

**NATIONAL HOUSING AUTHORITY (NHA)
Validation of 2022 Performance Scorecard**

Objective/Measure	Component				NHA Submission		GCG Validation		Supporting Documents	Remarks		
	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating				
SO 1	Scale-Up Provision of Safe and Affordable Housing Responsive to the Needs of Informal Settler Families (ISFs) and Low-Income Formal Sector											
STAKEHOLDERS/SOCIAL IMPACT	SM 1	Percent of Housing Units Started	Total Number of Housing Units ¹ Started Through Notice to Proceed / Total Board-Approved Target Less Number of Units Affected by External Factors	10%	(Actual / Target) x Weight	100% of Total Board-Approved Target Starts	158% (10,473 / 6,637)	10%	Cannot Be Validated	0%	Board Resolution No. 7051 Summary of Housing Units Started per Program/Project/Location Contract Agreements Memoranda of Agreement Notices to Proceed Notices of Award Disbursement Vouchers and Official Receipts	The Governance Commission conducted random sampling to determine the veracity of the submitted Summary of Housing Units Started per Program/Project/Location. However, upon the conduct of random sampling, it was noted that there were housing projects with units that were not started within the performance year (i.e., units were started in either 2021 or 2023).

¹ Pertains to either of the following: (1) House and Lot Packages, (2) Housing Units, (3) Lots, (4) Low-Rise Building Units. The same definition shall apply to the term "housing unit" used in succeeding measures.

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Validation Result of 2022 Performance Scorecard (Annex A)

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SM 2	Percent of Housing Units Completed Within the Project Duration	Total Number of Fully Completed Units in 2022 / Total Number of Completions Target Less Number of Units Re-Scheduled/ Deferred as a Result of Granted Time Extensions and/or Termination of Contracts	10%	(Actual / Target) x Weight	90% of Total Completions Target	59% (33,394 / 56,304)	6.59%	18.47%	2.05%	Board Resolution No. 7051 Summary of Housing Units Completed Within the Project Duration per Program/ Project/Location Certificate of Completion Physical Completion Checklist Photo Documentation	Target not met. Based on the validation conducted by the Governance Commission, there were 10,402 housing units completed in 2022.
SM 3	Provision of Menu of Design Options ²	Actual Accomplishment	5%	All or Nothing	Board-Approved Menu of Options and Plans/ Technical Specifications	Board-Approved Menu of Options and Plans/ Technical Specifications for the Following Housing Program: a. Halfway Houses (1 Model) b. BALAI Rental Housing (1 Model)	5%	The Menu of Options and Plans/ Technical Specifications was Approved by the Board on 26 January 2023	0%	Board Resolution No. 7138 Copies of Technical Specifications, Architectural/ Engineering Design, and Cost Estimates	Target not met. The target was accomplished beyond the performance year being evaluated.

² For (1) Emerging Housing Programs (BALAI Rental Housing, Dormitory Housing for SUCs, and the Housing Projects of the Balik Probinsya, Bagong Pag-Asa Program); and (2) Standard Community Facilities for Mandamus, Danger Areas and Infra Resettlement Projects (with Complete Detailed Architectural and Engineering Design Plans and Technical Specifications).

Validation Result of 2022 Performance Scorecard (Annex A)

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						c. AFP-PNP/ Government Employee Housing Program (3 Models) d. Dormitory Housing for SUCs (1 Model) e. New/ Improved Community Facilities (2 Models)					
SM 4a	Percentage of Calamity-Stricken Families Provided with Emergency Housing Assistance	Percentage of Calamity-Stricken Families Provided with Housing Assistance / Total Request for Assistance Covered by Cash Available	2.5%	(Actual / Target) x Weight	100%	99% (118,638 / 119,356)	2.48%	Cannot Be Validated	0%	Consolidated Emergency Assistance Housing Program (EHAP) Monitoring Report Quarterly EHAP Monitoring Report per Region Damage Assessment Reports List of Families Eligible for Housing Assistance	The Governance Commission noted inconsistencies in the submitted Consolidated EHAP Monitoring Report and EHAP Monitoring Reports per Region. Likewise, inconsistencies in the reported total number of calamity-stricken families were noted upon the review of the summary and the signed payrolls.

