



21 January 2019

**MR. ROLANDO L. MACASAET**

*Chairperson*

**ATTY. JESUS CLINT O. ARANAS**

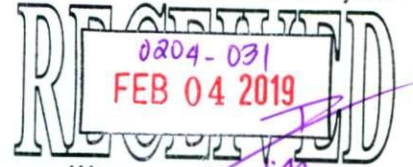
*President and General Manager (PGM)*

**GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)**

GSIS Financial Center, Roxas Boulevard

Makati City

Government Service Insurance System



AM: \_\_\_\_\_ PM: 1:49  
 OFFICE OF THE PRESIDENT AND GENERAL MANAGER

**RE : TRANSMITTAL OF 2019 PERFORMANCE SCORECARD**

Dear Chairperson Macasaet and PGM Aranas,

This is to formally transmit the 2019 Charter Statement and Strategy Map (**Annex A**), and 2019 Performance Scorecard (**Annex B**) of GSIS. The same is to be posted in GSIS' website, in accordance with Section 43 of GCG Memorandum Circular No. 2012-07<sup>1</sup>.

The GSIS proposed Charter Statement, Strategy Map and Performance Scorecard submitted through its letter dated 23 October 2018<sup>2</sup> were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held last 07 November 2018 and evaluation of revised documents submitted through its letters dated 21 November 2018<sup>3</sup> and 15 January 2019<sup>4</sup>.

We take this opportunity to **REMIND** GSIS that Item 5 of GCG Memorandum Circular No. 2017-02<sup>5</sup> mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter.

**FOR YOUR COMPLIANCE.**

Very truly yours,

**SAMUEL G. DAGPIN, JR.**

*Chairman*

**MICHAEL P. CLORIBEL**  
*Commissioner*

**MARITES C. DORAL**  
*Commissioner*

<sup>1</sup> Code of Corporate Governance for GOCCs dated 28 November 2012.

<sup>2</sup> Officially received by the Governance Commission on 30 October 2018.

<sup>3</sup> Officially received by the Governance Commission on 22 November 2018.

<sup>4</sup> Officially received by the Governance Commission on 24 January 2019.

