

HOME DEVELOPMENT MUTUAL FUND (PAG-IBIG FUND)

	Component					Pag-IBIG Fund Submission		GCG Validation		Supporting Documents	GCG Remarks	
	Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
CUSTOMER	SO 1	Increase and Sustain Membership										
	SM 1	Percentage of the Labor Force Covered	Total Active Members as of end of performance year / (LFS data from previous year - Agriculture - Other Services Activities - Activities of Extraterritorial Organizations and Bodies)	10%	(Actual / Target) x Weight	51%	46.68%	9.15%	46.68%	9.15%	Report on the active membership coverage per area/group, as approved by the Department Manager	Reported accomplishment is acceptable
	SO 2	Provide Affordable Home Financing										
SM 2	Percent of License to Sell (LTS) from Socialized and Low-Cost Housing	Number of LTS that were provided with financing services by Pag-IBIG / Total projected LTS	15%	(Actual / Target) x Weight	85.24%	88.64%	15%	<u>70.76%</u>	<u>12.45%</u>	- Report on the retail home lending program as approved by the Department Manager - Actual 2015 LTS of HLURB	<u>Revised actual to include LTS issued for Socialized housing.</u>	

Appeal for Reconsideration of the 2017 Validated Performance Scorecard (Annex A)

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	issued by HLURB									- Computation on the 2017- LTS Market Deliverables Units	
SM 3	Co-financing Program for Socialized and Low-cost Housing	Actual Accomplishment	5%	All or Nothing	Pilot Implementation	Ximex's application for a P20M GHLP loan has been approved last 07 November 2017	5%	1 Account	5%	- Action taken by the Group Credit Committee on the Loan application of Ximex delivery Express Inc. -Ximex's loan application letter to Pag-IBIG -Endorsement for loan approval to the Credit Committee -Loan agreement with Ximex	Reported accomplishment is acceptable.
SO 3	Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction										
SM 4	Third Party Survey Rating	Survey Rating	10%	(Actual / Target) x Weight Below 70% = 0%	At least 80% of respondents gave Pag-IBIG a Very Satisfied to	91.95%	10%	91.95%	10%	Copy of the Customer Satisfaction Survey conducted by the Teleperformance	Pag-IBIG exceeded the target.

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					Somewhat Satisfied Score							
		Sub-total	40%				39.15%		36.60%			
FINANCIAL	SO 4	Increase in Asset Size										
	SM 5	Net Financial Asset Level	Total Net Financial Assets	10%	(Actual / Target) x Weight	₱459.526 Billion	₱467.597	10%	₱467.597	10%	- Report on Financial assets per unit signed by the Department Manager of General Accounting Department -COA Audited Financial Statement Report	Pag-IBIG exceeded the target. Compared to its 2016 accomplishment, the 2017 accomplishment grew by 11.21%.
	SO 5	Improve Asset Quality										
	SM 6	Performing Loans Ratio	Accounts current to 3 months / Total Outstanding Balance (exclusive of Referred to Foreclosure and Petition for Extra-Judicial Foreclosure)	10%	(Actual / Target) x Weight	89%	89.52%	10%	89.52%	10%	- Performing Loans portfolio per units -Breakdown of performing loans per days - Schedule of Performing/ Non-Performing Loans Ratio	Pag-IBIG exceeded the target. The supporting document shows that 89.52% or P307.329 Billion worth of loans remain current in their payment.

