

PHILIPPINE DEPOSIT INSURANCE CORPORATION (PDIC)  
Result of Revalidation of 2022 Performance Scorecard

	Component					PDIC Submission		GCG Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
SOCIO-ECONOMIC IMPACT	SO 1	Contribute to confidence in the financial system through public awareness and financial literacy on deposit insurance to promote financial inclusion										
	SM 1	Level of Public Awareness on Deposit Insurance	Actual accomplishment	5%	Milestone	100% Implementation of programs on public awareness	80.6%	4.03%	4/6 programs completed	3%	<ul style="list-style-type: none"><li>Copies of the Notice to Proceed;</li><li>Copy of the 2023 campaign message strategy materials;</li><li>Social media materials and templates;</li><li>News articles featuring PDIC;</li><li>Copies of purchase orders;</li><li>Photos of the PDIC Media Center;</li><li>Status Reports from Corporate Affairs Group regarding collaboration meetings with potential partners.</li></ul>	Target not met.  The Governance Commission ACCEPTED PDIC's request for the modification of the rating scale from "All or nothing" to "Milestone"  Refer to <b>Appendix 1</b> for the modified rating scale
		Sub-total		5%				4.03%		3%		

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FINANCIAL	SO 2	Maintain Deposit Insurance Fund (DIF) to adequately cover the deposit insurance cost										
	SM 2	Adequate Capital Against Deposit Insurance Cost	12-month average DIF/ 12-month average EID	15%	All or Nothing	5.5%	8.40% (based on 11-month average as of report date)	15%	8.22%	15%	<ul style="list-style-type: none"><li>Quarterly and Monthly Estimated Insurance Deposit Report</li><li>Commission on Audit 2022 Notes to Financial Statements</li><li>DIF-EID Ratio (January to November 2022)</li></ul>	Target exceeded.
	SO 3	Budget Utilization										
	SM 3	Efficient Utilization of Corporate Budget	Total Disbursement / Total Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight	90%	96.04%	5%	96.04%	5%	<ul style="list-style-type: none"><li>BUR Report as submitted to the Commission on Audit (COA)</li><li>2022 Revised COB</li></ul>	Target exceeded. (₱13,379,793,077.31 / 13,930,898,592.00)  ₱4,065,906,923.06 excluded from the COB consisting of certain bank closure related expenses, financial expenses, interest expenses on loans payable with revisions in the agreement during the year, and other items affected by third-party dependencies and uncontrollable circumstances.
		Sub-total		20%				20%		20%		

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CUSTOMERS / STAKEHOLDERS	SO 4	Enhance client experience in PDIC Services										
	SM 4a	Percent of Satisfied Customers – Borrowers	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	2.5%	(Actual / Target) x Weight 0% = if less than 80%	90%	86% (subject to additional borrower-respondents served from November 19 to December 29)	2.39%	85%	2.34%	<ul style="list-style-type: none"><li>Sample accomplished questionnaire per customer types</li><li>2022 CSS Final Report</li><li>Quality Control: Backcheck and Spot-check Reports</li></ul>	Target not met.
	SM 4b	Percent of Satisfied Customers - Depositors	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	2.5%	(Actual / Target) x Weight 0% = if less than 80%	90%	80%	2.22%	81%	2.25%		Target not met.
	SM 4c	Percent of Satisfied Customers – Member Banks	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	5%	(Actual / Target) x Weight 0% = if less than 80%	90%	98%	5%	99%	5%		Target exceeded.
		Sub-total			10%			9.61%		9.59%		

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INTERNAL PROCESS	SO 5	Settle valid deposits/claims of depositors in closed banks within the applicable processing time									
	SM 5	Settlement of valid deposits promptly within applicable turn-around-time (TAT in line with EDB) – For Accounts with less than or equal to P100,000 balances	Number of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to P100,000 balances	10%	(Actual/Target) x Weight	100% of claims settled within TAT with new TAT under “New Normal”	100% claims settled within TAT	10%	PDIC Press Releases in website;  2022 Citizen’s Charter	10%	<ul style="list-style-type: none"><li>Validation Report by Internal Audit Group</li><li>Certification and Turnover documents</li><li>Letters to PPC</li></ul>

