





OFFICE OF THE OMBUDSMAN

<p>ELIGIBLE</p> <p>Eligible personnel of OMBUDSMAN are entitled to 48.75% of monthly basic salary</p>	<p> PERFORMANCE RESULTS</p> <p>Achieved 100% (12 out of 12) Congress-approved performance targets for FY 2023.</p>	<p> PROCESS RESULTS</p> <p>No substantial improvement in ease of transaction in both external core and internal services.</p>	<p> FINANCIAL RESULTS</p> <p>Achieved 98% Disbursement BUR.</p>	<p> CITIZEN/CLIENT SATISFACTION RESULTS</p> <p>Achieved 100% resolution and 36.69% compliance of #8888 complaints; and no CCB complaints.</p>
<p>15</p> <p>TOTAL SCORE</p>	<p>5</p> <p>SCORE</p>	<p>1</p> <p>SCORE</p>	<p>5</p> <p>SCORE</p>	<p>4</p> <p>SCORE</p>
<p>75</p> <p>TOTAL POINTS</p>	<p>25</p> <p>POINTS</p>	<p>5</p> <p>POINTS</p>	<p>25</p> <p>POINTS</p>	<p>20</p> <p>POINTS</p>

AGENCY ACCOUNTABILITY REQUIREMENTS

<p>Transparency Seal</p> <p>COMPLIANT</p>	<p>PhilGEPS Posting</p> <p>NON-COMPLIANT</p>	<p>Sustained Compliance to Audit Findings</p> <p>COMPLIANT</p>	<p>Client Satisfaction Measurement</p> <p>NOT APPLICABLE</p>	<p>Committee on Anti-Red Tape</p> <p>NOT APPLICABLE</p>
<p>FY 2023 APP Non-CSE</p> <p>NON-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>NON-COMPLIANT</p>	<p>Early Procurement Activities</p> <p>NON-COMPLIANT</p>
<p>ISO-QMS Certification</p> <p>NON-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>NOT APPLICABLE</p>	<p>Compliance with National Competition Policy</p> <p>NOT APPLICABLE</p>