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Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating	Supporting Documents	Remarks	
									Disbursement Vouchers Photocopies of Identification Cards of EHAP Beneficiaries Signed Payrolls Photo Documentation of the Program Summary of Requests Received Within the Year Revised Summary/ Monitoring Reports Justifications on the Inconsistencies in the Reports		
SM 4b	Percentage of Emergency Housing Assistance Processed Within the Applicable Processing Time	Total Number of Emergency Housing Assistance Processed Within the Applicable Processing Time / Total Number of Request for Emergency Housing	2.5%	(Actual / Target) x Weight	100%	92% (341 / 370)	2.30%	97.38%	2.43%	Checks Disbursement Vouchers Signed Payrolls Certifications of EHAP Project Completion	Target not met.

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		Assistance Received								Summary Reports	
SM 5	Percent of Housing Units Disposed	Total Number of Units Awarded or Disposed / Total Number of Inventory Ready for Disposition as of December 2021	5%	(Actual / Target) x Weight	70%	65% (23,644 / 36,493)	4.63%	Cannot Be Validated	0%	Board Resolution No. 7051 Summary of Housing Units Disposed per Sector and per Project Inventories of Units Under Sales or Loans Documentation	The Governance Commission noted the following discrepancies upon review of the submitted supporting documents: 1. Based on Board Resolution No. 7051, the NHA targeted to dispose 36,749 units and not 36,493 as reported in the 4th Quarter Monitoring Report; and 2. Of the fifteen (15) projects sampled, only the Inventories of Units Under Sales or Loans Documents of three (3) projects were found to be consistent with the reported accomplishment under the Summary of Housing Units Disposed per Project.

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SM 6	Percent of Housing Units that Remain Unoccupied	Number of Unoccupied Units / Total Number of Units Built as of December 2021	5%	(Actual / Target) x Weight	20%	4% (35,281 / 786,368)	5%	Cannot Be Validated	0%	<p>Status Report of Housing Units that Remain Unoccupied</p> <p>Consolidated Inventory of Saleable Housing Units per Sector/ Region</p> <p>Inventory Summary Reports per Project</p> <p>Upon review of the submitted supporting documents, the Governance Commission noted the following:</p> <ol style="list-style-type: none"> 1. There is a discrepancy in the total number of houses built in the submitted documents; 2. There were inconsistencies in the total number of housing units that remain unoccupied; and 3. There were projects that were not in the Consolidated Inventory of Saleable Housing Units with individual Inventory Summary Report. 	
SO 2	Strengthen Strategic Partnerships with Stakeholders										
SM 7	Number of Beneficiary-Families Below Poverty Threshold Provided Access to Livelihood Trainings and	Actual Number of Beneficiary Families in NHA-Administered Projects Provided Livelihood Trainings and Other Income	5%	(Actual / Target) x Weight	23,145	36,209	5%	36,209	5%	Quarterly Summary Report of Livelihood Interventions Provided per Region	Target exceeded.

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Objective/Measure		Component			NHA Submission		GCG Validation		Supporting Documents	Remarks
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	Other Income-Generating Interventions	Generating Interventions							Consolidated Report on Livelihood Interventions Provided for the Year Masterlist of Beneficiaries Provided Livelihood Trainings and Interventions per Region Copies of Attendance Sheet	
SO 3	Improve Stakeholder Satisfaction									
SM 8	Percentage of Satisfied Customers	Number of Respondents Who Gave a Rating of At Least Satisfactory / Total Number of Survey Respondents	10%	(Actual / Target) x Weight 0% = If Less Than 80%	90%	96.15%	10%	Cannot Be Validated	0%	CSS Final Report Back-Checking and Spot-Checking Report Accomplished Survey Forms Upon review of the submitted supporting documents, the Governance Commission noted that there were alterations in the submitted Back-Checking and Spot-Checking Report, which casted doubt on the authenticity of the document. To establish the credibility of the submitted Back-Checking and Spot-Checking Report, the

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Objective/Measure	Component				NHA Submission		GCG Validation		Supporting Documents	Remarks		
	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating				
										Governance Commission requested for a Back-Checking and Spot-Checking Report, as well as the raw working files for the same, directly from commissioned third-party service provider, Market Relevance Corporation (MRC). Upon comparing the submissions of the NHA and the MRC, it was observed that the total number of completed interviews observed and spot-checked did not match. Likewise, the reported observation dates and validation/back-checking dates in the reports did not match.		
	Sub-total											
		55%					51%		9.48%			
SO 4	Efficient Budget Management											
FINANCIAL	SM 9a	Budget Utilization Rate: Obligations	Total Obligations / DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	90%	81% (P37.696 Billion / P46.483 Billion)	4.51%	81.10%	4.51%	Budget Utilization Report 2022 Department of Budget and Management	Target not met. The validated total obligations amounted to P37,698,116,900 and the DBM-approved COB is P46,483,293,000.

