

# FY 2022 Performance-Based Bonus Scorecard

## INSURANCE COMMISSION

<p><b>ELIGIBLE</b></p> <p>Eligible personnel of IC are entitled to 52% of monthly basic salary.</p>	<p><b>PERFORMANCE RESULTS</b></p> <p>Achieved 60% (3 out of 5) Congress-approved performance targets for FY 2022; deficiencies due to uncontrollable factors*</p>	<p><b>PROCESS RESULTS</b></p> <p>Achieved substantial improvements to ease transactions in priority core service (external) and internal service</p>	<p><b>FINANCIAL RESULTS</b></p> <p>Achieved 98% Disbursement BUR</p>	<p><b>CITIZEN/CLIENT SATISFACTION RESULTS</b></p> <p>Achieved 94.68% satisfaction rate; 100% resolution rate and 42% compliance rate for #8888; and 100% resolution and compliance rate for CCB complaints</p>
<p><b>16</b></p> <p>TOTAL SCORE</p>	<p><b>2</b></p> <p>SCORE</p>	<p><b>5</b></p> <p>SCORE</p>	<p><b>5</b></p> <p>SCORE</p>	<p><b>4</b></p> <p>SCORE</p>
<p><b>80</b></p> <p>TOTAL POINTS</p>	<p><b>10</b></p> <p>POINTS</p>	<p><b>25</b></p> <p>POINTS</p>	<p><b>25</b></p> <p>POINTS</p>	<p><b>20</b></p> <p>POINTS</p>

Legend: 1 SCORE = 5 POINTS    2 SCORE = 10 POINTS    3 SCORE = 15 POINTS    4 SCORE = 20 POINTS    5 SCORE = 25 POINTS

### Compliant in 10 out of 11 Agency Accountability Requirements

<p>Transparency Seal</p> <p>COMPLIANT</p>	<p>PhilGEPS Posting</p> <p>COMPLIANT</p>	<p>Designation of the Agency's Committee on Anti-Red Tape</p> <p>COMPLIANT</p>	<p>Sustained Compliance to Audit Findings</p> <p>COMPLIANT</p>	<p>Submission and review of SALN</p> <p>COMPLIANT</p>	<p>Freedom of Information (FOI)</p> <p>COMPLIANT</p>
<p>FY 2022 APP Non-Common Use Supplies and Equipment (APP non-CSE)</p> <p>COMPLIANT</p>	<p>Posting of Indicative FY 2023 APP non-CSE</p> <p>COMPLIANT</p>	<p>FY 2023 Annual Procurement Plan-Common Use Supplies and Equipment (APP-CSE)</p> <p>COMPLIANT</p>	<p>FY 2021 Agency Procurement Compliance and Performance Indicators (APCPI)</p> <p>COMPLIANT</p>	<p>Undertaking of Early Procurement Activities (EPA)**</p> <p>NON-COMPLIANT</p>	<p>Compliance with the National Competition Policy</p> <p>NOT APPLICABLE</p>

\*The unit/s most responsible (including its head) for the criteria stated in Section 6.1.1 of MC 2022-1 with a performance rating of below 4 will be isolated from the grant of the FY 2022 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 2022-1 will be isolated from the grant of the FY 2022 PBB.

