

DEPARTMENT OF HEALTH - OFFICE OF THE SECRETARY

ELIGIBLE Eligible personnel of DOH-OSEC are entitled to 45.5% of monthly basic salary	 PERFORMANCE RESULTS Achieved 97.56% (40 out of 41) Congress-approved performance targets for FY 2023.	 PROCESS RESULTS No Substantial improvement in ease of transaction in both external core and internal services	 FINANCIAL RESULTS Achieved 89.07% Disbursement BUR.	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 96.46% resolution and 84.76% compliance rate for #8888 complaints; and 100% resolution and 90.48% compliance rate for 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 NON-COMPLIANT	Client Satisfaction Measurement 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 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

