

**HOME DEVELOPMENT MUTUAL FUND (PAG-IBIG FUND)**

Component					Baseline			2024		2025 Target	
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	Target	4 <sup>th</sup> Quarter (Tentative)		
CUSTOMER	SO 1	Increase and Sustain Membership									
	SM 1	Number of Pag-IBIG Active Members									
		a. Total Local Labor Force Covered	Total Active Members as of end of Performance Year	8%	Actual over Target	12.838 million	13.884 million	14.445 million	N/A	15.068 million	16.214 million
		b. Total Active OFW Members	Total Active OFW Members as of end of Performance Year	2%		N/A	N/A	N/A	1.501 million	1.510 million	1.899 million
	SO 2	Provide Affordable Home Financing									
	SM 2	Number of Units Taken Out for Housing Programs									
		a. Socialized Housing (SH) and Low-Cost Housing (LCH)	Actual Take-out Units for SH and LCH during the year	9%	Actual over Target	92,274	101,846	91,100	113,086	83,873	103,641
		b. Pambansang Pabahay Para sa Pilipino (4PH) Program	Actual Take-out Units for 4PH during the year	1%		N/A	N/A	N/A	6,684	24	6,651
	SM 3	Value of Disposed Real and Other Properties Acquired (ROPA)	“Disposal” Amount of Non-Current Assets Held for Sale in the Notes to FS	5%	Actual over Target	₱4.237 billion	₱6.302 billion	₱5.613 billion	N/A	₱6.349 billion	₱7.181 billion



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	SO 3	Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction									
	SM 4	Percentage of Satisfied Customers	Total Number of Respondents which gave <i>at least</i> Satisfactory rating ÷ Total Number of Respondents	10%	Actual over Target  <i>0% = if below 80%</i>	99.13%	99.30%	99.66%	90%	Waiting for ARTA's validation result	90%
		Sub-total		35%							
FINANCIAL	SO 4	Increase Asset Size									
	SM 5	Net Financial Asset Level	Net Financial Assets presented in the COA AAR Notes to FS	10%	Actual over Target	₱717.821 billion	₱801.630 billion	₱899.128 billion	₱1,013.8 billion	₱1,037.882 billion	₱1,182.38 billion
	SO 5	Ensure Financial Sustainability									
	SM 6	Net Income	Net Income line item in the COA AAR before Other Comprehensive Income (OCI)	10%	Actual over Target	₱32.096 billion	₱39.07 billion	₱42.701 billion	₱45.396 billion	₱56.539 billion	₱58.500 billion

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	SM 7	Fund Administrative Cost Ratio	Total Administration Cost (Cost of administration and development), net of Death Benefits divided by Net Fund Assets of the Previous Year (computed as Total Current Assets less Current Liabilities)	0%	<i>For monitoring purposes only</i>	N/A	N/A	N/A	1.65%	1.24%	1.16%
	SM 8	Total Collections for P1, Upgraded P1, and MP2	<i>Members' Contributions</i> line item in the Statements of Cash Flows of the COA AAR	10%	Actual over Target	₱63.592 billion	₱78.96 billion	₱87.205 billion	₱107.899 billion	₱132.805 billion	₱168.000 billion
	SO 6	Improve Asset Quality									
	SM 9	Performing Loans Ratio	Accounts current to 3 months ÷ Total Outstanding Balance [exclusive of Interim Releases, SCR under remediation, Mortgage Contract Receivables (MCR) Referred to Foreclosure and with Petition for Extra-Judicial Foreclosure]	7.5%	Actual over Target	N/A	N/A	92.03%	92.50%	93.72%	95.00%



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	SO 7	Maximize Budget Utilization									
	SM 10	Budget Utilization Rate (BUR)	Actual Disbursements ÷ Total MOOE and CO as per DBM-approved COB	5%	Actual over Target	N/A	90.86%	80.25%	90.00%	<i>Not yet available</i>	90.00%
		Sub-total		42.5%							
INTERNAL BUSINESS PROCESS	SO 8	Streamline Processing Time									
	SM 11	Percentage of Applications Processed within the Applicable Processing Time									
		a. End-User Financing (EUF) Approval and Take-out	Number of EUF applications Processed within Applicable Processing Time ÷ Total number of EUF application received	2.5%	Actual over Target	0%	98.91%	98.25%	100%	99.91%	100%
		b. Short-Term Loan (STL) Approval and Disbursement	Number of STL Application Processed within Applicable Processing Time ÷ Total Number of Complete STL Applications	2.5%		99.64%	99.82%	99.30%	100%	98.74%	100%



