FY 2021 Performance-Based Bonus Scorecard DEPARTMENT OF TRADE AND INDUSTRY -OFFICE OF THE SECRETARY

<section-header><section-header><text></text></section-header></section-header>	Image: constraint of the series of the ser	<section-header>ControlPROCESSPROCESSRESULTSAchieved ease of transaction in 89.65% (26 out of 29) of its frontline services</section-header>	FINANCIAL RESULTSAchieved 79.49% Disbursement BUR	OCITIZEN/CLIENT SATISFACTION RESULTSAchieve 4.58 satisfaction rate; and resolved 100% of #8888 and CCB complaints
16	3	4	4	5
total score	SCORE	SCORE	score	score
80	15	20	20	25
Total points	points	POINTS	POINTS	POINTS

Legend:

5 SCORE = 25 POINTS

Compliant in 10 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.

**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.



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