

CREDIT INFORMATION CORPORATION (CIC)
Revalidation Result of 2022 Performance Scorecard

	Component					CIC Submission		GCG Validation		Supporting Documents	Remarks	
	Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
SOCIO-ECONOMIC IMPACT	SO 1	Increase Opportunities for the Public to Access Credit										
	SM 1	Volume of Access of the Accessing Entities and Special Accessing Entities (SAEs)	No. of recorded access by the Accessing Entities & SAEs	10%	(Actual / Target) x Weight	At least 3.5 million access	5,805,272	10%	5,805,272	10%	SQL Script executed on the Credit Information System (CIS)	Acceptable.
	SM 2	Increase the Number of Submitting Entities (SEs) in Production	No. of Submitting Entities complying to CISA Law	10%	All or Nothing	Additional 125 Submitting Entities (submitting to production) from the 2021 baseline	128	10%	128	10%	CIC Letter Circulars Database of SEs submitting to production E-mail transmittal of the Production Confirmation	Acceptable.
		Sub-total			20%			20.00%		20.00%		
	SO 2	Exercise Fiscal Prudence Through Proper Revenue and Expense Matching										
FINANCE	SM 3	Improve Budget Utilization Rate										
	SM 3a	Obligations Budget Utilization	Total Obligations /DBM-Approved COB (both net of PS)	5%	(Actual / Target) x Weight	90%	94.10%	5%	<u>98.21%</u>	<u>5%</u>	COA Annual Audit Report Schedule of Obligations Obligations BUR Report Contracts	The request for reconsideration is <u>APPROVED</u> .

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SM 3b	Disbursement Budget Utilization	Total Disbursement/ Total Obligations (both net of PS)	2.5%	(Actual / Target) x Weight	90%	55.97%	1.55%	84.51%	2.35%	COA Annual Audit Report Budget Utilization Report Contracts	Target not met. Request for removal of this measure is <u>DENIED</u> .
SM 3c		Total Disbursement /DBM-Approved COB (both net of PS)	2.5%	(Actual / Target) x Weight	90%	52.70%	1.46%	52.70%	1.46%	Budget Utilization Report COA Annual Audit Report	Target not met.
SO 3	Promote Stakeholders' Interest and Enhance Shareholder Value										
SM 4	Increase Operating Revenue	Absolute Amount	10%	(Actual / Target) x Weight	₱47.006 Million	₱62,327,814	10%	₱55,637,205	10%	COA Annual Audit Report	Validated accomplishment based on the COA Annual Audit Report.
	Sub-total		20%				18.01%		18.81%		

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	SO 4 Institutionalize Compliance Among Submitting Entities and Accreditation of Private Credit Bureaus											
CUSTOMERS	SM 5	No. of Unique Data Records in the Credit Information System (CIS) Database	Number of Unique Contract Records	10%	All or Nothing	At least 20% increase from the 2021 baseline	25,605,527	10%	23.93% increase in 2021 baseline	10%	Production Statistics SQL Script executed on the CIS	The number of unique contract records is 132.60 million. This is 25.61 million or 23.93% more than the 2021 contract records of 106.99 million.
	SM 6a	Reduce the Percentage of Anomalous Records (Current)	Total Number of Anomalous records transferred and cleared/ Total number of the new number of anomalous records	5%	(Actual / Target) x Weight 0% = if less than 70%	80%	93.24%	5%	93.24%	5%	Summary of Percentage Anomalous Records Reduced SQL Script executed on the CIS	CIC was able to correct 18,980,965 records out of 20,356,450 million current anomalous records.
	SM 6b	Reduce the Percentage of Anomalous Records (Backlogs)	Total Number of Anomalous records transferred and cleared/ Total Previous Years' Outstanding number of anomalous records	5%	(Actual / Target) x Weight	100%	100%	5%	100%	5%	Summary of Percentage Anomalous Records from prior years to 2021 SQL Script executed on the CIS	Acceptable.

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SO 5	Enable Constant Communication to Educate and Satisfy Customers										
SM 7	No. of Stakeholders benefitting from Customer Education Seminars/ events/ activities	No. of individuals attended	5%	(Actual / Target) x Weight	12,500 individuals	14,089	5%	14,089	5%	Attendance Sheets Database Seminar Training Attendees Copy Certificates	of & of 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%	83%	4.15%	82.95%	4.61%	Results of the Survey conducted by Third-party. Sample Survey Questionnaires Backchecking and Spot-Checking Report	Target not met.
	Sub-total		30%				29.15%		29.61%		
SO 6	Build, Install and Maintain a Secure System Capable of Receiving, Collating, Hosting and Updating Data										
INTERNAL SM 9	System Availability (Function of Uptime and Downtime)	System-generated network monitoring report	5%	5%= 99% and above 2.5%=95% to 98% 0%= Below 95%	99%	99.97%	5%	99.99%	5%	System Availability Report	Validated actual based on the monthly report.

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SM 10	Percentage of Online Dispute Processed Within the Applicable Time	No. of Online Dispute processes within TAT/ No. of Online Dispute Received	5%	(Actual/Target) x Weight	100% of Online Dispute Processed within Applicable Time	95% (715 out of 752 disputes)	4.75%	Unverifiable	0%	Data Monitoring Sheet Sample disputes filed and resolved	The request for reconsideration is <u>DENIED</u> . Details in the samples provided were still inconsistent with the submitted database.
SM 11	Establish Quality Management System	Actual Accomplishment	5%	All or Nothing	Maintenance of ISO 9001:2015 Certificate	ISO 9001:2015 Certified	5%	Maintenance of ISO 9001:2015 Certificate	5%	ISO 9001:2015 Certificate Surveillance Audit Report	Acceptable.
SM12	Improve Security Maturity Level	Actual Accomplishment	5%	<u>(Actual/Target) x Weight</u>	100% remediation of Critical and High-Risk gaps; 90% remediation of Medium-Risk gaps; 80% remediation of Low-Risk gaps	Final Results: 1. High Risk - 100% 2. Moderate/Medium Risk - 100% 3. Low Risk - 94.64%	5%	Final Results: 1. High Risk - 87% 2. Moderate/Medium Risk - 81% 3. Low Risk - 73%	<u>4.47%</u>	Report from the third-party consultant	The request for reconsideration is <u>APPROVED</u> .
Sub-total			20%				19.75%		<u>14.47%</u>		

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LEARNING & GROWTH	SO 7	Recruit, Equip and Retrain Talented and Technologically Competent Employees										
	SM 13	Percentage of Employees Meeting Required Competencies	Competency Baseline ¹ 2022 – Competency Baseline 2021	10%	All or Nothing	Improvement on the competency level of the organization	96%	10%	141%	10%	Competency Assessment Report for 2022 and 2021 Individual Assessment Result	The CIC was able to increase its competency score by 2%.
		Sub-total		10%				10%		10%		
		TOTAL		100%				96.91%		92.89%		

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

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

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