





FY 2021 Performance-Based Bonus Scorecard

PHILIPPINE HEART CENTER

ELIGIBLE Eligible personnel of PHC are entitled to 65% of monthly basic salary	 PERFORMANCE RESULTS Achieved 100% (3 out of 3) of its Congress-approved performance targets for FY 2021	 PROCESS RESULTS Achieved ease of transaction for 100% (45 out of 45) of its frontline services.	 FINANCIAL RESULTS Achieved 100% Disbursement BUR	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 96.41% satisfaction rate; no #8888 complaint received; and 100% resolution rate of CCB complaints	
	20 TOTAL SCORE	5 SCORE	5 SCORE	5 SCORE	5 SCORE
	100 TOTAL POINTS	25 POINTS	25 POINTS	25 POINTS	25 POINTS

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

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

*The unit/s most responsible (including its head) for the non-compliance with the Agency Accountability Requirements provided in Section 5.0 of MC 2021-1 will be isolated from the grant of the FY 2021 PBB.

