





FY 2021 Performance-Based Bonus Scorecard

OFFICE OF THE OMBUDSMAN

ELIGIBLE Eligible personnel of OMBUDSMAN are entitled to 55.25% of monthly basic salary	 PERFORMANCE RESULTS Achieved 91.67% (11 out of 12) of the Congress-approved performance targets for FY 2021	 PROCESS RESULTS Achieved ease of transaction for 100% (10 out of 10) of its frontline services	 FINANCIAL RESULTS Achieved 97.17% Disbursement BUR	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 82.50% overall satisfaction rate; 0% resolution of #8888 complaints and 66.67% resolution of complaints received thru the CCB platform*
17 TOTAL SCORE	4 SCORE	5 SCORE	5 SCORE	3 SCORE
85 TOTAL POINTS	20 POINTS	25 POINTS	25 POINTS	15 POINTS
Legend: <div>1 SCORE = 5 POINTS</div> <div>2 SCORE = 10 POINTS</div> <div>3 SCORE = 15 POINTS</div> <div>4 SCORE = 20 POINTS</div> <div>5 SCORE = 25 POINTS</div>				

Compliant in 6 out of 10 Agency Accountability Requirements

Transparency Seal COMPLIANT	PhilGEPS Posting ** NON-COMPLIANT	Updating of Citizen's Charter COMPLIANT	Sustained Compliance to Audit Findings ** COMPLIANT	Submission and review of SALN COMPLIANT	Freedom of Information (FOI) NOT APPLICABLE
Submission of FY 2022 Annual Procurement Plan - Common Use Supplies and Equipment (APP-CSE) COMPLIANT	Submission of FY 2021 Annual Procurement Plan - Non-Common Use Supplies and Equipment (APP-non CSE) ** NON-COMPLIANT	Posting of Indicative FY 2022 APP-non CSE ** NON-COMPLIANT	Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI) COMPLIANT	Undertaking of Early Procurement Activities covering 2022 Procurement Projects ** NON-COMPLIANT	

*The unit/s most responsible (including its head) for the criteria stated in Section 3.0 of MC 2021-1 with a performance rating of below 4 will be isolated from the grant of the FY 2021 PBB.

**The unit/s most responsible (including its head) for the non-compliance with the Agency Accountability Requirements provided in Section 5.0 of MC 2021-1 will be isolated from the grant of the FY 2021 PBB.

