CREDIT INFORMATION CORPORATION (CIC)

		COMPONENTS				BASELINE DATA		TARGET	
		OBJECTIVES	FORMULA	WEIGHT	RATING SYSTEM	2021	2022	2023	2024
SOCIO-ECONOMIC IMPACT	**SO 1**	**Increase Opportunities for the Public to Access Credit**							
	SM1	Volume of Access of the Accessing Entities and Special Accessing Entities	No. of Recorded Access by the Accessing Entities & Special Accessing Entities (SAEs)	5%	(Actual / Target) x Weight	618,064	5,805,272	At least 4 Million Access	At least 6 Million Access
	SM2	Increase the number of Submitting Entities in Production	No. of Submitting Entities Complying to CISA Law	5%	All or Nothing	105	128	Additional 125 Submitting Entities (Submitting to Production)	Additional 250 Submitting Entities (Submitting to Production)
		Sub-total		**10%**					
	SO 2	**Strengthen Sound Financial Management Policies**							
FINANCIAL	SM 3a	Improve Budget Utilization Rate- Budget Obligation Rate	Total Obligations / DBM-approved or Board-approved Corporate Operating Budget (both net of Personnel Services (PS) Cost)	5%	(Actual / Target) x Weight	N/A	62.36%	90%	90%
	SM 3b	Improve Budget Utilization Rate- Obligation Disbursement Rate	Total Disbursement / Total Obligations (both net of PS Cost)	2.50%	(Actual / Target) x Weight	N/A	N/A	90%	90%

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	SM 3c	Improve Budget Utilization Rate- Budget Disbursement Rate	Total Disbursement/ DBM-approved COB (both net of PS Cost)	2.50%	(Actual / Target) x Weight	57.79%	52.70%	90%	90%
	SM 4	Increase Total Revenue	Total Gross Revenue - (Interest Income + VAT), excluding National Government Subsidy	15%	(Actual / Target) x Weight	₱11,637,492	₱55,637,205	₱92.990 million	₱207 Million
		Sub-total		**25%**					
SO 3	**Assure that Data Quality is Embedded in All Aspects of Our Operations**								
	SM 5	Increase Loading Rate Per Day	Total Number of Records Loaded	10%	(Actual / Target) x Weight	N/A	N/A	350 Million Records Loaded	355 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	N/A	N/A	63%	65%

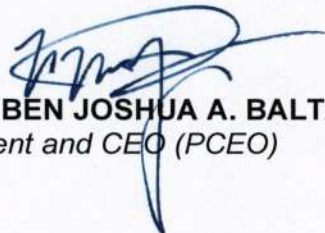|		COMPONENTS				BASELINE DATA		TARGET	
		OBJECTIVES	FORMULA	WEIGHT	RATING SYSTEM	2021	2022	2023	2024
	SO 4	**Enable Constant Communication to Educate and Satisfy Customers**							
INTERNAL PROCESS	SM 7	No. of Stakeholders Benefiting from Customer Education Seminars / Events / Activities and Other Financial Literacy Campaign	No. of Individuals Attended	5%	(Actual / Target) x Weight	10,251	14,089	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%	84.30%	82.95%	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	99.44%	99.99%	99%	99%

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	SM 10	Percentage of Online Dispute Processed within the Applicable Time	No. of Online Dispute Processed Within TAT/ No. Online Dispute Received	5%	(Actual / Target) x Weight	N/A	Unverifiable	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	Valid ISO 9001:2015 Certification	5%	All or Nothing	ISO 9001:2015 Certified	Maintenance of ISO 9001:2015 Certificate	Maintenance of ISO 9001:2015 Certificate	ISO 9001:2015 Recertification
	SM 12	Improve Security Maturity Level / Maintenance of IT Security	Actual Accomplishment	5%	(Actual/Target) x Weight Pro-rated Weight: 3% = High Risk 2% = Moderate and Low Risk	N/A	Final Results: 1. High Risk - 87% 2. Moderate Medium Risk - 81% 3. Low Risk - 73%	1. Remediate 100% of High Risks identified during the external VAPT activity 2. Remediate 100% of Medium and Low Risks identified during the external VAPT activity	100%
		Sub-total		**20%**					

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LEARNING AND GROWTH	**SO 6**	**Enhance the Work Culture that Drives Employees Engagement**							
	SM 13	Enhance Human Resources Competency Level	Competency Baseline 2024[1]-Competency Baseline 2023	10%	All or nothing	139%	141%	Improvement on the Competency Level of the Organization	Improvement on the Competency Level of the Organization
		Sub-total		**10%**					
		TOTAL		**100%**					

For GCG:

ATTY. MARIUS P. CORPUS
Chairperson

For CIC:

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

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

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

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