

**CREDIT INFORMATION CORPORATION (CIC)  
Validation Result of 2023 Performance Scorecard**

	Component				Target	CIC Submission		GCG Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Wt.	Rating System		Actual	Rating	Actual	Rating			
<b>SOCIO-ECONOMIC IMPACT</b>	<b>SO 1</b>	<b>Increase Opportunities for the Public to Access Credit</b>										
	SM 1	Volume of access of the Accessing Entities and Special Accessing Entities	No. of recorded access by the Accessing Entities (AEs) & Special Accessing Entities (SAEs)	10%	(Actual / Target) x Weight	4 million access	11,497,062	10%	11,497,062	10%	1. Actual Access number of AEs and SAEs, sales report from the billing system 2. SQL extract from the CIS Database on number of inquiries made	Acceptable.
	SM 2	Increase the number of Submitting Entities in Production  (For monitoring only)	No. of Submitting Entities complying to CISA law	0%	All or Nothing	Additional 125 Submitting Entities (submitting to production)	111	-	111	-	1. Actual number of Submitting Entities submitting into production extracted in the CIC Dashboard Overview 2. Monitoring sheet and corresponding circulars issued 3. Email transmittal of the Production Confirmation and Discarded	Target not met.
	<b>Subtotal</b>			<b>10%</b>			<b>10%</b>		<b>10%</b>			

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<b>FINANCIAL</b>	<b>SO 2</b>	<b>Strengthen Sound Financial Management Policies</b>										
	SM 3a	Improve Budget Utilization Rate	(Current Year Disbursements + Accounts Payable) / Approved Corporate Operating Budget, net of Personnel Services and Payables next year	5%	(Actual / Target) x Weight	90%	86.82%	4.82%	80.91%	4.49%	1. COA Annual Audited Report 2. Report on 2023 Fund Utilization Report 3. COB as approved by DBM 4. Schedule of Obligations and Disbursement 5. Procurement Contracts	Target not met.
	SM 3b	Disbursement Budget Utilization	Total Disbursement / Total Obligations (Both Net of PS)	2.5%	(Actual / Target) x Weight	90%	97.12%	2.50%	93.72%	2.5%	1. COA Annual Audited Report 2. Report on 2023 Fund Utilization Report 3. COB as approved by DBM 4. Schedule of Obligations and Disbursement 5. Procurement Contracts	Target exceeded.



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CUSTOMERS AND STAKEHOLDERS	SM 3c		Total Disbursement / DBM-Approved COB (Both Net of PS)	2.5%	(Actual / Target) x Weight	90%	75.44%	2.10%	47.56%	1.32%	1. COA Annual Audited Report 2. Report on 2023 Fund Utilization Report 3. COB as approved by DBM 4. Schedule of Obligations and Disbursement 5. Procurement Contracts	Target not met.
	SM 4	Increase Total Revenue	Total Revenue, net of VAT, exclusive of Subsidy Income	15%	(Actual / Target) x Weight	₱92.990 Million	₱90,446,158.00	14.59%	₱90,435,777	14.59%	1. COA Annual Audited Report	Target not met. Validated accomplishment based on the COA Annual Audit Report
		<b>Subtotal</b>		<b>25%</b>				<b>24.01%</b>		<b>22.90%</b>		
		<b>SO 3</b>	<b>Assure that Data Quality is Embedded in All Aspects of our Operations</b>									
	SM 5	Increase Annual Loading Rate	Total number of records loaded	10%	(Actual / Target) x Weight	350 million records loaded	359,048,067	10%	359,048,067	10%	1. Number of subjects, number of contracts inserted or updated as extracted from the Production Database	Acceptable.

