CREDIT INFORMATION CORPORATION (CIC)

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023
SOCIOE-CONOMIC 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 (AEs) & Special Accessing Entities (SAEs)	10%	(Actual/Target) x Weight	407,548	At least 3 million access	At least 3.5 million access	4 million access
	SM 2	Increase the number of Submitting Entities in Production *(For monitoring only)*	No. of Submitting Entities complying to CISA law	0%	All or Nothing	85	Additional 100 Submitting Entities (submitting to production) from the 2020 actual	Additional 125 Submitting Entities (submitting to production) from the 2021 baseline	Additional 125 Submitting Entities (submitting to production)
		Sub-Total		**10%**					
FINANCIAL	**SO 2**	**Strengthen Sound Financial Management Policies**							
	SM 3a	Improve Budget Utilization Rate	(Current Year Disbursements + Accounts Payable) / Approved Corporate Operating Budget, net of Personnel Services and Payables next year	5%	(Actual/Target) x Weight	78.19%	Not lower than 90% but not exceeding 100% of the DBM-approved COB	90%	90%

		Component				Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2020	2021	2022	2023
	SM 3b	Disbursement Budget Utilization	Total Disbursement / Total Obligations (Both Net of PS)	2.5%	(Actual/Target) x Weight	No data		90%	90%
	SM 3c		Total Disbursement / DBM-Approved COB (Both Net of PS)	2.5%	(Actual/Target) x Weight	No data		90%	90%
	SM 4	Increase Total Revenue	Total Revenue, net of VAT, exclusive of Subsidy Income	15%	(Actual/Target) x Weight	₱6.038 Million	₱37,548,696	₱47.006 Million	₱92.990 Million
		Subtotal		**25%**					
CUSTOMERS AND STAKEHOLDERS	**SO 3**	**Assure that Data Quality is Embedded in All Aspects of our Operations**							
	SM 5	Increase Annual Loading Rate	Total number of records loaded	10%	(Actual/Target) x Weight	N/A	N/A	N/A	350 million records loaded
	SM 6	Improve Quality of Data Information provided (Hit Rate)	Total number of inquiries with generated reports/Total number of inquiries without errors	15%	(Actual/Target) x Weight 0% = If less than or equal to 50%	N/A	N/A	N/A	63%

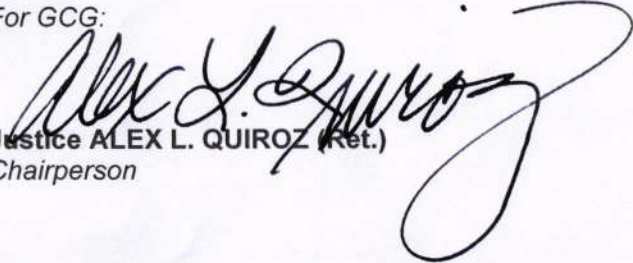| Component					Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating System	2020	2021	2022	2023
SO 4	**Enable Constant Communication to Educate and Satisfy Customers**							
SM 7	No. of Stakeholders benefiting from Customer Education Seminars / events / activities and other financial literacy campaign	No. of individuals attended	5%	(Actual/Target x Weight)	319 Individuals	10,000 Individuals	12,500 Individuals	12,500 Individuals
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%	Report not acceptable	90%	90%	90%
	Sub-Total		**35%**					
SO 5	**Build, Install and Maintain a Secure System Capable of Receiving, Collating, Hosting and Updating Data/ Ensuring Data Quality**							
SM 9	System Availability (Function of Uptime and Downtime)	System generated monitoring report	5%	(Actual/Target) x Weight	99.02%	99%	99%	99%

INTERNAL PROCESS

Component					Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2020	2021	2022	2023
SM 10	Percentage of Online Dispute Processed within the Applicable Time[1]	No. of Online Dispute Processed within TAT/No. Online Dispute Received	5%	(Actual/Target) x Weight	N/A	N/A	100% of Online Dispute Processed within Applicable Time	100% of Online Dispute Processed within Applicable Time
SM 11	Maintenance and continuous improvement of the Quality Management Systems	Actual Accomplishment	5%	All or Nothing	ISO Certificate 9001:2015 not attained in 2020	Maintenance of ISO 9001:2015 Certificate	Maintenance of ISO 9001:2015 Certificate	Maintain ISO 9001:2015 Certificate
SM 12	Improve Security Maturity Level / Maintenance of IT Security	Actual Accomplishment	5%	1. For High Risks: (All or Nothing) x 3% 2. For Moderate and Low Risks: (Actual/Target) x 2%	N/A	N/A	100% remediation of Critical and High-Risk gaps; 90% remediation of Medium-Risk gaps; 80% remediation of Low-Risk gaps	1. Remediate 100% of High Risks identified during annual external VAPT activity; 2. Remediate 100% of Moderate and Low Risks identified during annual external VAPT activity
	Subtotal			**20%**					

[1]Applicable processing time based on CIC's compliance with Republic Act No. 11032 and as provided in CIC's Citizen's Charter.

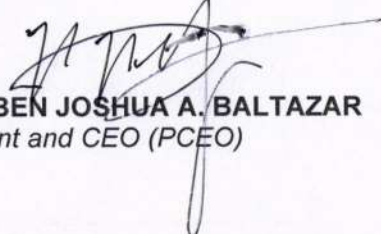| Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023
SO 6	**Enhance the Work Culture that Drives Employees Engagement**							
SM 13	Enhance Human Resources Competency Level	Competency Baseline[2] 2023-Competency Baseline 2022	10%	All or nothing	Baseline not established	Improvement of competency level of the organization	Improvement on the competency level of the organization	Improvement on the competency level of the organization
	Subtotal		*10%*					
	TOTAL		**100%**					

For GCG:

Justice ALEX L. QUIROZ (Ret.)
Chairperson

For CIC:

ATTY. BEN JOSHUA A. BALTAZAR
President and CEO (PCEO)

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[2] Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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