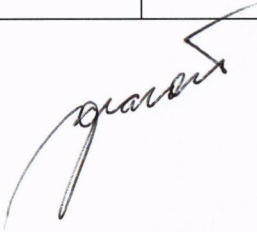
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	SO 9	Practice Principles of Good Governance and Attain Performance Excellence									
	SM 12	Compliance with Quality Standards (ISO QMS)	Actual Accomplishment	2.5%	All or Nothing	1. Recertified ISO 9001:2015 on Membership Registration	Maintained ISO 9001:2015 Certification covering the following core processes:	Maintained ISO 9001:2015 Certification on Membership Registration Process; and	ISO 9001:2015 Recertification of Membership Registration- Audit and Maintenance of ISO 9001:2015 Certification on Short-Term Loan and Provident Benefit Claims - Audit was conducted on 19-28 June 2024	ISO 9001:2015 Recertification of Membership Registration- Audit was conducted on 23-30 April 2024 and Maintained ISO 9001:2015 Certification on Short-Term Loan and Provident Benefit Claims - Audit was conducted on 19-28 June 2024	Maintenance of ISO 9001:2015 Certification covering the following processes: 1. Membership Registration, 2. Short-Term Loan and Provident Benefit Claims
						2. Maintained ISO 9001:2015 on Short-Term Loan and Provident Benefit Claims	1. Membership Registration  2. Short-Term Loan and Provident Benefit Claims	ISO 9001:2015 Recertification of Short-Term Loan and Provident Benefit Claims Processes			
						Maintained ISO 9001:2015 Certification for the following core processes: Housing Loan Origination and Management	Maintained ISO 9001:2015 Certification for the following core processes: Housing Loan Origination and Management	ISO 9001:2015 Recertification of Housing Loans Origination and Management Processes	ISO 9001:2015 Maintenance of Housing Loans Origination and Management Processes	Maintained ISO 9001:2015 Certification on Housing Loans Origination and Management - Audit was conducted on 13-22 August 2024	Maintenance of ISO 9001:2015 Certification for Housing Loans Origination and Loans Management

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	SO 10	Increase Efficiency Through Implementation of Technology-Driven Services									
	SM 13	Percentage of Information System Strategic Plan (ISSP) Projects Completed on-Time	Number of Deliverable Projects Completed ÷ Total Number of Deliverable Projects	5%	Actual over Target	N/A	N/A	N/A	Deployment of Virtual Pag-IBIG mobile application (Full Version)	Virtual Pag-IBIG mobile application (Full Version) was deployed on 11 June 2024	100% of Projects Completed On-Time (based on the DICT-approved/endorsed ISSP)
		Sub-total		15%							
LEARNING AND GROWTH	SO 11	Continuously Develop Competent and Engaged Employees									
	SM 14	Percentage of Employees Meeting Required Competencies	Plantilla employees meeting required competencies ÷ Total Filled Plantilla as of Yearend	5%	Actual over Target	N/A	N/A	N/A	Improvement on the Competency Level of the organization based on the 2023 year-end assessment	Not yet available	2024 Actual Accomplishment + 5% increment (using the new formula)
	SO 12	Develop Effective Disaster Risk Reduction Management Plan									
	SM 15	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	Actual Accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	N/A	N/A	Board-approved Public Service Continuity Plan (PSCP)
		Sub-total		7.5%							
		Total		100%							





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	Bonus Strategic Measures:									
	Gender and Development (GAD) Budget Utilization Rate	Total Budget Utilized for GAD ÷ Total DBM-approved COB	1.00%	All or Nothing	-	-	-	-	-	5.00% of Approved COB
	ISO Certification on Environmental Management System or Business Continuity Management System	Actual Accomplishment	1.00%	All or Nothing	-	-	-	-	-	ISO 14001:2015 or ISO 22301:2019 Certification

For GCG:

  
**ATTY. MARIUS P. CORPUS**  
Chairman

For Pag-IBIG Fund:

  
**HON. MARILENE C. ACOSTA**  
President and Chief Executive Officer (PCEO)