

PHILIPPINE DEPOSIT INSURANCE CORPORATION
Interim Performance Scorecard

		Target	Accomplishment		CGOA Validation		Supporting Documents	Remarks (08 May 2014 - Ocular)
Indicator	Weight	2013	2013	Rating	Score	Rating		
MFO 1: Build-up of Deposit Insurance Fund (DIF) based on 12-month average								
Quality 1: Ratio of Deposit Insurance Fund (DIF) to Estimated Insured Deposits (EID)	22.5%	5%	5.60%	22.5%	5.60%	22.5%	Management report showing the ratio of DIF to EID. This is cross-checked against 2013 Unaudited Financial Report showing DIF, and the working sheet of the Bank Statistics Department showing monthly updates on EID.	
Subtotal of Weights:	22.5%			22.5%		22.5%		
MFO 2: Deposit Insurance								
Quality 1: For accounts with balances of P15,000 and below: Percentage of valid claims settled within TAT	10%	90%	100% within TAT	10%	100% within TAT	10%	Management report showing material dates to establish timeliness of settlement of claims	
Quality 2: For accounts with balances greater than P15,000: Percentage of valid claims settled within TAT	10%	90%	100% within TAT	10%	100% within TAT	10%	Management report showing material dates to establish timeliness of settlement of claims	

<p>Quality 1: Customer Satisfaction (based on 12-month average)</p>	2.5%	90%	99.30%	2.5%	99.30%	2.5%	<p>Summary of service quality feedback survey, cross-checked against customer feedback report per month, and the sample questionnaire used in the survey.</p>	<p>In the survey form, the responses range from a scale of 1 to 5 – 5 being the highest. There are 14 line items, each item representing a service aspect like "timeliness", "courtesy to clients", etc. However, the reported customer satisfaction rating is based only on "overall quality of service" -- i.e., instead of obtaining the average of all the line items.</p>
<p>MFO 3: Co-Regulation of Banks</p>								
<p>Quantity 1: No. of priority banks examined</p>	0%	55 banks	60 banks	0%	60 banks	0%		
<p>Timeliness 1: Average no. of days to submit a recommendation to the Board of Directors for corrective action following the Bank's examination</p>	22.5%	58 calendar days (from the exit conference or the last day of examination period, whichever is later)	51 calendar days	22.5%	51 calendar days	22.5%	Report from the Bank Examination Group showing material dates of transactions	

MFO 4: Receivership and Liquidation of Closed Banks							
Quantity 1: No. of closed banks with liquidation terminated	22.5%	80 (out of 142 closed banks with Liquidation Court-approved FPODs ready for termination)	84	22.5%	84	22.5%	Management report from Receivership and Bank Management Groups submitted to and approved by the PDIC Board in 2013 showing banks with terminal report.
Subtotal of Weights:	68%			67.5%		67.5%	
GASS - General and Administration Support Services							
No. of completed Business Process Reviews approved by the Board	5%	3 (Assessment Audit of Member Banks, Head Office Claims Settlement, Administration of the Procurement Process)	3	5%	3	5%	Certificates of Board Action
Formulation of the Enterprise Risk Management (ERM) in accordance with ISO-based "Principles of Effective Risk Management"	5%	Board Approval	ERM Framework was approved by the PDIC Board on 29 November 2013	5%	ERM Framework was approved by the PDIC Board on 29 November 2013	5%	Certificate of Adoption of Resolution
Subtotal of Weights:	10%			10%		10%	To date, 94% of PDIC officers and 7% of PDIC rank-and-file employees have attended orientation, while 34% of PDIC officers and 2% of PDIC rank-and-file have attended workshops on risk mapping. PDIC has developed an in-house risk system software to facilitate the implementation
Total of Weights	100%			100%		100%	