RESULTS Achieved 86.61% Disbursement BUR.	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 100% resolution and 63.49% compliance of #8888 complaints; and 100% resolution and 71.43% compliance of CCB complaints.
14 TOTAL SCORE	4 SCORE	1 SCORE	5 SCORE	4 SCORE
70 TOTAL POINTS	20 POINTS	5 POINTS	25 POINTS	20 POINTS

AGENCY ACCOUNTABILITY REQUIREMENTS

Transparency Seal COMPLIANT	PhilGEPS Posting NON-COMPLIANT	Sustained Compliance to Audit Findings COMPLIANT	Client Satisfaction Measurement NON-COMPLIANT	Committee on Anti-Red Tape COMPLIANT
FY 2023 APP Non-CSE NON-COMPLIANT	FY 2024 Indicative APP Non-CSE COMPLIANT	FY 2024 APP-CSE COMPLIANT	FY 2022 APCPI NON-COMPLIANT	Early Procurement Activities NON-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

