

CREDIT INFORMATION CORPORATION (CIC)

Component					Baseline Data		Target			
	Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2024 4th Quarter Actual	2025	
SOCIO-ECONOMIC IMPACT	SO 1	Improve access to credit of all Filipinos								
	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	5,805,272	11,497,062	At least 6 million Access	20,041,512	At least 15 Million Access
	SM 2	Increase the Number of Submitting Entities in Production	No. of Submitting Entities complying to CISA law	5%	All or Nothing	128	111	Additional 250 Submitting Entities (Submitting to Production)	255	Additional 300 Submitting Entities (Submitting to Production)
		Sub-total		15%						
	SO 2	Strengthen Sound Financial Management Policies								
SM 3a	Improve Budget Utilization Rate	Total Obligated/Total Subsidy (net of PS cost)	5%	(Actual/Target) x Weight	98.21%	80.91%	90%	85.95%	90%	
SM 3b	Disbursement Budget Utilization	Total Disbursement/Total Obligated Subsidy (net of PS cost)	2.50%	(Actual/Target) x Weight	84.51%	93.72%	90%	98.83%	90%	

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FINANCIALS	SM 3c		Total Disbursement/Total COB (net of PS cost)	2.50%	(Actual/Target) x Weight	52.70%	47.56%	90%	85%	90%
	SM 4	Increase Total Revenue	Total Gross Revenue – (Interest Income + Value Added Tax), excluding National Government Subsidy	10%	(Actual/Target) x Weight	₱55,637,205	₱90,435,777	₱207 Million	₱231.520 Million	₱337.500 Million
	SM 5	Positive Net Income After Tax (NIAT)	Total Revenue – Total Expenses	5%	(Actual / Target) x Weight	<i>n.d.</i>	<i>n.d.</i>	<i>n.d.</i>	<i>n.d.</i>	Attain Positive NIAT
		Sub-total		25%						
SO 3	Assure that Data Quality is Embedded in All Aspects of our Operations									

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	SM 6	Increase Number of Records Loaded	Total Number of records loaded per year	10%	(Actual/Target) x Weight	-	359,048,067	355 million Records Loaded	668,814,361	600 million Records Loaded
	SM 7	Improve Quality of Data Information provided (Hit Rate)	Total Number of inquiries with generated reports/Total number of inquiries without errors	7.5%	(Actual/Target) x Weight	-	58.22%	65%	75.07%	75%
	SO 4	Enable Constant Communication to Educate and Satisfy Customers								
CUSTOMERS AND STAKEHOLDERS	SM 8	No. of Stakeholders benefitting from Customer Education Seminars/ events/activities and other financial literacy campaign	No. of Individuals Attended	5%	(Actual/Target) x Weight	14,089	13,100	12,500 Individuals	16,530	15,000 Individuals

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	SM 9	Customer Satisfaction Survey (CSS)	Number of respondents who rated at least Satisfactory / Total number of respondents	5%	(Actual / Target) x Weight 0% = If less than 80%	82.95%	86.90%	90%	94.99%	90%
		Sub-total		27.50%						
	SO 5	Maintain a Secure, Reliable, and Resilient System Capable of Receiving, Collating, Hosting and Updating Data while Ensuring Data Quality								
	SM 10	System Availability (Function of Uptime and Downtime)	System generated network monitoring report	5%	(Actual / Target) x Weight	99.99%	99.99%	99%	99.99%	99%
INTERNAL PROCESS	SM 11	Percentage of Online Dispute Processed within the Applicable Time	No. of Online Dispute Processed within TAT / No. of Online Dispute Received	5%	(Actual / Target) x Weight	Unverifiable	Unverifiable	100% of Online Dispute Processed within Applicable Time	92.32% (4,894 out of 5,301 disputes processed)	100% of Online Dispute Processed within Applicable Time
	SM 12	Maintenance and continuous improvement of the Quality Management Systems	Valid ISO 9001:2015 Certification	5%	All or Nothing	Maintenance of ISO 9001:2015 Certificate	Maintenance of ISO 9001:2015 Certificate	ISO 9001:2015 Recertification	ISO Certified	Maintenance of ISO 9001:2015 Certification

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	SM 13	Improve Security Maturity Level / Maintenance of IT Security	Actual Accomplishment	5%	(Actual / Target) x Weight 1.For High Risk (Actual/Target) – 3% 2.For Moderate and Low (Actual/Target) – 2.50%	Final Results: 1.High Risk – 87% 2.Moderate/Medium Risk – 81% 3.Low Risk – 73%	Unverifiable	100%	High: 3% Medium & Low: 1.71%	100%
		Sub-total		20%						
	SO 6	Enhance the Work Culture that Drives Employees Engagement								
	SM 14	Enhance Human Resources Competency Level	Competency Baseline 2024- Competency Baseline 2022	10%	(Actual/Target) Weight	141%	Improvement on the Competency Level of the Organization	Improvement on the Competency Level of the Organization	-	All Employees (100%) will meet the Competency Requirement
LEARNING AND GROWTH	SM 15	Development and Implementation of Disaster Risk Reduction and Management (DRRM) Plan	2025 Board approved-DRRM Plan	2.50%	All or Nothing	-	-	-	-	Board-Approved Public Service Continuity Plan (PSCP)
		Sub-total		12.50%						
BONUS STRATEGIC MEASURE:										
	GAD Budget Utilization			1%	All or Nothing	-	-	-	-	5% of the total budget (P15.435 million)

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ISO Certification on any of the following standards: a. Environmental Management System Certification b. Business Continuity Management System (BCMS)		1%	All or Nothing	-	-	-	-	Obtain ISO 14001:2015 or ISO 22301:2019 Certification

For GCG:



HON. MARIUS P. CORPUS
 Chairperson

For CIC:



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