

FORM A-1

DETAILS OF BUREAU/OFFICE PERFORMANCE INDICATORS AND TARGETS (ACCOMPLISHMENT)*

* Note: Same form to be used for submitting 2013 Accomplishments

DEPARTMENT : CIVIL SERVICE COMMISSION

BUREAU/OFFICE :

| Major and Final Outputs/ Responsible Bureaus | Performance Indicator 1 | FY 2013 TARGET for Performance Indicator 1 | FY 2013 Accomplishment for Performance Indicator 1 | Performance Indicator 2 | FY 2013 TARGET for Performance Indicator 2 | FY 2013 Accomplishment for Performance Indicator 2 | Performance Indicator 3 | FY 2013 TARGET for Performance Indicator 3 | FY 2013 Accomplishment for Performance Indicator 3 | REMARKS |
|---------------------------------------------------------|-------------------------------------------------------|--------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (11) |
| A. Major Final Outputs (MFOs)/ Operations | | | | | | | | | | |
| MFO 1: Human Resource Management Policy Services | | | | | | | | | | |
| 2013 BUDGET: | | | | | | | | | | |
| CSI | Number of policies developed, issued and disseminated | 7 | | Number of policies that have been reviewed and updated within the last three (3) years | 0 | | Percentage of stakeholders who rate the policies as good, better, best | N/A | | Target for PI 3 is the development of Survey Questionnaire in the 4th quarter of 2013 |
| ERPO | | 5 | | | 8 | | | | | |
| HRPSO | | 5 | | | 5 | | | | | |
| OLA | | 2 | | | 2 | | | | | |

| Major and Final Outputs/ Responsible Bureaus | Performance Indicator 1 | FY 2013 TARGET for Performance Indicator 1 | FY 2013 Accomplishment for Performance Indicator 1 | Performance Indicator 2 | FY 2013 TARGET for Performance Indicator 2 | FY 2013 Accomplishment for Performance Indicator 2 | Performance Indicator 3 | FY 2013 TARGET for Performance Indicator 3 | FY 2013 Accomplishment for Performance Indicator 3 | REMARKS |
|---------------------------------------------------------|--------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------|------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------|----------------------------------------------------------------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (11) |
| A.Major Final Outputs (MFOs)/ Operations | | | | | | | | | | |
| MFO 2: Human Resource Record Management Services | | | | | | | | | | |
| 2013 BUDGET: | | | | | | | | | | |
| IRMO | Percentage of new employee records entered within three (3) working days | N/A | | Percentage of existing records updated within three (3) working days from receipt of new information | N/A | | Percentage of requests for authentication of eligibility acted upon within one day | 100% | | PIs 1 & 2 apply only to all CSC Regional Offices |
| CSCRO 1 | | 97% | | | 96% | | | 100% | | |
| CSCRO 2 | | 97% | | | 96% | | | 100% | | |
| CSCRO 3 | | 97% | | | 96% | | | 100% | | |
| CSCRO 4 | | 97% | | | 96% | | | 100% | | |
| CSCRO 5 | | 97% | | | 96% | | | 100% | | |
| CSCRO 6 | | 97% | | | 96% | | | 100% | | |
| CSCRO 7 | | 97% | | | 96% | | | 100% | | |
| CSCRO 8 | | 97% | | | 96% | | | 100% | | |
| CSCRO 9 | | 97% | | | 96% | | | 100% | | |
| CSCRO 10 | | 97% | | | 96% | | | 100% | | |
| CSCRO 11 | | 97% | | | 96% | | | 100% | | |
| CSCRO 12 | | 97% | | | 96% | | | 100% | | |
| CSC CARAGA | | 97% | | | 96% | | | 100% | | |
| CSC NCR | | 97% | | | 96% | | | 100% | | |
| CSC CAR | | 97% | | | 96% | | | 100% | | |
| CSC ARMM | 97% | | 96% | | 100% | | PI 3 applies to IRMO in the CSC Central Office and all CSC Regional Offices | | | |

| Major and Final Outputs/ Responsible Bureaus | Performance Indicator 1 | FY 2013 TARGET for Performance Indicator 1 | FY 2013 Accomplishment for Performance Indicator 1 | Performance Indicator 2 | FY 2013 TARGET for Performance Indicator 2 | FY 2013 Accomplishment for Performance Indicator 2 | Performance Indicator 3 | FY 2013 TARGET for Performance Indicator 3 | FY 2013 Accomplishment for Performance Indicator 3 | REMARKS |
|-------------------------------------------------|-------------------------|--------------------------------------------|----------------------------------------------------|-------------------------|--------------------------------------------|----------------------------------------------------|-------------------------|--------------------------------------------|----------------------------------------------------|---------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (11) |

