





FY 2022 Performance-Based Bonus Scorecard
**DEPARTMENT OF FOREIGN AFFAIRS -
 OFFICE OF THE SECRETARY**

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| <p>ELIGIBLE</p> <p>Eligible personnel of DFA-OSEC are entitled to 52% of monthly basic salary.</p> | <p> PERFORMANCE RESULTS</p> <p>Achieved 85.71% (12 out of 14) of the Congress-approved performance targets for FY 2022, deficiencies due to uncontrollable factors</p> | <p> PROCESS RESULTS</p> <p>Achieved substantial improvements to ease transactions in priority core service (external) and internal service</p> | <p> FINANCIAL RESULTS</p> <p>Achieved 77.27% Disbursement BUR</p> | <p> CITIZEN/CLIENT SATISFACTION RESULTS</p> <p>Achieved 91.50% satisfaction rate; 88% resolution rate and 65% compliance rate of #8888 complaints; and 100% resolution and compliance rate of CCB complaints*</p> |
| <p>16 TOTAL SCORE</p> | <p>4 SCORE</p> | <p>5 SCORE</p> | <p>4 SCORE</p> | <p>3 SCORE</p> |
| <p>80 TOTAL POINTS</p> | <p>20 POINTS</p> | <p>25 POINTS</p> | <p>20 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 9 out of 11 Agency Accountability Requirements

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| <p>Transparency Seal</p> <p>COMPLIANT</p> | <p>PhilGEPS Posting**</p> <p>NON-COMPLIANT</p> | <p>Designation of the Agency's Committee on Anti-Red Tape</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>FY 2022 APP Non-Common Use Supplies and Equipment (APP non-CSE)**</p> <p>NON-COMPLIANT</p> | <p>Posting of Indicative FY 2023 APP non-CSE</p> <p>COMPLIANT</p> | <p>FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)</p> <p>COMPLIANT</p> | <p>FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI)</p> <p>COMPLIANT</p> | <p>Undertaking of Early Procurement Activities (EPA)</p> <p>COMPLIANT</p> | <p>Compliance with the National Competition Policy</p> <p>NOT APPLICABLE</p> |

*The unit/s most responsible (including its head) for the criteria stated in Section 3.0 of MC 2022-1 with a performance rating of below 4 will be isolated from the grant of the FY 2022 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 2022-1 will be isolated from the grant of the FY 2022 PBB.

