



# MFO ACCOUNTABILITY REPORT CARD (MARC-1)

Civil Service Commission	OUTPUTS	DEPARTMENT BUDGET FY 2017 (in million)	OVERALL RESULTS ASSESSMENT				
			SERVICE/ PRODUCT RESULTS				
			PERFORMANCE INDICATORS	FY 2016 ACTUAL ACCOMPLISHMENT	FY 2017 TARGET	FY 2017 ACTUAL ACCOMPLISHMENT	RATING
<b>MAJOR FINAL OUTPUTS</b>							
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.	<b>Human Resource Management Policy Services</b>	Php18.440	Percentage of stakeholders who rate the policies as good, better, best	49%	46%	92%	<b>200%</b>
	<b>Human Resource Records Management Services</b>	Php20.894	Percentage of new employee records entered within three (3) working days	100%	100%	100% 149,425 employee records	<b>100%</b>
			Percentage of existing records updated within three (3) working days from receipt of new information	100%	100%	100% 427,634 records updated	<b>100%</b>
			Percentage of requests for authentication of eligibility acted upon within one (1) day	100%	100%	100% 108,549 requests	<b>100%</b>
	<b>Human Resource Management Regulation</b>	Php580.193	Number of examination applications acted upon	468,320 applications	311,612 applications	473,635 applications	<b>152%</b>
			Percentage of appointments acted upon over appointments received within one (1) hour and forty-five (45) minutes	100%	100% 567,486 appointments	93% 528,403 appointments	<b>93%</b>
			Percentage/Number of assisted agencies compliant with Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM) Maturity level Indicators	28%	10%	19% 123 out of 640 agencies	<b>192%</b>
			Percentage of administrative cases (disciplinary and non-disciplinary) decided within forty (40) days from the time the case becomes ripe for resolution	82%	95%	77% 6,888 out of 8,941 cases	<b>81%</b>
			Percentage of appealed decisions and rulings that are overturned	3.39%	9%	1.88% 11 out of 585 rulings overturned	<b>179%</b>
			Percentage of petitions for accreditation of Employees' Organizations acted upon within thirty (30) working days from receipt of DOLE verification	100%	85%	100% 74 petitions	<b>118%</b>
			Percentage of applications for registration of Collective Negotiation Agreement (CNA) acted upon within fifteen (15) working days from receipt of complete documents	100%	85%	97% 167 out of 173 applications	<b>114%</b>
	<b>STO and GASS</b>						
	<b>SUPPORT TO OPERATIONS</b>	Php41.909	Posting of ISO 9001 Quality Management System Certificate or Approved ISO-aligned documentation and implementation	100%	100%	100%	<b>100%</b>
			Number of major non-conformity findings received during the CSC QMS Re-Certification Audit conducted by a certifying body		5 not more than non-conformity findings	0 non-conformity findings	<b>200%</b>
	<b>GENERAL ADMINISTRATIVE SUPPORT SERVICES</b>	Php561.818	<b>Budget Utilization Rate</b>				
Obligations BUR Ratio of total obligations against all allotments.			100%	100%	100%	<b>100%</b>	
			Php1,386,047,880	Php1,386,047,880	Php1,395,565,000		
Disbursements BUR Ratio of total disbursement to total obligations.			100%	100%	100%	<b>100%</b>	
			Php417,659,000	Php417,659,000	Php309,250,000		
<b>Public Financial Management reporting requirements of COA and DBM</b>							
Budget and Financial Accountability Reports (BFARs)			100%	100%	100%	<b>100%</b>	
Report on Ageing of Cash Advances			100%	100%	100%	<b>100%</b>	
COA Financial Reports			100%	100%	100%	<b>100%</b>	
Full Compliance with at least 30% of the prior years' COA Audit Recommendations				100%	100%	<b>100%</b>	
Submission of APP CSE		100%	100%	<b>100%</b>			
Submission of APP non-CSE	100%	100%	100%	<b>100%</b>			
Submission of APCPI	100%	100%	100%	<b>100%</b>			

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