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CORE PROCESS	SM 6	Settlement of valid claims promptly within applicable turn-around-time (TAT in line with EODB) – For accounts with more than P100,000 balances	Number of valid claims settled within TAT / Total number of valid claims filed during field operations claims settlement (FOCS)	10%	(Actual/Target) x Weight	100% of claims settled within TAT with new TAT reckoning time and formula under "New Normal"	100% claims settled within TAT	10%	<u>100% of claims settled within TAT</u>	10%	<ul style="list-style-type: none"> <li>• PDIC Press Releases</li> <li>• Certification and Turnover documents of the Project Management Teams</li> <li>• Letters to PPC</li> <li>• Notices of bank closures and take-over documents for all banks closed;</li> <li>• Deposit Insurance Payment Reports;</li> <li>• Inventory of Full Offset;</li> <li>• Summary Report on Settlement of Valid Deposit Claims for Accounts;</li> <li>• Board Resolution No. 2021-08-107 approving the attachments supporting the PES 2022-2023 submission including the Claims Settlement</li> <li>• Excerpt of the significant portions on the minutes of PDIC Board Governance Committee (BGC) Special Meeting and PowerPoint presentation relating</li> </ul>	<p><u>Request for reconsideration is GRANTED.</u></p> <p><u>There is a timely disposition of claims based on the new TAT reckoning time and formula under "New Normal," which provides that "within 7 working days from receipt of valid claims or approval of Report of Validation/Register of Insured Deposits, whichever comes later.</u></p> <p><u>Target met.</u></p>
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Objective/Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
										<u>to Settlement of Deposit Insurance Claims Promptly within Applicable Turn Around Time- For Accounts with More than ₱100,000 Balances:</u> <ul style="list-style-type: none"><li>• <u>Inventory of Full Offset by the Claims Processing Department (ICG)</u></li><li>• <u>Inventory of Processed Claims Turned Over to CSD for payment</u></li></ul>	
SO 6 Distribute assets to creditors and terminate liquidation of closed banks											
SM 7	Asset Distribution Plans (ADP) of closed banks filed with the liquidation courts	Actual Accomplishment	20%	(Actual/Target) x Weight	43	42 ADPs	19.53%	42/43	19.53%	<ul style="list-style-type: none"><li>• Affidavits of Service</li><li>• Motion filed with the liquidation courts stamped received by the Court for personal service or with PPC receipt if filed via registered mail and e-mails</li></ul>	Target not met.

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SO 7	Contribute to financial stability by ensuring financial crisis preparedness										
SM 8	Readiness level for participation in the conduct of financial crisis simulation	Actual Accomplishment	5%	All or Nothing	Conduct/Report of internal simulation exercise of the integrated Crisis Management Plan	100% completed	5%	100%  Reyes Tacandong & Co. (RT & Co.) facilitated and assessed the conduct of Internal Financial Simulation Exercise (IFCSE) specific to the closure of domestic systemically important bank (DSIB)	5%	• RT & Co. Report	Target met.
	Sub-total		45%				44.53%		44.53%		

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Objective/Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
	SO 8	Recruit, build up and retain a motivated and competent workforce										
LEARNING AND GROWTH	SM 9	Percentage of employees meeting required competencies	Competency baseline 2022 – Competency Baseline 2021	10%	All or nothing	Improvement on the Competency Baseline of the Organization based on the 2021 year-end assessment	Improvement on the Competency Level (CL) of the organization by 0.00987 from 1.19400 in 2021 to 1.29387 in 2022 or 8.36% increase in the CL	10%	Improved on the Competency Level of the Organization	10%	<ul style="list-style-type: none"><li>• 2022 Midyear Competency Assessment Report dated September 2022</li><li>• Results of the Midyear Competency Assessment Survey 2022 for 63 employees with annexes</li><li>• Competency Assessment Report dated 27 December 2022</li><li>• Results of the Competency Assessment Survey for 462 qualified employees</li><li>• Emails pertaining to the training programs attended by PDIC personnel, list of programs conducted in December 2022 to address competency gaps, Memorandums and Terms of Reference</li></ul>	Target not met.