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SO 6	Implement Enterprise Risk Management										
SM 7	Capital Adequacy Ratio	Retained Earnings / (Risk-Weighted Assets for Credit and Market Risk Provisions + Risk-Weighted Assets equivalent for Operational Risk Provision)	5%	All or Nothing	Not less than 17.5%	18.19%	5%	18.19%	5%	-Computation of Capital Adequacy Ratio signed by the Department Manager of General Accounting Department - COA Audited Financial Statement Report -Computation of Risk-Weighted Assets	Pag-IBIG exceeded the target.
SO 7	Ensure Financial Sustainability										
SM 8	Targeted Income Level	Absolute Amount of Targeted Net Income	10%	Below ₱20 B = 0% ₱20 B and above = (Actual / Target) x Weight	₱ 25.787 Billion	₱30.268 Billion	10%	₱30.268 Billion	10%	- Report on Income Level per unit signed by the Department Manager of General Accounting Department	Reported accomplishment is acceptable. Pag-IBIG exceeded the target.

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SM 9	Member Savings	Total Membership Savings Collected	10%	Below ₱30 B = 0% ₱30B and above = (Actual / Target) x Weight	₱34.540 Billion	₱36.273 Billion	10%	₱33.71 Billion	9.76%	-Report on Member Services Operations per area/ group signed by the Department Manager - COA Audited Financial Statement Report	Validated accomplishment was revised using the 2017 COA Audited Financial Statement.	
Sub-total		45%				45%		44.76%				
INTERNAL PROCESS	SO 8 Instill Principles of Good Governance and Attain Performance Excellence											
	SM 10	ISO Certification	Actual Accomplishment	3%	All or Nothing	ISO 9001:2015 Certification for HL Origination	Completed	3%	ISO 9001:2015 Certification for HL Origination	3%	-Copy of ISO 9001:2015 Certification for HL Origination	Acceptable.
				2%	(Actual / Target) x Weight	Readiness Certificate under ISO 9001:2015 for	Completed	2%	ISO 9001:2015 Certification for a. Short Term Loan	2%	- Copy of ISO 9001:2015 Certification for	Acceptable.

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				the following processes: a. Membership Registration b. Short Term Loan c. Provident Claims			b. Provident Claims Readiness Certificate for ISO 9001:2015 Certification on Membership Registration		Short Term Loan and Provident Claims - Final Gap Assessment Result for Membership Registration Process		
SO 9	Streamlining of Frontline Services										
SM 11	Streamlining of Processing Time: STL disbursement through e-facilities	Number of STL Accounts Disbursed through e-facilities over Total STK Accounts Disbursed	2.5%	(Actual / Target) x Weight	95% of Total STL Accounts Disbursed	95.58%	2.5%	95.58%	2.5%	-Copy of system generated e-Disbursement Report for the period January to December 2017	Reported accomplishment is acceptable. Pag-IBIG exceeded the target.

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Streamlining of Processing Time: Total End User Financing Taken-Out (TO)	Number of Loans Taken-out Processed within 20 WDs SPT over Total Number of Loans Processed	2.5%	(Actual / Target) x Weight	85% of Total EUF Loans TO Processed within 20 WDs	98.04%	2.5%	98.04%	2.5%	- Report on Retail Home Lending Program per Branch / Sector for the End-User Financing signed by the Department Manager -Documents related to the picked samples (Loan Evaluation Sheet, Housing Loan Detailed Computation, HLA Acknowledgment Receipt, Incoming Mortgage Receipt, Transfer of Title, Contract to Sell, Tax Declaration of Real Property)	Reported accomplishment is acceptable. Pag-IBIG exceeded the target.	
	Sub-total	10%				10%		10%			

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LEARNING AND GROWTH	SO 10	Develop Competent and Engaged Employees										
	SM 12	Competent Workforce	Percentage of Completion of the Project	5%	All or Nothing	Roll-out of STLMS and PFMS to Central Office and all Branches	Completed	5%	Roll-out and Implementation of STLMS and PFMS to Central Office and all Branches	5%	<ul style="list-style-type: none"> - Status Report on Projects with Project Management Plan for STLMS and PFMS; - Timeline of Roll-out of STLMS and PFMS; - User Acceptance Form indicating the areas included in the roll-out. 	Acceptable.
			Sub-total	5%				5%		5%		
			TOTAL	100%				99.15%		96.36%		