A.Major Final Outputs (MFOs)/ Operations

MFO 3: Human Resource Management Regulation Services

2013 BUDGET:

| | | | | | | | | | | |
|------------|-----------------------------------------------------------------------------------------------|-----|-----|--------------------------------------------------------------------------------------------------------------------------------------------------|-------|--|-----------------------------------------------|--------|--|-----------------------------------------------------------------------------------|
| OLA | Percentage of appointments acted upon over appointments received within 1 hour and 45 minutes | N/A | | Percentage of administrative cases (disciplinary and non-disciplinary) decided within 40 days from the time the case becomes ripe for resolution | 70% | | Number of examination applications acted upon | N/A | | PI 1 is applicable only to CSC Regional Offices |
| CSCRO 1 | | 97% | | | 70% | | | 13,778 | | |
| CSCRI 2 | | 97% | | | 70% | | | 11,857 | | |
| CSCRO 3 | | 97% | | | 70% | | | 17,644 | | |
| CSCRO 4 | | 97% | | | 70% | | | 32,866 | | |
| CSCRO 5 | | 97% | | | 70% | | | 14,634 | | PI 2 applies to OLA in the CSC Central Office and all CSC Regional Offices |
| CSCRO 6 | | 97% | | | 70% | | | 14,482 | | |
| CSCRO 7 | | 97% | | | 70% | | | 13,174 | | |
| CSCRO 8 | | 97% | | | 70% | | | 10,883 | | |
| CSCRO 9 | | 97% | | | 70% | | | 14,954 | | |
| CSCRO 10 | | 97% | | | 70% | | | 12,755 | | PI 3 is applicable only to CSC Regional Offices |
| CSCRO 11 | | 97% | | | 70% | | | 11,611 | | |
| CSCRO 12 | | 97% | | | 70% | | | 11,846 | | |
| CSC CARAGA | | 97% | | | 70% | | | 7,462 | | |
| CSC NCR | | 97% | | | 70% | | | 36,779 | | |
| CSC CAR | 97% | | 70% | | 8,327 | | | | | |
| CSC ARMM | 97% | | 70% | | 1,548 | | | | | |

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|-------------------------------------------------|-------------------------------------------------------|--------------------------------------------|----------------------------------------------------|----------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------|-------------------------|--------------------------------------------|----------------------------------------------------|----------------------------------------------------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (11) |
| Support to Operations (STO) | | | | | | | | | | |
| 2013 BUDGET: | | | | | | | | | | |
| CSI | CSC Client Satisfaction Rating for frontline services | N/A | | Number of ISO certified processes (Cases Adjudication, Examination, Appointments Processing, Training Process) | 1 | | | | | PI 1 applies to all CSC Central & Regional Offices |
| ERPO | | N/A | | | 1 | | | | | |
| OLA | | N/A | | | 1 | | | | | |
| CSC CO | | 90% | | | N/A | | | | | |
| CSCRO 1 | | 90% | | | N/A | | | | | |
| CSCRO 2 | | 90% | | | N/A | | | | | |
| CSCRO 3 | | 90% | | | N/A | | | | | |
| CSCRO 4 | | 90% | | | N/A | | | | | |
| CSCRO 5 | | 90% | | | N/A | | | | | |
| CSCRO 6 | | 90% | | | N/A | | | | | |
| CSCRO 7 | | 90% | | | N/A | | | | | |
| CSCRO 8 | | 90% | | | N/A | | | | | |
| CSCRO 9 | | 90% | | | N/A | | | | | |
| CSCRO 10 | | 90% | | | N/A | | | | | |
| CSCRO 11 | | 90% | | | N/A | | | | | |
| CSCRO 12 | | 90% | | | N/A | | | | | |
| CSC CARAGA | | 90% | | | N/A | | | | | |
| CSC NCR | | 90% | | | 1 | | | | | |
| CSC CAR | | 90% | | | N/A | | | | | |
| CSC ARMM | | 90% | | | N/A | | | | | |
| | | | | | | | | | | PI 2 applies to OLA, ERPO, CSC NCR and CSI) |

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| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) | (11) |
| General Administration and Support Services (GASS) | | | | | | | | | | |
| 2013 BUDGET: | | | | | | | | | | |
| OSM | Ratio of Cash and Non-Cash disbursements to allotment releases received during 2013 for MOOE & CO submitted within the prescribed time | 100% | | Submission to COA of Financial Statements and required reports/documents within the prescribed time | 100% | | Good Governance Conditions - 1. Maintain/Update Agency Transparency Seal (Sec. 93 of GAA 2013 or RA 10352); 2. PhilGEPS posting (Revised IRR of RA 9184); 3. Liquidation of all Cash Advances granted to officials and employees, covering transactions of FY 2013 (COA Rule); 4. Update Citizen's Charter or its equivalent, Service Charter (RA 9485); 5. Compliance with submission and review of SALN of all employees and officials | 100% | | PIs 1 & 2 applies to OSM & OFAM in the CSC CO and all CSC Regional Offices |
| OFAM | | 100% | | | 100% | | | | | |
| CSCRO 1 | | 100% | | | 100% | | | | | |
| CSCRI 2 | | 100% | | | 100% | | | | | |
| CSCRO 3 | | 100% | | | 100% | | | | | |
| CSCRO 4 | | 100% | | | 100% | | | | | |
| CSCRO 5 | | 100% | | | 100% | | | | | |
| CSCRO 6 | | 100% | | | 100% | | | | | |
| CSCRO 7 | | 100% | | | 100% | | | | | |
| CSCRO 8 | | 100% | | | 100% | | | | | |
| CSCRO 9 | | 100% | | | 100% | | | | | |
| CSCRO 10 | | 100% | | | 100% | | | | | |
| CSCRO 11 | | 100% | | | 100% | | | | | |
| CSCRO 12 | | 100% | | | 100% | | | | | |
| CSC CARAGA | | 100% | | | 100% | | | PI 3 applies to all CSC Central and Regional Offices | | |
| CSC NCR | | 100% | | | 100% | | | | | |
| CSC CAR | 100% | | 100% | | | | | | | |
| CSC ARMM | 100% | | 100% | | | | | | | |

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