

NATIONAL HOME MORTGAGE FINANCE CORPORATION (NHMFC)
Validated 2023 Performance Scorecard

	Objective/Measure	Component				NHMFC Submission		GCG Validation		Supporting Documents	Remarks	
		Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
SO 1 Increase the Availability of Affordable Housing by Sustaining the Liquidity of the Housing Sector through the Strengthening of the Secondary Mortgage Market												
FINANCE	SM 1	Number of Bond Issuance	Actual Accomplishment	15.00%	Milestone	One (1) Bond Issuance	Incomplete Completion of One (1) Bond Issuance	10.00%	Only achieved the creation of an asset pool and engagement of third parties.	8.00%	<ul style="list-style-type: none"> • Summary of combined Asset Pool • Validated Notices of Awards to Third Parties • Narrative on the 5-day delay in approval of the Securitization Plan by SEC • Copy of the Execom Resolution • Copy of the SPT Agreement and Securitization Plan 	<p>Target not met. NHMFC was able to complete milestone 1 which was the creation of an asset pool and milestone 2 which is the engagement of third parties. NHMFC failed to complete the execution of transaction documents and the actual bond issuance.</p>



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SM 2	Value of Funds Provided to Originators	Total amount of housing receivables purchased from originators	15.00%	(Actual / Target) x Weight	₱1.8 Billion	₱1.95 Billion	15.00%	₱1.95 Billion	15.00%	<ul style="list-style-type: none"> Data List/Master List Checks issued by the NHMFC Disbursement Vouchers Official Receipt from Originators Bank Transfer Transaction Slips Credit Committee Approval 	<table border="1"> <thead> <tr> <th>Programs</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>HLRPP 1</td> <td>1,170,969,548.57</td> </tr> <tr> <td>HLRPP 2</td> <td>597,251,398</td> </tr> <tr> <td>HLRPP 4</td> <td>178,935,317.54</td> </tr> <tr> <td>Total</td> <td>1,947,156,263.78</td> </tr> </tbody> </table> <p>NHMFC exceeded the annual target by 8.18% with the ₱1.95 billion accomplishment in 2023.</p>	Programs	Amount	HLRPP 1	1,170,969,548.57	HLRPP 2	597,251,398	HLRPP 4	178,935,317.54	Total	1,947,156,263.78
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Sub-total			30.00%				35.00%		23.00%												
SO 2 Maintain Profitability and Ensure Financial Stability of NHMFC Operations																					
SM 3	Net Income Before NG Subsidy	Total Income (Net of NG Subsidy) – Total Expenses	10.00%	(Actual / Target) x Weight	₱67 million	₱299.776 million (as of November 2023)	10.00%	₱398.87 million	10.00%	<ul style="list-style-type: none"> Breakdown of income outside of the subsidy Report from the Corporate Accounting Department COA 	Acceptable.										

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SM 4	Improve Collection Efficiency Rate (CER)																									
(a) Current Accounts/HLRPP CER	Cumulative Collection (Principal + Interest) / Cumulative Billing (Principal + Interest)	5.00%	(Actual / Target) x Weight	88%	86.30%	4.90%	86.30 %	4.90%	<ul style="list-style-type: none"> Collection Efficiency Report System generated report of the CER COA Annual Audit Report 	<table border="1"> <thead> <tr> <th>HLRPP Account</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Cumulative Collection</td> <td>2,324.61</td> </tr> <tr> <td>Cumulative Billing</td> <td>2,693.55</td> </tr> <tr> <td>CER</td> <td>86.30%</td> </tr> </tbody> </table>	HLRPP Account	Amount	Cumulative Collection	2,324.61	Cumulative Billing	2,693.55	CER	86.30%								
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(b) Non-current accounts/UHLP CER	5.00%	(Actual / Target) x Weight	50%	49.03%	4.90%	49.03 %	4.90%	<table border="1"> <thead> <tr> <th>UHLP Account</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Cumulative Collection</td> <td>10,245.87</td> </tr> <tr> <td>Cumulative Billing</td> <td>20,898.58</td> </tr> <tr> <td>CER</td> <td>49.03%</td> </tr> </tbody> </table>	UHLP Account	Amount	Cumulative Collection	10,245.87	Cumulative Billing	20,898.58	CER	49.03%										
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SM 5	Reduction of Non-Performing Assets (NPAs)	Absolute Value	10.00%	(Actual / Target) x Weight	₱100M Reduction in NPAs	7.15%	₱71,499,527.00 (as of November 2023)	₱78.32 Million	7.83%	<ul style="list-style-type: none"> Non-performing Assets Report COA Annual Audit Report 	<table border="1"> <thead> <tr> <th>Particulars</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>Investment Property</td> <td>550,073,730</td> <td>445,967,890</td> </tr> <tr> <td>Non-current assets held for sale</td> <td>83,671,071</td> <td>109,459,921</td> </tr> <tr> <td>Total</td> <td>633,744,801</td> <td>555,427,811</td> </tr> <tr> <td>Reduction in Non-Performing Assets</td> <td colspan="2">633,744,801 less 555,427,811 = ₱78,316,990</td> </tr> </tbody> </table>	Particulars	2022	2023	Investment Property	550,073,730	445,967,890	Non-current assets held for sale	83,671,071	109,459,921	Total	633,744,801	555,427,811	Reduction in Non-Performing Assets	633,744,801 less 555,427,811 = ₱78,316,990	
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Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
SM 6	Budget Utilization Rate										
SM 6a	Obligations BUR	Total Obligations / DBM-approved Corporate Operating Budget (both net of PS Cost)	2.50%	(Actual / Target) x Weight	90.00%	93% (as of November 2023)	2.50%	98.54 %	2.50%	<ul style="list-style-type: none"> • COA Report • 2023 Approved COB • Statement of Appropriation, Allocation, Obligation, Disbursement and Balances (SAAODB) 	Acceptable.
SM 6b	Disbursement BUR	Total Disbursement / Total Obligations (both net of PS Cost)	1.25%	(Actual / Target) x Weight	90.00%	95% (as of November 2023)	1.25%	96.81%	1.25%		
SM 6c		Total Disbursement / DBM approved Corporate Operating Budget (both net of PS Cost)	1.25%	(Actual / Target) x Weight	90.00%	89% (as of November 2023)	1.24%	95.39%	1.25%		
	Sub-total		35.00%				35.00%		32.63%		

