





FY 2021 Performance-Based Bonus Scorecard
COMMISSION ON HUMAN RIGHTS

ELIGIBLE Eligible personnel of CHR are entitled to 65% of monthly basic salary	 PERFORMANCE RESULTS Achieved 91.67% (11 out of 12) of the Congress-approved performance targets for FY 2021	 PROCESS RESULTS Achieved ease of transaction for 100% (10 out of 10) of its frontline services	 FINANCIAL RESULTS Achieved 97.17% Disbursements BUR	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 82.50% overall satisfaction rate; 0% resolution of #8888 complaints and 66.67% resolution of complaints received thru the CCB platform*	
	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 8 out of 10 Agency Accountability Requirements

Transparency Seal COMPLIANT	PhilGEPS Posting COMPLIANT	Updating of Citizen's Charter COMPLIANT	Sustained Compliance to Audit Findings COMPLIANT	Submission and review of SALN COMPLIANT	Freedom of Information (FOI) NOT APPLICABLE
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) * NON-COMPLIANT	Posting of Indicative FY 2022 APP-non CSE COMPLIANT	Submission of FY 2020 Agency Procurement Compliance and Performance Indicators (APCPI) COMPLIANT	Undertaking of Early Procurement Activities covering 2022 Procurement Projects * NON-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.