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Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating	Supporting Documents	Remarks	
SM 9b	Budget Utilization Rate: Disbursements	Total Disbursement / DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual / Target) x Weight	90%	31% (₱14.632 Billion / ₱46.483 Billion)	1.75%	34.92%	1.94%	(DBM)-Approved Corporate Operating Budget (COB) 2022 Statement of Appropriation, Allocation, Obligation, Disbursement and Balances	Target not met. The validated total disbursements amounted to ₱16,231,684,000 and the DBM-approved COB is ₱46,483,293,000.
SM 9c	Budget Utilization Rate: Disbursements	Total Disbursement / Prior Years' Subsidy	5%	(Actual / Target) x Weight	90%	97% (₱157.702 Billion / ₱162.674 Billion)	5%	96.99%	5%	Status of Utilization of Subsidy Funds Summary Report of Unutilized Subsidies Letter to the Department of Finance (DOF) on Financial Reports for 2022 Unutilized Subsidies and Interest Earned and Report Submitted to the DOF	Target exceeded. Based on the validation of the Governance Commission, the total disbursement of the prior years' subsidy is ₱157,785,752,161.02 while the prior years' subsidy is ₱162,674,226,360.

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Objective/Measure	Component				NHA Submission		GCG Validation		Supporting Documents	Remarks	
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									Sample of Special Allotment Release Orders (SAROs)		
SO 5	Increase Inventory of Marketable Land Assets										
SM 10	Collection Efficiency of Residential Lots/Units	Total Actual Collection for Residential Lots / Total Amount Due	10%	(Actual / Target) x Weight	50%	50% (₱1.425 Billion / ₱2.873 Billion)	9.92%	Cannot Be Validated	0%	Consolidated Collection Evaluation Report Collection Evaluation Reports from Regional Offices Summary of Official Receipts Utilized for Collection Revised/ Reconciled Summary Report	Review of the supporting documents showed that the reported total amount due in the reports were inconsistent. Moreover, during the onsite validation, it was found that the reported total amount due is only a portion of the actual total amount due. The NHA reported the targeted amount for collection and not the actual total amount due as provided in the formula of the measure.
	Sub-total		25%				21.18%		11.45%		
SO 6	Established Quality Management System										
SM 11	ISO Certification	Actual Accomplishment	10%	All or Nothing	ISO 9001:2015 Certification Maintained	Certification Maintained	10%	ISO 9001:2015 Certification Maintained	10%	Attestation Certificate Audit Report	Target met.
	Sub-total		10%				10%		10%		

INTERNAL PROCESS

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Objective/Measure	Component				NHA Submission		GCG Validation		Supporting Documents	Remarks	
	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
SO 7	Optimum Utilization of Information and Communication Technology										
SM 12	Implement the Information Systems Strategic Plan	Number of Completed Deliverables Due in 2022 / Total Number of Deliverables Due for 2022 ³	5%	(Actual / Target) x Weight	Completed 100% of Deliverables Based on 2021-2023 ISSP	Completed the Following: a. Geographic Data Portal (GIS) b. Data Center Migration and Network Rehabilitation c. Beneficiary Profiling System	3.75%	Completed 1 out of 8 Target Deliverables for the Year (Data Center Migration and Network Rehabilitation)	0.63%	Internal Certificate of Completion Copies of Internal User Acceptance	Target not met.
SO 8	Established Competency-Based Framework										
SM 13	Improvement on the Competency Level of the Organization	Competency Baseline ⁴ 2022 – Competency Baseline 2021	5%	All or Nothing	Improvement in the Competency Baseline of the Organization	Completed	5%	No Improvement in the Competency Baseline of the Organization	0%	Competency Baseline Assessment Report Board-Approved Competency Framework, Catalogue, and Matrix Summary of Competency Assessment Results	Target not met. The 2022 validated organizational competency of 81.57% is lower than the 2021 validated organizational competency of 82.87%.

LEARNING AND GROWTH

³ Deliverables refer to systems/applications.

⁴ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

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Component					NHA Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating		
									Competency Baseline Computation	
	Sub-total					8.75%		0.63%		
	TOTAL					90.93%		31.56%		

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