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SM 6	Improve Quality of Data Information provided (Hit Rate)	Total number of inquiries with generated reports / Total number of inquiries without errors	15%	(Actual / Target) x Weight  0% = if less than or equal to 50%	63%	58.22%	13.86%	58.22%	13.86%	1. CIC Portal Database (showing results from data migration script executed on the Credit Information System database)	5,692,695 hit out of 9,777,652 inquiries without errors.
<b>SO 4</b>	<b>Enable Constant Communication to Educate and Satisfy Customers</b>										
SM 7	No. of Stakeholders benefiting from Customer Education Seminars / events / activities and other financial literacy campaign	No. of individuals attended	5%	(Actual / Target) x Weight	12,500 Individuals	13,101	5%	13,100	5%	1. Attendance Sheet with contact information 2. Training Certificate	Acceptable.
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%	87%	4.83%	86.90%	4.83%	1. Result of ARTA Harmonized Client Satisfaction Measurement of GOCCs covered by R.A. 10149	Target not met.
	<b>Sub-Total</b>		<b>35%</b>				<b>33.69%</b>		<b>33.69%</b>		



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INTERNAL PROCESS	SO 5	Build, Install and Maintain a Secure System Capable of Receiving, Collating, Hosting and Updating Data / Ensuring Data Quality										
	SM 9	System Availability (Function of Uptime and Downtime)	System generated monitoring report	5%	(Actual / Target) x Weight	99%	99.99%	5%	99.99%	5%	1. System generated report from network monitoring system	Acceptable.
	SM 10	Percentage of Online Dispute Processed within the Applicable Time	No. of Online Dispute Processed within TAT/No. Online Dispute Received	5%	(Actual / Target) x Weight	100% of Online Dispute Processed within Applicable Time	56.01% (1268 out of 2264 disputes processed)	2.80%	Unverifiable	0%	1. Manual monitoring sheet by the Dispute Resolution Team 2. Sample disputes filed and verified. 3. Memo on ARTA coverage of the ODRP	Details in the samples provided were inconsistent with the submitted database.
SM 11	Maintenance and continuous improvement of the Quality Management System	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certificate	ISO 9001:2015 Certified valid until 04-14-2024	5%	Maintenance of ISO 9001:2015 Certificate	5%	1. ISO 9001:2015 Certificate 2. Surveillance Audit Report	Acceptable.	

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	SM 12	Improve Security Maturity Level / Maintenance of Security	Actual Accomplishment	5%	1. For High Risks: (All or Nothing) x 3% 2. For Moderate and Low Risks: (Actual / Target) x 2%	1. Remediate 100% of High Risks identified during annual external VAPT activity; 2. Remediate 100% of Moderate and Low Risks identified during annual external VAPT activity	1 <sup>st</sup> Pass Result: 1. High Risk – 0 2. Moderate and Low – 19 2 <sup>nd</sup> Pass Result 1. High Risk – 0 2. Moderate and Low – 4 Summary: 1. High Risk – 3% 2. Moderate and Low – ((14/18)x2%) = 1.56%, 1 Low Risk is false positive	4.56%	Unverifiable	0%	1. Executive Summary of VAPT 2. VAPT Certification	The reported accomplishment cannot be objectively validated due to insufficient submission of supporting documents.
	<b>Sub-Total</b>			<b>20%</b>				<b>17.36%</b>		<b>10%</b>		
LEARNING AND GROWTH	SO 6	<b>Enhance the Work Culture that Drives Employees Engagement</b>										
	SM 13	Enhance Human Resources Competency Level	Competency Baseline <sup>1</sup> 2023 – Competency Baseline 2022	10%	All or Nothing	Improvement on the competency level of the organization	Personnel Inventory = 27	10%	Improvement on the Competency Level of the Organization	10%	1. 2022 and 2023 Result of Competency Assessment 2. Copy of assessment report per employee	The CIC was able to increase its competency score by 11%.
	<b>Sub-Total</b>			<b>10%</b>				<b>10%</b>		<b>10%</b>		
<b>TOTAL</b>			<b>100%</b>				<b>95.06%</b>		<b>86.59%</b>			

<sup>1</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A (\text{Actual Competency Level})}{(\text{Required Competency Level})_a} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled.