

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

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

DEPARTMENT : CIVIL SERVICE COMMISSION

| MFOs AND PERFORMANCE INDICATORS | DEPARTMENT FY 2012 ACTUAL ACCOMPLISHMENT | DEPARTMENT FY 2013 TARGET | RESPONSIBLE BUREAUS / OFFICES | DEPARTMENT FY 2013 ACTUAL ACCOMPLISHMENT | REMARK |
|--|--|---|-------------------------------|--|---|
| (1) | (2) | (3) | (4) | (5) | (6) |
| A.Major Final Outputs (MFOs)/ Operations | | | | | |
| MFO 1: Human Resource Management Policy Services | | | | | |
| 2013 BUDGET: | | | | | |
| Performance Indicator 1: Number of policies developed, issued and disseminated | 18 | 19 | CSI, ERPO, HRPSO, OLA | | |
| Performance Indicator 2: Number of policies that have been reviewed and updated within the last three (3) years | 14 | 15 | CSI, ERPO, HRPSO, OLA | | |
| Performance Indicator 3: Percentage of stakeholders who rate the policies as good, better, best | N/A | Survey Questionnaire to be developed in 4 th quarter of 2013 | ERPO, HRPSO, OLA, PRO, CSI | | Offices (ERPO, HRPSO, OLA, PRO & CSI) performing CSC's operating functions shall be tasked to deliver/develop the Survey Questionnaire. |

| MFO 2: Human Resource Record Management Services | | | | | |
|---|---|--|-------------------------------|--|--|
| 2013 BUDGET: | | | | | |
| Performance Indicator 1: Percentage of new employee records entered within three (3) working days | 96.50% actual accomplishment (112,492 new employee records entered out of 116,570 received) | 97% | CSCROs | | Records of new entrants employees with original appointments are entered in the Service Cards |
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| (1) | (2) | (3) | (4) | (5) | (6) |
| Performance Indicator 2: Percentage of existing records updated within three (3) working days from receipt of new information | 95.95% (171,595 updated out of 178,836 received) | 96% | CSCROs | | Promotion and other personnel actions are entered in the existing Service Cards of employees for updating i.e. promotional appointment, change of civil status, change of name, etc. |
| Performance Indicator 3: Percentage of requests for authentication of eligibility acted upon within one day | 99.38% (54,849 requests for authentication of eligibility acted upon out of 55,191 received) | 100% | IRMO & CSCROs | | Certificates of civil service eligibility are authenticated for confirmation/ verification as to its validity/genuineness |
| MFO 3: Human Resource Management Regulation | | | | | |
| 2013 BUDGET: | | | | | |
| Performance Indicator 1: Percentage of appointments acted upon over appointments received within 1 hour and 45 minutes | 96.02% (388,748 acted upon out of 404,846 received) | 97% | CSCROs | | "within 1 hour and 45 minutes" is counted from the receipt of complete documents including verification of eligibility |
| Performance Indicator 2: Percentage of administrative cases (disciplinary and non-disciplinary) decided within 40 days from the time the case becomes ripe for resolution | 63.59% (4,372 acted upon out of 6,875 cases ripe for resolution) | 70% (of total cases received by EO 2013) | OLA & CSCROs | | Ripe for resolution – a case is deemed ripe for resolution upon receipt of the last responsive pleading. |
| Performance Indicator 3: Number of examination applications acted upon | 226,103 acted upon out of 226,103 received | 234,600 | CSCROs | | Target has already captured the increase of 20% based on the average number of applications processed for the last 3 years (BL is 2009-2010-2011). |

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| Support to Operations (STO) | | | | | |
| 2013 BUDGET: | | | | | |
| Performance Indicator 1: CSC Client Satisfaction Rating for frontline services | Good rating (89%) | 90% RCS rating of CSC conducted during stressful/peak season | CSC CO's & RO's | | RCS in the CSC conducted in February 2013 |
| Performance Indicator 2: Number of ISO certified processes | 3 Core Processes certified <i>(Case Adjudication, Examination, Appointments processing)</i> | 4 Core Processes certified <i>(Cases Adjudication, Examination, Appointments Processing, Training Process)</i> | OLA, ERPO, CSC NCR & CSI | | Receipt of letter confirming the recommendation of the CSC for ISO Certification by December 31. |
| General Administration and Support Services (GASS) | | | | | |
| 2013 BUDGET: _____ | | | | | |
| Performance Indicator 1: Ratio of Cash and Non-Cash disbursements to allotment releases received during 2013 for MOOE & CO submitted within the prescribed time | 100% utilization; report submitted beyond deadline | 100% utilization; report submitted within the prescribed time | OSM & OFAM, CSCROs | | |
| Performance Indicator 2: Submission to COA of Financial Statements and required reports/documents within the prescribed time | 100% utilization; report submitted beyond deadline | 100% utilization; report submitted within the prescribed time | OSM & OFAM, CSCROs | | per Exit Conference with COA on September 5, 2013 - COA agreed that only selected reports shall be submitted within the prescribed time i.e. list of checks issued, etc. |

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| Good Governance Conditions | | | | | |
| 1. Maintain/Update Agency Transparency Seal (Sec. 93 of GAA 2013 or RA 10352) | 100% | 100% | CSCROs & COs | | |
| 2. PhilGEPS posting (Revised IRR of RA 9184) | 100% | 100% | CSCROs & COs | | |
| 3. Liquidation of all Cash Advances granted to officials and employees, covering transactions of FY 2013 (COA Rule) | 100% | 100% | CSCROs & COs | | |
| 4. Update Citizen's Charter or its equivalent, Service Charter (RA 9485) | 100% | 100% | IAS | | |
| 5. Compliance with submission and review of SALN of all employees and officials | 100% | 100% | CSCROs & COs | | |

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