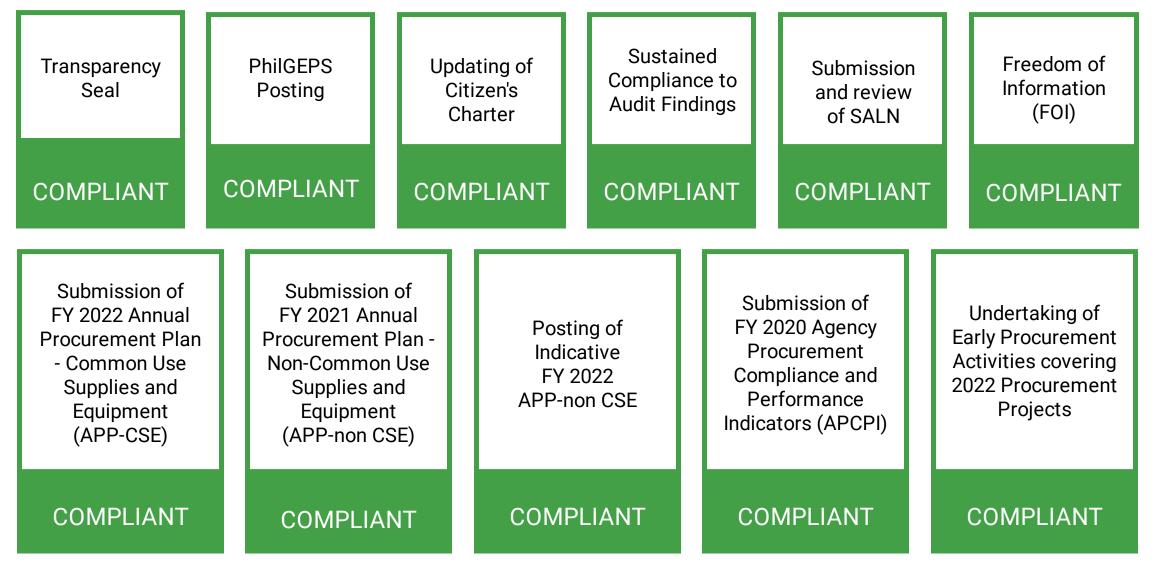
FY 2021 Performance-Based Bonus Scorecard GOVERNMENT PROCUREMENT POLICY BOARD -TECHNICAL SUPPORT OFFICE

<section-header><section-header><text></text></section-header></section-header>	Image: Constraint of the constra	<section-header>CostPROCESSPROCESSRESULTSAchieved ease of transaction for 100% (4 out of 4) of its frontline services</section-header>	<section-header><section-header><section-header><section-header><text></text></section-header></section-header></section-header></section-header>	OCITIZEN/CLIENT SATISFACTION RESULTSAchieved 3.85 satisfaction rate; 100% resolution of #8888 complaints; and no CCB complaints received
16	2	5	5	4
total score	SCORE	score	score	SCORE
BO	10	25	25	20
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