<sup>5</sup> INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

## 2019 CHARTER STATEMENT AND STRATEGY MAP 2019 (Annex A)



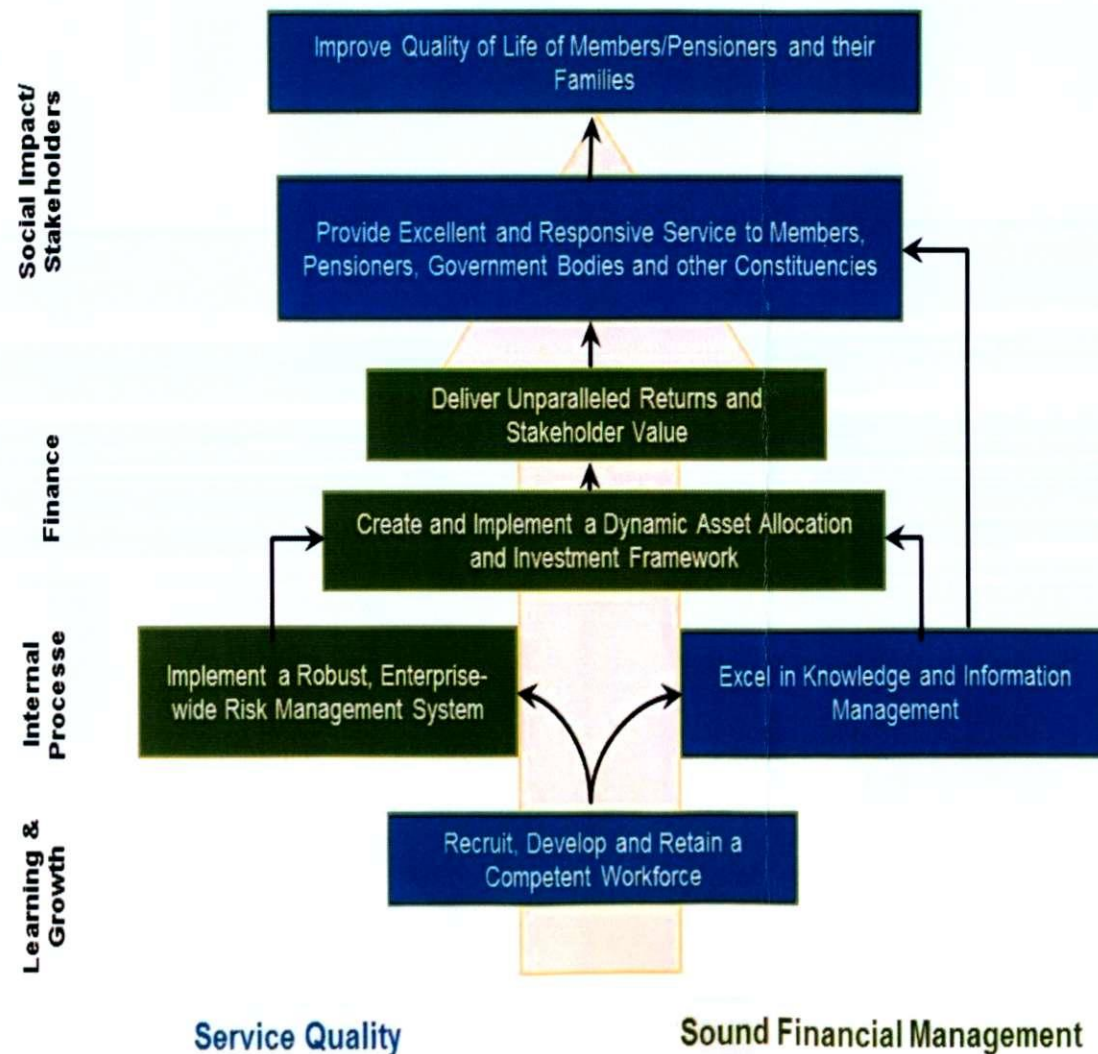
By 2022, GSIS, a premiere social insurance institution with a passion for providing excellent service to its members, pensioners and other constituents, will be in the top three defined-benefit pension fund institutions in the ASEAN region.

### Mission:

- GSIS is committed to -
1. Provide social security/insurance and financial benefits to all government employees and their dependents,
  2. Satisfy the non-life insurance needs of the government,
  3. Maintain and strengthen the viability of the fund, and
  4. Build an enduring partnership with its stakeholders.

### Core Values:

- Professionalism
- Love of Country
- Integrity
- Service Excellence
- Spirituality
- Innovation
- Teamwork
- Mutual Respect



## GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	2016	2017	2018	2019	
SOCIAL IMPACT / STAKEHOLDERS	<b>SO 1</b>	<b>Improve Quality of Life of Members/Pensioners and their Families</b>							
	SM 1	Improvement / Enhancement of Benefits and Privileges without Impairing Actuarial Life	Number of board-approved programs implemented to improve / enhance the benefits and / or privileges	15%	All or Nothing	0	2	80% of DepEd members who attended the GSIS Financial Literacy Program availed the GFAL	Implementation of the GSIS Financial Literacy Program (GFAL) 2
	<b>SO 2</b>	<b>Provide Excellent and Responsive Service to Members, Pensioners, Government Bodies and other Constituencies</b>							
	SM 2	Percentage of Claims and Benefits processed within the Applicable Time	Number of claims and benefits processed within applicable TAT <sup>1</sup> / Number of received applications due for processing	15%	(Actual/Target) x Weight  0% = If less than 90%	Social Insurance: 93%  General Insurance: 92%	83% of retirement/separation and life insurance claims and benefits processed within 30 working days	90%  Retirement / Separation / Life Insurance (30 WDs TAT)  Motor Vehicle Insurance (40 WDs TAT)	100%
	SM 3	Percentage of Satisfied Customers	Number of Respondents who rated GSIS at least satisfactory / Total number of respondents	10%	(Actual / Target) x Weight  Below 80% = 0%	92.70%	93.22%	93.70%	93.7%
	<b>Sub-total</b>		<b>40%</b>						

<sup>1</sup> Processing Time is subject to GSIS' compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act.

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	2016	2017	2018	2019	
FINANCE	<b>SO 3 Deliver Unparalleled Returns and Stakeholder Value</b>								
	SM 4	Minimize Consolidated Loan (CNL) Past Due Rate	$\text{Past Due Rate} = \frac{\text{Total outstanding principal balance of due and demandable Consolidated Loan Accounts} - \text{Allowance for Impairment}}{\text{Total outstanding principal balance of all Consolidated Loan Accounts} - \text{Allowance for Impairment}}$	8%	$(1 - ((\text{Actual} - \text{Target}) / \text{Target})) \times \text{Weight}$ Above 25% = 0%	No data	23.11%	20%	15%
	<b>SO 4 Create and Implement a Dynamic Asset Allocation and Investment Framework</b>								
SM 5	Increase in Total Assets	$\frac{\text{Sum of percentage increases from 2015 to 2019}}{5}$ Annual percentage increase in total assets = $[(\text{Total assets at the end of current year} -$	8%	$(\text{Actual} / \text{Target}) \times \text{Weight}$ Below 6% = 0%	10%	9.20%	9.23%	6.41%	

		Component			Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System <sup>al</sup>	2016	2017	2018	2019	
		Total assets at the end of previous year) / Total assets at the end of previous year]						
SM 6	Generate Return on Investment (ROI) on Investible Funds	$\frac{\text{Sum of ROI from 2015 to 2019} / 5}{\text{Annual ROI} = \frac{\text{Net investment income}}{\text{Average Investment Asset}}}$ $\text{Average investment Asset} = \frac{(\text{Total Investment Asset at the end of current year} + \text{Total Investment Asset at the end of previous year})}{2}$	8%	(Actual / Target) x Weight Below 6% = 0%	10%	9.03%	9.03%	7%
SM 7	Maintain the Fund Ratio of the Social Insurance Fund	Assets / Reserves of the GSIS Social Insurance Fund	8%	(Actual / Target) x Weight Below 72% = 0%	72.00%	72.84%	74.00%	74.00%
	<b>Sub-total</b>		<b>32%</b>					

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	2016	2017	2018	2019	
INTERNAL PROCESS	<b>SO 5</b>	<b>Implement a Robust, Enterprise-wide Risk Management System</b>							
	SM 8	ERM Risk Maturity Rating	Actual Rating	8%	2.70 or higher = 8% 2.60 to below 2.70 = 4% Below 2.60 = 0%	No data	Risk Maturity Level 2.54	Risk Maturity Level 2.60	Risk Maturity Level 2.70
	<b>SO 6</b>	<b>Excel in Knowledge and Information Management</b>							
	SM 9	Maintain/Upgrade QMS Certification	Number of Core Processes ISO certified	10%	All or Nothing	ISO Certification under 9001:2015 standards for:  Membership Administration and Loans Processing	ISO Certification for the following processes: Processing of Maturity Benefit for Life Insurance and Processing of Motor Vehicle Insurance Claims  Maintenance of ISO Certification for Loans Processing and Membership Administration	Certification under ISO 9001:2015 for Data Center Facilities Management;  Pass the Surveillance Audit or Maintain Certification for the following processes:  1. Loans Processing; 2. Membership Administration 3. Life / Maturity Claims Processing; and 4. Motor Vehicle Claims Processing	Certification under ISO 9001:2015 for Funeral Benefit Claim Processing and Marketing of Non-Life Insurance for the Renewal of all Bidding Accounts  Pass the Surveillance Audit or Maintain Certificate for the following processes:  1. Loans Processing; 2. Membership Administration 3. Life / Maturity Claims Processing 4. Motor Vehicle Claims Processing; and 5. Critical Support Processes
		<b>Sub-total</b>		<b>18%</b>					

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System <sup>a/</sup>	2016	2017	2018	2019	
LEARNING AND GROWTH	<b>SO 7</b>	<b>Recruit, Develop and Retain a Competent Workforce</b>							
	SM 10	Improve Average Competency Level of the Organization	No. of employees with a rating of 4 for the required competencies / Total no. of employees	10%	(Actual / Target) x Weight	3.27	3.51	Average Competency Level of 3.75 for Core and Organizational Competencies	95% of employees have a rating of 4 for the required competencies
		<b>Sub-total</b>		<b>10%</b>					
		<b>Total</b>		<b>100%</b>					

a/ But not to exceed the weight assigned per indicator