



MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Civil Service Commission	DEPARTMENT BUDGET FY 2015 (in million)	OVERALL RESULTS ASSESSMENT					
		SERVICE/ PRODUCT RESULTS					
		PERFORMANCE INDICATORS	FY 2014 ACTUAL ACCOMPLISHMENT	FY 2015 TARGET	FY 2015 ACTUAL ACCOMPLISHMENT	RATING	
MAJOR FINAL OUTPUTS							
<p>The Civil Service Commission (CSC) promotes morale, efficiency, integrity, responsiveness, progressiveness, and courtesy in the Civil Service. It adopts measures to strengthen the merit and reward system, integrates all human resources development program for all level and ranks, and institutionalizes a management climate conducive to public accountability.</p>	Human Resource Management Policy Services	Number of policy developed, issued and disseminated	9 policies	11 policies	11 policies	100%	
		Number of policies that have been reviewed and updated within the last three (3) years	11 policies reviewed	13 policies reviewed	19 policies reviewed	146%	
		Percentage of stakeholders who rate the policies as good, better, best		44%	49%	112%	
	Human Resource Records Management Services	Percentage of new employee records entered within three (3) working days	99.52% 123,413 new employee records entered out of 124,013 received	100%	99.71%	99.71%	
		Percentage of existing records updated within three (3) working days from receipt of new information	99.91% 294,968 records updated out of 295,220 received	90%	99.68%	111%	
		Percentage of requests for accreditation/authentication of eligibility acted upon within one (1) day		100%	100%	100%	
	Human Resource Management Regulation	Number of examination applications acted upon	368,747 applications	246,390 applications	428,310 applications	174%	
		Percentage of appointments acted upon over appointments received within one (1) hour and forty-five (45) minutes	95.67%	90%	98.99%	110%	
		Percentage/Number of agencies compliant with PRIME-HRM Maturity level Indicators		10%	16.15%	162%	
		Percentage/Number of agencies (offices) assessed using the PRIME-HRM Maturity Level Indicators	236 DepED offices assessed on-site	30%	69%	230%	
		Percentage/Number of agencies (offices) assisted using the PRIME-HRM Maturity Level Indicators	143 DepED offices assisted	60%	71%	118%	
		Percentage of administrative cases (disciplinary and non-disciplinary) decided within forty (40) days from the time the case becomes ripe for resolution	88.49% 8,343 acted upon out of 9,428 cases ripe for resolution	95%	95.87%	101%	
		Percentage of rulings and decisions appealed to higher authorities	1.55%	2.2%	6.98%	-117%	
		Percentage of appealed decisions and rulings that are overturned	8.28%	9%	2.95%	167%	
	STO and GASS						
	SUPPORT TO OPERATIONS	Posting of Quality Management System: ISO 9001:2001 Certificate or Agency Operations Manual		100%	100%	100%	
		Number of major non-conformity findings received during the CSC QMS Re-Certification Audit conducted by a Certifying Body		0 non-conformity findings	0 non-conformity findings	100%	
	GENERAL ADMINISTRATIVE SUPPORT SERVICES	Budget Utilization Rate					
		Obligations BUR Ratio of total obligations to total release.	100%	100%	100%	100%	
			Php1,225,801,000 Php1,225,827,000				
		Disbursements BUR Ratio of total disbursement to total obligations.	99.84%	100%	100%	100%	
Php1,223,834,000 Php1,225,801,000							
Public Financial Management reporting requirements of COA and DBM							
Budget and Financial Accountability Reports (BFARs)		100%	100%	100%	100%		
Report on Ageing Cash Advance		100%	100%	100%	100%		
COA Financial Reports		100%	100%	100%	100%		
APCPI			100%	100%	100%		
Submission of APP		100%	100%	100%			

Source: Agency Form A/A-1; Assessment of DBM BMB-GGS