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SO 9	Build a responsive organization equipped with the necessary ICT and other systems to support operations										
SM 10	Implementation of Information Systems Strategic Plan (ISSP)	Actual accomplishment	5%	All or nothing per target ICT and information system	100% implementation of information and communication technology (ICT) and information systems projects based on the ISSP <sup>11</sup>	83.33%	5 out 6 ICT and information systems projects completed	4.17%	5 out of 6 ICT and information systems projects completed	4.17%	<ul style="list-style-type: none"><li>• Slides for the accomplishments;</li><li>• Board resolutions;</li><li>• Proof of failed biddings</li><li>• Proof of suspension of procurement due to Memorandum Circular No. 3, s. 2022.</li><li>• Screenshots and walkthrough of systems</li><li>• Procurement documents</li><li>• Certificates of completion and acceptance</li><li>• Sample logs and documents produced by systems;</li><li>• PDIC's Revised ISSP 2022-2025 as submitted to DICT.</li></ul> <p><u>Request for reconsideration is GRANTED WITH MODIFICATION.</u></p> <p>Systems committed for 2022 accomplished during 2022:</p> <ol style="list-style-type: none"><li>1. <u>Cloud Based Call Center/Hosted PABX</u></li><li>2. <u>Network Segmentation</u></li><li>3. <u>Microsoft Windows Remote Desktop Application</u></li><li>4. <u>Loans Monitoring System</u></li><li>5. <u>E-bidding System Phase 2 (FFE's &amp; TE's &gt; 50k)</u></li></ol> <p><u>Systems committed for 2022 but not wholly completed within 2022:</u></p> <ol style="list-style-type: none"><li>1. <u>Corporate Budget System</u></li></ol> <p><u>Systems committed for 2022 but retargeted under the revised ISSP 2022-2025:</u></p> <ol style="list-style-type: none"><li>1. <u>Cloud Protection Security Solution</u></li><li>2. <u>User Access Management System (Privilege Access</u></li></ol>

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Objective/Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
											<p><u>Management System)</u></p> <p>3. <u>Data Loss Protection and Prevention System</u></p> <p>4. <u>Online Backup Recovery Site</u></p> <p>5. <u>PDIC ePortal (Phase 1)</u></p> <p>6. <u>Insurance Claims System Upgrade</u></p> <p>7. <u>Human Resource Information System (Phase 1)</u></p> <p>The following systems were <b>EXCLUDED</b> from the universe/denominator due to failed biddings and MC No. 3, s. 2022 and in view of the revised ISSP 2022-2025 as submitted to DICT:</p> <p>1. <u>Patch Management System</u></p> <p>2. <u>Decision Support System using GIS – ROPA</u></p> <p>3. <u>Bank Monitoring System</u></p>
SM 11	ISO Certification	Actual Accomplishment	5%	All or nothing		100% 5 out of 5 processes maintained ISO Certification	5%	100% 5 out of 5 processes maintained ISO Certification	5%	<ul style="list-style-type: none"><li>ISO Certification No. SCP000481Q valid until 26 May 2025 and Audit Report;</li><li>ISO Certification No. 011001934887 valid</li></ul>	Target met.

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Objective/Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
					Maintain ISO Certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), Loans Management (LM), Real Property Disposal (RPD), Bank Examination (BE) or Corporate Certification	Claims Settlement Operations (CSO) and Assessment of Member Banks (AMB) re-certified with ISO certification dated 25 May 2022; Real Property Disposal (RPD) recertified with ISO Certification dated 20 December 2022; Loans Management (LM) and Bank Examination (BE) passed the 2nd surveillance audit on 21 November 2022		Claims Settlement Operations (CSO) and Assessment of Member Banks (AMB) re-certified with ISO certification dated 25 May 2022  Real Property Disposal (RPD) recertified with ISO Certification dated.		<ul style="list-style-type: none"> <li>until 26 December 2025; and</li> <li>Certificate Register No. 011001734853 valid until 20 December 2023.</li> </ul>	
		<b>Sub-total</b>	<b>20%</b>				<b>19.17%</b>		<b>19.17%</b>		
		<b>TOTAL</b>	<b>100%</b>						<b>96.29%</b>		

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**Rating Scale for Strategic Measure 1: Level of Public Awareness on Deposit Insurance**

COMPONENT	PDIC RECOMMENDED	CGO-A RECOMMENDED	CGO-A VALIDATION AND RECOMMENDED SCORE
Enhancement of Advertisements and Media Engagement	1.50%	1.00%	Target not met.
Strengthening of Social Media Campaign	1.00%	1.00%	Target not met.
Observance of Depositor Protection and Awareness Week (DPAW) and Economic and Financial Literacy Week (EFLW)	0.75%	0.75%	Acceptable. The CGO-A recommends granting the 0.75% score.
Brand Alignment of Communication Activities and Information Materials	0.50%	0.75%	Acceptable. The CGO-A recommends granting the 0.75% score.
Adoption of Appropriate Communications Technology	0.75%	0.75%	Acceptable. The CGO-A recommends granting the 0.75% score.
Enhancement of Financial Literacy Campaign	0.50%	0.75%	Acceptable. The CGO-A recommends granting the 0.75% score.
<b>Total</b>	<b>5.00%</b>	<b>5.00%</b>	<b>3.00%</b>

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