

**CREDIT INFORMATION CORPORATION (CIC)
Revalidation of 2021 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	No. of recorded access by the Accessing Entities & Special Accessing Entities (SAEs)	10%	(Actual / Target) x Weight	At least 3 million access	618,064	2.06%	618,064	2.06%	<p>Sales Report from the Billing System</p> <p>COA Audit Report</p> <p>SQL Script executed on the Credit Information System (CIS)</p> <p>Validated actual pertains to successful access/inquiry to the CIS. Notably, there were 813,210 inquiries that resulted in "no hits" or "error". The GCG observed that the CIS database needs further buildup, considering that majority of the access resulted in "no hits" or "error".</p>
	SM 2	Increase the Number of Submitting Entities in Production	No. of Submitting Entities complying to CISA Law	10%	All or Nothing	Additional 100 Submitting Entities (submitting to production) from the 2020 actual	105	10%	105	10%	<p>CIC Letter Circulars</p> <p>Database of SEs submitting to production</p> <p>Acceptable.</p>
	Sub-total			20%			12.06%		12.06%		

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	SO 2	Exercise Fiscal Prudence Through Proper Revenue and Expense Matching										
FINANCE	SM 3	Improve Budget Utilization	Actual Disbursement over DBM approved COB (both net of PS)	5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	Not lower than 90% but not exceeding 100% of the DBM-approved COB	95.05%	5%	57.79%	3.21%	<p>COA Annual Audit Report</p> <p>List of 2021 purchase orders with future payments</p> <p>Contracts</p> <p>Internal breakdown of payments against period of obligation</p>	<p>Validated actual referred to the DBM- approved COB for MOOE and CO amounting to ₱76.966 and the 2021 disbursement for 2021 amounting to ₱44.476.</p> <p>The request for reconsideration to revise the formula to only include total disbursements out of total obligations is denied. The Governance Commission notes that this measure ensures excellent execution of plans and budget reflecting good cash management and fiscal prudence.</p>

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	SO 3 Promote Stakeholders' Interest and Enhance Shareholder Value											
	SM 4	Increase Operating Revenue	Absolute Amount	10%	(Actual / Target) x Weight	₱37,548,696 ¹	₱12,299,919	3.3%	₱11,637,492	3.10%	COA Annual Audit Report	Validated actual based on the COA Audited FS.
		Sub-total		15%				8.3%		6.31%		
	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 data subject records	25%	All or Nothing	<u>At least 50% increase from 2020 baseline</u>	28,818,328	25%	<u>68%</u>	<u>25%</u>	Production Statistics SQL Script executed on the CIS	<u>The Total Data Records as of 31 December 2021 is 137.55 million. This is higher by 28.82 million from last year's total of 108.73 million. The 28.82 million represents 68% of the 42 million actual increment from 2019-2020.</u>

¹ Based on the Service Income provided in the Corporate Operating Budget.

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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%	73.25%	4.60%	73.98%	4.62%	Summary of Percentage Anomalous Records Reduced SQL Script executed on the CIS	CIC was able to correct 63,433,802 records out of 85,750,375 million anomalous records.
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	10,000 individuals	10,251	5%	10,251	5%	Attendance Sheets Database of Seminar & Training Attendees	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%	84.3%	4.7%	84.3%	4.68%	Results of the Survey conducted by Third-party. Sample Survey Questionnaires Backchecking and Spot-Checking Report	Acceptable.
Sub-total			40%				39.3%		39.3%		

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INTERNAL PROCESS	SO 6	Build, Install and Maintain a Secure System Capable of Receiving, Collating, Hosting and Updating Data										
	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% 0%= Below 95%	99%	99.96%	10%	99.44%	10%	System Availability Report	Validated actual based on the monthly report.
	SM 10	Establish Quality Management System	Actual Accomplishment	5%	All or Nothing	Maintenance of ISO 9001:2015 Certificate	ISO 9001:2015 Certified	5%	ISO 9001:2015 Certified	5%	ISO 9001:2015 Certificate	Acceptable.
	Sub-total				15%			15%		15%		
LEARNING & GROWTH	SO 7	Recruit, Equip and Retrain Talented and Technologically Competent Employees										
	SM 11	Percentage of Employees Meeting Required Competency	<u>Organizational Competency Level in 2021</u>	10%	All or Nothing	<u>Competency Assessment of all eligible employees</u>	Improvement on the competency level of the organization	10%	139%	10%	Competency Assessment Report Individual Assessment Result	The GCG notes that CIC was only able to conduct employee assessments in 2021. Considering that the result of the assessment will serve as the baseline level moving forward, the formula and target were modified accordingly.
	Sub-total				10%			10%		10%		
TOTAL				100%			84.64%		82.67%			