





FY 2021 Performance-Based Bonus Scorecard
**DEPARTMENT OF FOREIGN AFFAIRS -
 OFFICE OF THE SECRETARY**

<p>ELIGIBLE Eligible personnel of DFA-OSEC are entitled to 52% of monthly basic salary</p>	<p> PERFORMANCE RESULTS Achieved 84.61% (11 out of 13) of the Congress-approved performance targets for FY 2021; deficiencies were due to uncontrollable factors</p>	<p> PROCESS RESULTS Achieved ease of transaction for 86.67% (39 out of 45) of its frontline services</p>	<p> FINANCIAL RESULTS Achieved 80% Disbursement BUR</p>	<p> CITIZEN/CLIENT SATISFACTION RESULTS Achieved 84.10% overall satisfaction rate for its Consular Services and 96.6% for its Assistance-to-Nationals Services; 54.83% resolution of #8888 complaints; 97.96% resolution of CCB complaints*</p>
<p>16 TOTAL SCORE</p>	<p>4 SCORE</p>	<p>4 SCORE</p>	<p>5 SCORE</p>	<p>3 SCORE</p>
<p>80 TOTAL POINTS</p>	<p>20 POINTS</p>	<p>20 POINTS</p>	<p>25 POINTS</p>	<p>15 POINTS</p>

Legend: 1 SCORE = 5 POINTS 2 SCORE = 10 POINTS 3 SCORE = 15 POINTS 4 SCORE = 20 POINTS 5 SCORE = 25 POINTS

Compliant in 11 out of 11 Agency Accountability Requirements

<p>Transparency Seal</p> <p>COMPLIANT</p>	<p>PhilGEPS Posting</p> <p>COMPLIANT</p>	<p>Updating of Citizen's Charter</p> <p>COMPLIANT</p>	<p>Sustained Compliance to Audit Findings</p> <p>COMPLIANT</p>	<p>Submission and review of SALN</p> <p>COMPLIANT</p>	<p>Freedom of Information (FOI)</p> <p>COMPLIANT</p>
<p>Submission of FY 2022 Annual Procurement Plan - Common Use Supplies and Equipment (APP-CSE)</p> <p>COMPLIANT</p>	<p>Submission of FY 2021 Annual Procurement Plan - Non-Common Use Supplies and Equipment (APP-non CSE)</p> <p>COMPLIANT</p>	<p>Posting of Indicative FY 2022 APP-non CSE</p> <p>COMPLIANT</p>	<p>Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI)</p> <p>COMPLIANT</p>	<p>Undertaking of Early Procurement Activities covering 2022 Procurement Projects</p> <p>COMPLIANT</p>	

*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.