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	Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating											
STAKEHOLDERS	SO 3 Generate Feedback and Address Concerns of NHMFC's Stakeholders																			
	SM 7	Percentage of Satisfied Customers	Number of Individual Customers who gave a Rating of at least Satisfactory / Total Number of Respondents	10.00%	(Actual/Target) x Weight If Less Than 80% = 0%	90.00%	98% (as of November 2023)	10%	97.04%	10.00%	• ARTA Submitted Report	Validated using ARTA's results of the Harmonized CSM of GOCCs covered by R.A. 10149.								
	Sub-total			10.00%				10.00%		10.00%										
INTERNAL PROCESS	SO 4 Streamline Policies and Procedures for Core Processes																			
	SM 8	Percentage of Applications for the Provision of Housing Finance processed within the applicable turnaround time	Number of applications for housing finance processed within prescribed turnaround time / Total number of applications	10.00%	(Actual / Target) x Weight	100% of applications processed within Prescribed turnaround time	98.44%	9.84%	98.21%	9.82%	<ul style="list-style-type: none"> Executive Committee Resolution. List of Asset Pool Accounts Citizen's Charter Approved by ARTA Monitoring Report from Mortgage Acquisition Department Copies of Application Documents included in the process 	<table border="1"> <thead> <tr> <th>Particulars</th> <th>Figures</th> </tr> </thead> <tbody> <tr> <td>No. of Accounts to process</td> <td>2,138</td> </tr> <tr> <td>Total No. of Applications</td> <td>2,177</td> </tr> <tr> <td>Total Rate</td> <td>98.21%</td> </tr> </tbody> </table>	Particulars	Figures	No. of Accounts to process	2,138	Total No. of Applications	2,177	Total Rate	98.21%
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SM 9	Attain certification in Quality Management System	Actual Accomplishment	5.00%	All or Nothing	Retain ISO 9001:2015 Certification	Retained ISO 9001:2015 Certification Surveillance Audit date: 19 to 21 July 2023	5.00%	Retained ISO 9001:2015 Certification	5.00%	<ul style="list-style-type: none"> Certification from Certifying Body Copy of Surveillance Audit Report 	Acceptable.									

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SM 10	Percentage of Completion of the ISSP	Actual Accomplishment	5.00%	(Actual/Target) x Weight	100% attainment of 2023 deliverables (based on DICT endorsed / approved ISSP 2021-2023)	12 out of 12 Information Systems for development / enhancement was completed and with GO LIVE Certificates CMIS, MACIS, SMARTS, NSS, CMS, Payroll System, TDAMS, SMMIS and NUCS	5.00%	100% attainment of 2023 deliverables (based on DICT endorsed/approved ISSP 2021-2023)	5.00%	<ul style="list-style-type: none"> • UAT Reports • Proof of actual 2023 Transactions • Go Live Commencement Notification • User UI documentation • ISSP 2021-2023 as submitted to or as approved by the DICT 	Acceptable.
	Sub-total			20.00%				19.84%		19.82%	
LEARNING AND GROWTH	SO 5 Provide Quality Public Service by Enhancing Employee Competencies and Ensuring Consistent Quality of Service Delivery										
	SM 11	Improved Competency Level of the Organization	Competency Baseline 2023 - Competency Baseline 2022	5.0%	All or Nothing	Improvement in the competency baseline of the organization	0.0533 improvement in the Competency Baseline of the Organization	5.00%	Unverifiable	0%	<ul style="list-style-type: none"> • 2023 Competency report • Competency Assessment Report per Employee • Excel File of the Computation of Competency Level

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										<ul style="list-style-type: none"> • Proof of Trainings Conducted or Other Intervention • Year-end Workforce Complement for 2023 	
	Sub-total		5%				5.00%		0.00%		
	Total		100%				91.78%		85.45%		

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