

CREDIT INFORMATION CORPORATION (CIC)
Validation Result of 2020 Performance Scorecard

		Component				CIC Submission		GCG Validation		Supporting Document	Remarks	
Objective/Measure		Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
SOCIO-ECONOMIC IMPACT	SO 1	Increase Opportunities for the Public to Access Credit										
	SM 1	<u>Increase Volume of Access</u>	<u>No. of recorded access</u>	10%	(Actual / Target) x Weight	At least 620,000 access	406,027	6.25%	407,548	6.57%	Sales Report from the Billing System COA Audit Report	Measure revised to consider access made by SAEs and AEs under the arrangement of CIC and SAEs and AEs. Reported accomplishment is revised to include 1,315 inquiries from SAEs and 206 inquiries from walk-in clients.
	SM 2	Increase the Number of Submitting Entities in Production	No. of Submitting Entities complying to CISA Law	5%	All or Nothing	Additional 85 Submitting Entities (submitting to production) from the 2019 baseline	85	5%	85	5%	Number of SEs submitting into production as extracted from the IC Dashboard Overview	Reported accomplishment is acceptable. 2019 baseline is revised to 471 since 3 SAEs were reported to have merged, closed, or converted to another company. As of end December 2020, a total of 556 Submitting Entities are compliant with the CISA law.
		Sub-Total			15%			11.25%		11.57%		
FINANCE	SO 2	Exercise Fiscal Prudence Through Proper Revenue and Expense Matching										
	SM 3	Improve Budget Utilization	Actual Disbursement over DBM approved COB (<u>both net of PS cost</u>)	5%	(Actual / Target) x Weight	Not lower than 90% but not exceeding 100% of the DBM-approved COB	91.55%	5%	78.19%	4.34%	COB as approved by DBM COA Annual Audit Report	Formula revised to exclude budget and utilization for Personal Services cost. Rating System revised to consider CIC's accomplishment during the time of pandemic.

Validation Result of 2020 Performance Scorecard (Annex A)

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Objective/Measure		Formula	Wt.	Rating System	Target	Actual	Rating	Actual			Rating
										Disbursement Vouchers	<p>DBM-approved COB amounted to ₱79.04 Million net of PS. Based on the SCBAA report in the 2020 COA Audit report, disbursement amounted to ₱87.40 Million, exceeding the DBM-approved COB level for MOOE and Capital Outlay.</p> <p>During a meeting on 02 February 2021, CIC explained that a total of ₱25.60 Million are previous years' obligation but were only disbursed in 2020.</p> <p>Validated actual referred to the 2020 DBM-approved level for MOOE and CO amounting to ₱79.04 Million and the disbursement covering the 2020 obligations amounting to ₱61.80 Million.</p>
SO 3	Promote Stakeholder's Interest and Enhance Shareholder Value										
SM 4	Increase Operating Revenue	Absolute Amount	10%	(Actual / Target) x Weight	₱12.43 Million	₱6.64 Million	5%	₱6.038 Million	4.85%	COA Annual Audit Report	Validated actual based on the COA Audited FS.

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		Sub-Total		15%			10.35%		9.19%				
		SO 4	Institutionalize Compliance Among Submitting Entities and Accreditation of Private Credit Bureaus										
CUSTOMER	SM 5	No. of Unique Data Records in the Credit Information System (CIS) Database	Number of unique data subject records	25%	All or nothing	At least 50% increase from 2019 baseline	42.17 Million	25%	63% increase from the 2019 baseline	25%	Production Statistics SQL Script	Total Data Records as of 31 December 2020 is 108.73 million or 42,173,925 more than the data records in 2019 which is 66,558,778.	
	SM 6	Reduce the Percentage of Anomalous Records	Anomalous records transferred and cleared / beginning number of anomalous records	5%	Actual / Target x Weight 0% = if less than 70%	80%	72.3%	4.56%	72.38%	4.52%	CIS Database Report SQL Script	CIC was able to correct 57.45 million records out of 79.37 million total anomalous records	
			SO 5	Enable Constant Communication to Educate and Satisfy Customers									
	SM 7	No. of Stakeholders benefitting from Customer Education <i>Seminars/events/activities and other financial literacy campaign</i>											
	SM 7a	Educational Activities/ Seminars/ Events	No. of individuals attended	5%	Actual / Target x Weight	2,500 individuals	17,526 Individuals	5%	319 individuals	0.64%	Attendance Sheets	Measure aims to capture activities/seminars/events organized and conducted by CIC as part of its financial education/literacy campaign and excludes those that were attended by CIC as resource persons. a. 16,937 out of 17,256 reported accomplishment for SM7a included events and seminars which were	
SM 7b	Others (Financial Literacy Campaign)	No. of Expos conducted	5%	Actual / Target x Weight	2 expos	6 expos	5%	0	0%	Attendance Sheets Certificates of Appreciation/Participation			

Validation Result of 2020 Performance Scorecard (Annex A)

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											attended by CIC officers as resource speakers.	
											b. 6 out of 6 of the reported accomplishment for SM7b included expos which were attended by CIC officers as resource speaker. The expos were conducted by Retail Banking Innovations, Seamless, UPPAF RESPOND, and QBQ Innovation Hub	
	SM 8	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of respondents	5%	Actual / Target x Weight 0% = if less than 80%	90%	93.93%	5%	Report not acceptable	0%	Not Acceptable	CIC did not adhere to the GCG-prescribed questionnaire but instead devised its own questionnaire/feedback form. It should be noted that as early as 2018, the Governance Commission rolled out the standard methodology and questionnaire across GOCC sector.
		Sub-Total		45%				44.56%		30.16%		
	SO 6	Build, Install and Maintain a Secure System Capable of Receiving, Collating, Hosting and Updating Data										
INTERNAL PROCESSES	SM 9	System Availability (Function of Uptime and Downtime)	System generated third-party network monitoring report	10%	10%: 99% and above 5%: 95% to 98%	99%	99%	10%	99.02%	10%	System Availability Report per Quarter Database Availability Report	Reported accomplishment is acceptable.

Validation Result of 2020 Performance Scorecard (Annex A)

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		Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
				0%: Below 95%							
SM 10	Establish Quality Management System	Actual accomplishment	5%	All or Nothing	ISO 9001:2015 Certified	ISO 9001:2015 Certified	5%	ISO Certificate 9001:2015 not attained in 2020	0%	ISO 9001:2015 Certificate Audit Report	Stage 1 audit only commenced on 6 January 2021 while the stage 2 audit was held on 18-19 January 2021. The Certificate is valid from 15 April 2021 until 14 April 2024. Hence, the same cannot be considered an accomplishment in 2020.
	Sub-Total		15%				15%		10%		
SO 7	Recruit, Equip and Retain Talented and Technologically Competent Employees										
SM 11	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Establish competency baseline of the whole organization	Established competency baseline of the whole organization	10%	Baseline not Established	0%	Board Approved Competency Framework	Baseline not established. CIC was not able to conduct the competency assessment in 2020.
	Sub-Total		10%				10%		0%		
	TOTAL		100%				91.16%		60.92%		