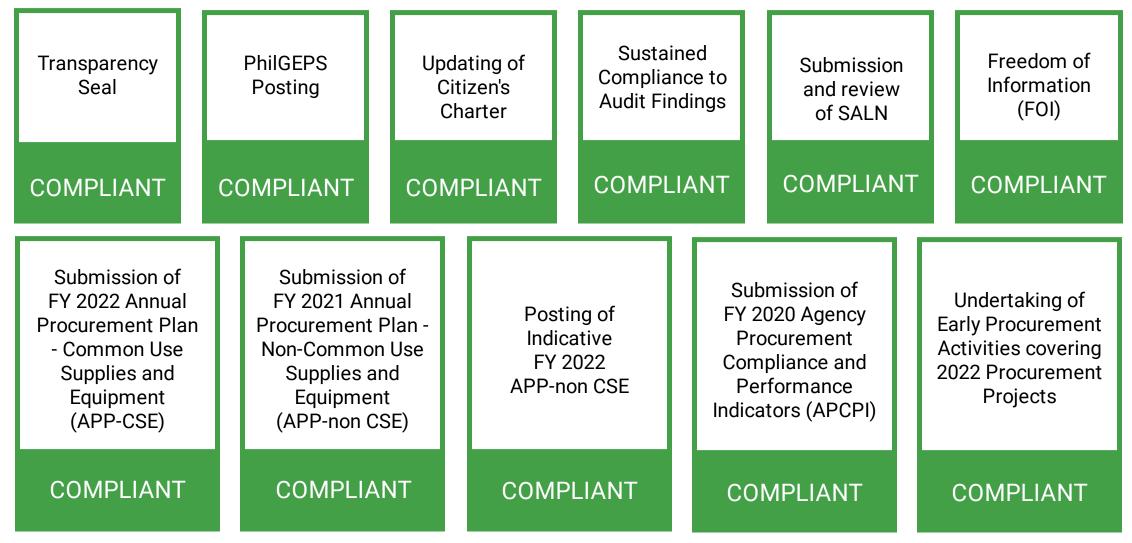
FY 2021 Performance-Based Bonus Scorecard

PHILIPPINE INFORMATION AGENCY

<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the example of	ControlPROCESSPROCESSRESULTSAchieved ease of transaction for 100% (4 out of 4) of its frontline services	FFINANCIAL RESULTSAchieved 97.28% Disbursement BUR	CITIZEN/CLIENT SATISFACTION RESULTS Achieved 4.61 satisfaction rate; 100% resolution of #8888 complaints; and no CCB complaints received.
20	5	5	5	5
TOTAL SCORE	score	score	score	score
100	25	25	25	25
TOTAL POINTS	POINTS	POINTS	POINTS	POINTS



Compliant in 11 out of 11 Agency Accountability Requirements



*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.



Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems