

**PALACIO DEL GOBERNADOR CONDOMINIUM CORPORATION (PDGCC)**  
**Validation Result of 2021 Performance Scorecard**

	Component				Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
	Objective / Measure	Formula	Wt.	Rating Scale	2021	Actual	Rating	Score	Rating			
SOCIAL IMPACT	SO 1	Provide Excellent Service to Building Tenants/Owner/Occupants										
	SM 1	Percentage of Satisfied Customers	Number of respondents who rated at least satisfactory / Total number of survey respondents	20%	(Actual / Target) x Weight  0% = If less than 80%	90%	93% of Customers are Satisfied (57% - Strongly Agreed 36% - Agreed 6% - Neither)	-	Unverifiable	0%	<ul style="list-style-type: none"><li>• Survey questionnaires</li><li>• Survey Summary</li></ul>	Reported accomplishment cannot be validated absent the Final Report on CSS undertaken as required under the Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey.
			Sub-total	20%						0%		
INTERNAL PROCESS	SO 2	Efficient Building and Facilities Maintenance and Security										
	SM 2	Percentage of Effective Preventive Maintenance of Building Facilities Completed Based on the APP	Number of effective preventive maintenance projects costing above ₱50,000 completed / Total number of effective preventive maintenance projects for the year costing above ₱50,000	20%	(Actual / Target) x Weight	100% of Effective Preventive Maintenance Projects Costing above ₱50,000 completed	8 out of 8 Preventive Maintenance for the year costing above ₱50,000 were completed	-	100% of Effective Preventive Maintenance Projects Costing above ₱50,000 completed	20%	<ul style="list-style-type: none"><li>• Report on the Preventive Maintenance Projects Completed for the year</li><li>• Purchase Orders</li><li>• Disbursement Vouchers</li></ul>	Based on the report submitted, 11 preventive maintenance activities were planned for 2021. Of which, 2 were below the threshold of ₱50,000.

Objective / Measure		Component			Target	Submission		GCG Validation		Supporting Documents	GCG Remarks
		Formula	Wt.	Rating Scale	2021	Actual	Rating	Score	Rating		
SM 3	Percentage of Emergency Works Accomplished based on Total Number of Emergency Reported	Number of emergency works/repairs accomplished / Total number of maintenance works accomplished	15%	(Actual / Target) x Weight	Accomplish 100% of Emergency Works Reported	Seven (7) emergency works	-	Accomplished <b>83.33%</b> of Emergency Works Reported	12.50%	<ul style="list-style-type: none"> <li>List of Emergency Works Completed for CY 2021</li> <li>Disbursement Vouchers</li> <li>Purchase Orders</li> <li>Formal requests for Emergency Work</li> <li>Internally generated reports showing the need for emergency maintenance work.</li> <li>Procurement Monitoring Reports for CY 2021</li> </ul>	<p>Of the reported 7 emergency works, only 6 were considered an emergency.</p> <p>The reported emergency procurement of Supply of manpower and chemicals for sanitizing and disinfecting the Palacio del Gobernador building was not considered since the same was already programmed for the year based on the APP published on PDGCC's website.</p> <p>Only 5 out of 6 emergency works are acceptable.</p> <p>Supporting document for "Supply of labor and materials for the waterproofing and replacement of tiles at the roof deck fire exits" is not acceptable. The emergency work was not included in either</p>

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		Formula	Wt.	Rating Scale	2021	Actual	Rating	Score	Rating		APP or amended APP.
SM 4	Institute Quality Management System	Actual Accomplishment	10%	All or Nothing	Board-approved Quality Manual	Done	-	Board-approved Quality Manual	10%	<ul style="list-style-type: none"> <li>Board Resolution No. 1, s. 2021</li> <li>Quality Management Manual</li> </ul>	Acceptable.
		<b>Sub-total</b>	<b>45%</b>						<b>42.5%</b>		
<b>SO 3 Efficient Utilization of Corporate Operating Budget</b>											
SM 5	Budget Utilization Rate	Total actual disbursements / Total Board-approved Corporate Operating Budget (both net of PS)	20%	0% = If more than 100% 91 to 100% = 20% 80% to 90% = 10% Less than 80% = 0%	>90%	76%	-	75.95%	16.69%	<ul style="list-style-type: none"> <li>Approved Corporate Operating Budget (COB) for 2021</li> <li>Budget Utilization Report for CY 2021</li> <li>Disbursement Vouchers</li> </ul>	Total budget for 2021 net of PS is ₱28.166 Million with a total utilization of ₱21.393 Million.
		<b>Sub-total</b>	<b>20%</b>						<b>16.69%</b>		

LEARNING AND GROWTH	Component				Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
	Objective / Measure	Formula	Wt.	Rating Scale	2021	Actual	Rating	Score	Rating			
	SO 4	Enhance the Human Resource Development Initiatives										
	SM 6	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	15%	All or Nothing	Board-approved Competency-Based Framework; Competency Catalogue and Competency Framework	-	-	Target not met	0%	No submitted supporting documents	PDGCC was not able to accomplish the target.
			Sub-total	15%						0%		
		TOTAL	100%					TOTAL	59.19%			

42